

HOME SUPPORT EMPLOYEE HANDBOOK

REVISION #15.2

2023-06-15

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 25 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 (KHC) 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 800 qualified staff 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 (in 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 staff to stay informed and abide by any changes.

Thank you and welcome to the team.

Billy English

Chief Executive Officer
Kindred Home Care

INTRODUCTION

OPEN DOOR POLICY

At Kindred Home Care we are committed to providing a working environment in which you will find respect and trust. We believe that our policies will help us resolve any questions you may have concerning your conditions of employment.

Company wages, policies and practices will be reviewed periodically to ensure that you are receiving fair treatment. You are encouraged to talk with your manager or our HR Manager any time you have questions or problems, whether it be personal or business related.

We pledge ourselves to the highest level of respect of the individual dignity of our employees.

EQUAL EMPLOYMENT OPPORTUNITY

Kindred Home Care is an equal employment employer. Accordingly, equal employment opportunity shall be afforded to all qualified individuals regardless of their race, religion, color, sex, creed, national origin, age, and mental or physical handicaps.

This policy relates to every aspect of employment including recruitment, testing, selection, compensation, benefits, training and development, promotion, transfer, termination and all other privileges, terms and conditions of employment.

The Company will not tolerate acts of discrimination, including sexual or racial harassment, by manager, employees or clients. Such conduct will result in disciplinary action, up to and including potential dismissal.

The Company also provides all our employees with an online pamphlet regarding their rights as an employee in Canada (see links below).

English:

<https://www.canada.ca/content/dam/ircc/documents/pdf/english/corporate/publications-manuals/3388-imp-pamphlet-en-qr.pdf>

French:

<https://www.canada.ca/content/dam/ircc/documents/pdf/francais/organisation/publications-guides/3388-imp-pamphlet-fr-qr.pdf>

NOT A CONTRACT

This handbook for employees does not represent a contract. Policies and procedures can be interpreted, changed, modified, or eliminated by the Company from time to time as the need arises. Employees are responsible for staying up to date on policies. Kindred Home Care will publish new revisions to the handbook when policies are changed. Employees must abide by the policies and procedures.

COMMITMENT

At Kindred we commit ourselves to the highest quality of service we have adopted values for use in our day to day activities, decision making and planning. These values will be respectfully applied to all dealings with team members as well as our clients.

EMPLOYMENT RULES

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 do not hesitate to contact your Regional Team.

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.

You can expect to receive a follow up email within 2 business days. Please note that the Monday and Tuesday before pay day are reserved for payroll processing. As such, the 2-day waiting period for a response to non-urgent payroll emails received on the Monday or Tuesday before pay day begins on Wednesday.

Kindred Home Care requires a verification step for any payroll change requests (ex. banking account and email updates) to prevent fraudulent changes. Caregivers will be asked to verify their date of birth and employee ID number. With an increase in fraudulent emails that appear legitimate (including updated banking account information) we want to ensure we are limiting the risk of fraudulent changes. If changing your banking account: Please send your new direct deposit form, employee ID and DOB to any member of your Regional Team.

For purposes of calculating pay, the payroll week begins on Sunday and ends on Saturday. Paystubs are available online at 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 MY PAY STATEMENT

- Go to the "Secured Log-in" panel on our login page at [Payworks.ca](https://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-ups 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.

INTERNET ACCESS AND EMAIL ADDRESS

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 a 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 hereby confirm that you are the sole account holder and have not disclosed your password or login information to anyone else. In the event this confidential email address changes you are required to notify us immediately in writing.

CONTACT REQUIREMENTS AND PROCEDURES

Contact Information: We must be able to contact you and if necessary, leave a 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 your Care Coordinator immediately.

DEPARTMENT OF SOCIAL DEVELOPMENT HOME SUPPORT STANDARDS

Kindred Home Care strives to adhere to the best industry practices and all employees must review, understand and adhere to the [Home Support Standards](#) developed by the NB Department of Social Development.

MANDATORY TRAINING, CERTIFICATION, BACKGROUND CHECKS

The Department of Social Development is responsible for setting the standard qualifications necessary to work in the Home Support Services industry. As per these standards, you are required to have, maintain and show proper documentation supporting:

CPR AND FIRST AID 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 Coordinator to discuss other arrangements. You must give at **least 14 days notice** to your CC in order to

request to make a change to your scheduled First Aid course. Your CC 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 your Care Coordinator know.

CRIMINAL RECORD WITH VULNERABLE SECTOR CHECK, AND SOCIAL DEVELOPMENT CHECK
These record checks are your sole responsibility and must be updated in accordance with the current Social Development Record Check and Criminal Record Check Policy.

PERSONAL SUPPORT WORKER OR EQUIVALENT CERTIFICATION

Certification(s) that you have completed or are enrolled in either the Personal Support Worker Training Program provided by New Brunswick Community College or a similar program approved by the Department of Social Development.

You are free to enroll in any approved course that will provide the certification required by Department of Social Development. If you elect to enroll in any approved course offered by Kindred Home Care, you understand and agree that enrolment in that course is your sole responsibility; and any reduction in course fees or any request you may make for payroll deduction for such a course do not form part of any employment agreement.

All time required to complete the coursework and any expenses associated with enrolling and completing any of the above programs is your sole responsibility.

KINDRED ORIENTATION

As part of your employment contract you must successfully complete your online orientation within the first seven days of receiving Litmos login information.

FUTURE CHANGES TO EDUCATIONAL/CERTIFICATION REQUIREMENTS

The Department of Social Development and the New Brunswick Home Support Association currently set and maintain the necessary standards to practice in the Home Support Services industry in New Brunswick. These standards may change from time to time. It will be your sole responsibility to maintain all required certifications as well as to successfully complete any new certification/training requirements as may be designated by any governing body including the Department of Social Development. These standards and requirements must be met by Kindred Home Care employees in every aspect of the delivery of services to our clients. **You must provide us with copies of your certifications before beginning work and anytime you are recertified.**

PLACE OF WORK

You will work primarily in our clients' residences. Travelling to and from any such locations or to our offices is your sole responsibility and cost. You will not be compensated for any time nor any expenses incurred to travel to any client locations or between client locations.

PRIVACY/CONFIDENTIALITY 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?

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?

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?

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 staff persons 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?

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.

Social Networking Policy

Be conscious when mixing your business and personal lives. Online, your personal and business personas are likely to intersect. The Company respects the free speech rights of all of its employees, but you must remember that customers, colleagues, supervisors and other employees often have access to the online content you post. Keep this in mind when publishing information online that can be seen by more than friends and family, and know that information originally intended just for friends and family can be forwarded on. Remember NEVER to disclose nonpublic information of the Company (including confidential information), and be aware that taking public positions online that are counter to the Company's interests might cause conflict.

PROBATIONARY PERIOD

A newly employed person needs a period of adjustment. Our probationary (trial) period is 6 months from the start work date. During this period the company may reach certain judgments regarding employee capability, attitude and performance. If either the employee or the company feels that this will not be a good fit, then either may decide to terminate the employment at any time for any reason.

WEEKLY WORK SCHEDULES

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 your 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/OUT FOR 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.

HERE IS HOW THE TELEPHONE SYSTEM WORKS

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 your Care Coordinator.**
- The system will say "good bye" 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 your local manager or care coordinator.

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 your Manager. 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 have tea with the client. Remember that this job is about relationship and not just about checking off a to do list. **Leaving early without permission, or not calling in/out is grounds for discipline.**

OVERTIME

When there is a need, you may be asked to work overtime. 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.)

SLEEPING AT WORK

Caregivers are not permitted to sleep while on duty.

MISSED SCHEDULED SHIFTS

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.

CANCELLED SHIFTS BY CLIENTS

Employees called to work, but not provided work, through no fault of their own, will be paid 3 hours call in time at their regular rate, unless the employee has been duly notified with over 24 hours' notice of the shift cancellation. You, the employee, are responsible to check your voicemail and/or text messages. These forms of communication count as notice.

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. The Company 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 worn at all times 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.) These gloves can be picked up at a designated meeting spot within your Regional Team. 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 staff must wear their identification badges at all times.

MONEY FROM CLIENTS

When shopping for Clients and there is an exchange of money from Client please record the amount of money given to you from the Client in the Client journal.

KHC does not permit an employee to purchase alcohol for Clients when assisting with errands.

ATTENDANCE

ATTENDANCE POLICY

Regular and punctual attendance are essential conditions of employment and critical standards 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 work day and to remain at work unless disabled by illness or absent with prior approval. Failure to meet this

requirement may lead to corrective action up to and including dismissal.

To ensure adequate staffing on a daily basis, Kindred Home Care has established, for all employees, the following attendance policies and procedures:

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 Coordinators verbally over the phone, not via a text message or an email.**

ACCOUNTABILITY

Each employee is responsible for notifying Kindred Home Care if you are going to be absent or late for a shift by calling your Care Coordinator 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, as we want to make sure that you've arrived at your visit and that the client is being cared for.

COMMUNICATION – AFTER HOURS PROCEDURE

The Regional Management team has a rotation of who is “on call” each evening in addition to their regular work day (7:30am - 4:30pm mon-fri) during the week.

On weekends the Weekend Care Support takes over for all regions. Communication with the After Hours Team 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.

BEING LATE

Employees are expected to be on time and prepared to go to work. Many accidents happen when people are in a rush and are not in the proper frame of mind to carry out the required duties.

ABSENCE POLICY

ABSENCE WITHOUT LEAVE (AWOL)

When an employee is AWOL discipline shall be dealt with under corrective action policy to follow and his or her employment history will be considered to determine the severity of the discipline. Your Manager and/or Care Coordinator will record all absences in your electronic employee file. All absences have to be approved by your Manager or Care Coordinator.

SICK DAYS

In a calendar year, employees will be granted 5 unpaid sick days. Employees must call in and talk with Care Coordinator/Manager about being out sick, **TEXTING AND EMAILING IS NOT ALLOWED** for any reason.

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.

UNEXCUSED ABSENCE

Example of unexcused absence is not having a ride to work, car broken down etc. More than

two (2) unexcused absences in any 12-month period is considered excessive absenteeism and may result in disciplinary action.

NO SHOW

If an employee does not report to work as scheduled, and fails to notify his/her Manager/Care Coordinator prior to the beginning of their shift, the occurrence is counted as an AWOL offense.

COMPANY BENEFITS

VACATION PAY

The company 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. Your vacation pay will be paid to you biweekly.

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>

SCHEDULING VACATION TIME

Vacations must be approved and agreed upon with your Manager/Care Coordinator. A request for vacation time must be submitted to the Manager/Care Coordinator **at least two weeks in advance in writing (email or text)**. The Manager/Care Coordinator will inform the employee within 24-48 hours (business days) from request if 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	January 1st
Family Day	February (Third Monday)
Good Friday	March/April
Canada Day	July 1st (if falls on Sunday, holiday moves to Monday)
NB Day	August (First Monday)
Labour Day	September (First Monday)
Remembrance Day	Nov 11 th

Christmas Day

December 25th

It is possible for companies to calculate statutory holiday pay in two ways. We have chosen the 4% method. It gives the employee more statutory pay. The hourly rate on your pay stub will include statutory pay and statutory pay will not appear as a separate line. In addition, in the event you work on a statutory holiday you will be paid one and one half times your regular hourly wage for the hours worked.

DRUG & ALCOHOL 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 his/her duties and may endanger the employee, his/her co-workers, as well as the equipment or property. The company 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 on Company property or in a Company vehicle is strictly prohibited. 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 HR department in writing of the possible effects of such medication on their job. This information will be kept confidential. In order to keep all employees safe, anyone taking medication that causes drowsiness should not operate a forklift or machinery.

Employees in breach of this policy will be subject to disciplinary action up to and including dismissal. Any and all breaches of this policy must be referred to the HR Manager who will confer and advise as to the extent of the disciplinary action to be taken.

CANNABIS

The Government of Canada recently announced the legalization of 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, the Company 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.

BEREAVEMENT LEAVE

When death occurs in an employee's immediate family, the employee will be given the necessary time off to attend to the situation at hand. 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.

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, which includes:

- spouse or common-law partner ¹
- father or mother, or their spouse or common-law partner
- children, or the children of their spouse or common-law partner
- grandchildren
- brothers and sisters
- grandparents
- the father or mother of the employee's spouse or common-law partner, as well as their spouses or common-law partners
- any of the employee's relatives with whom they permanently live or with whom they permanently reside

Bereavement leave will not be paid for unscheduled days of work.

¹ Common-law partner means someone who has been living with an individual in a conjugal relationship for at least one year. Proof of relationship may be required.

LEAVES OF ABSENCE

It is our policy to grant extended leaves of absence under certain circumstances.

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.

WORKERS COMPENSATION LEAVE OF ABSENCE

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 their Manager as soon as a work-related illness/injury is incurred. The HR Manager/Manager monitors and controls all Leaves of Absence due to job-related injuries or illness as a result of employment. Communication (the first Tuesday of the month by telephone) must be maintained with the Manager 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 the Manager.

MATERNITY LEAVE

Will be granted in accordance with the employment laws of the Province or State in which the company is operating (15 weeks + Parental leave). The employee will notify their Manager after the first trimester upon discovering the pregnancy. Maternity Leave will begin when the employee's physician certifies that she is no longer able to perform her work safely and efficiently. However, the company reserves the right to initiate a leave of absence if the employee's attendance, quality, and quantity of work are adversely affected by the pregnancy. Maternity leave will continue until such a time as the employee's physician certifies she is able to return to work.

PARENTAL LEAVE

Will be granted in accordance with New Brunswick law. (Maximum of 35 weeks) shared between mother and father.

DOMESTIC VIOLENCE LEAVE, INTIMATE PARTNER VIOLENCE LEAVE OR 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. a 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, in order 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;
- for any other reason related to or resulting from such violence.

Employees are required to inform their Management Team in writing of their need for Violence Leave. In this written notice, employees must also include the reason why the leave is required. This information is kept strictly confidential.

If your need for Violence Leave affects client care, and it is safe for you to do so, please be sure to call in to let your Care Coordinator know in addition to providing written notice.

COMMUNICATIONS

OPEN DOOR

Kindred Home Care hopes that no employee has a problem, but realistically, there can occur situations in which people think they are not listened to or treated properly. To address this situation, the concept used by Kindred Home Care is the "Open Door" policy. Management's door is always open to its employees. Any time you have a question or concern, do not just let it lie - take action, and go to someone. You are encouraged to discuss the problem with your reporting manager. If you continue to be dissatisfied, the next source of assistance is the HR Manager. If you are uncomfortable approaching your Manager, you may go directly to the HR Manager 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. While the use of the Open Door policy may not result in a response in which you are always satisfied, this is an opportunity for a fair and personal discussion of your concerns.

CORRECTIVE ACTION

CORRECTIVE ACTION POLICY

In order to protect the employee and the company, the following rules will be put in place as a mechanism to resolve situations that apply.

STEP 1

If any employee's job performance, attendance, does not 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 of time, 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 the HR Manager 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 will be terminated after a single incident.

HARASSMENT

Kindred Home Care prohibits all forms of unlawful harassment based upon race, color, religion, gender, national origin, ancestry, age, sexual orientation, veteran status, marital status, mental or physical disability or any other basis protected by law, including verbal, non-verbal and physical conduct.

SEXUAL HARASSMENT

Sexual harassment is defined as any conduct (actual or implied), comment, gesture or contact of a sexual nature that is likely to cause offence, intimidation or humiliation to any employee, that might, on reasonable grounds, be perceived by an employee as placing a condition of a sexual nature on employment or on an opportunity for training or promotion.

Kindred Home Care is committed to support the Human Rights Principle that every employee is entitled to employment free of sexual harassment. Harassment on the basis of sex is an infringement on an individual's human rights and is a violation under the applicable federal and provincial legislation.

Such action is viewed as a serious matter and will not be tolerated by the Company. In opportunity and equal treatment for all employees, the Company will make every reasonable effort to ensure that every employee has a right to freedom from sexual harassment by the employer, Agent of the employer or another employee.

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

MOONLIGHTING

In order to participate in other jobs or businesses that do business with or are in competition with the Company, an employee must disclose his or her intention before becoming involved and obtain Company 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.

TERMINATION OF EMPLOYMENT

AT TERMINATION

All wages or salary earned by the employee up to the time of termination of employment will be paid no later than the next regular pay period along with their employment statement. The employee will be required to return all company equipment/property including ID badge.

CAUSES FOR IMMEDIATE DISMISSAL

Actions that disrupt company operations, or impairs the efficiency of the operation, or are prejudicial to the interest of the company, are subject to immediate dismissal or other discipline. Examples of these types of actions include but are not limited to:

- Sabotage of company/client property
- Breach of Confidentiality
- AWOL (Absent without Leave)
- Falsifying hours worked
- Insubordination
- Substandard quality of work
- Stealing, robbery, burglary or other dishonestly
- Conflict of interest
- Trying to report to work while under the influence of intoxicants
- Misrepresentation of credentials
- Soliciting for any purpose in working area at working times
- Distributing literature in work areas and during work times, that is defamatory, scurrilous, abusive, hateful or profane or that which would be considered prejudiced about sex, race, religion, color, age or creed.
- Violating any rule or regulation governing employees as contained in these guidelines or as may hereafter be adopted and issued by the company.

OTHER INFORMATION

PERSONNEL RECORDS

It is important that your employment records are kept up-to-date. Be sure to notify your Care Coordinator and Manager if there are changes in any of the following:

- Your name, home address, telephone number
- Telephone number at which you can be reached in case of an emergency
- Correction of your social insurance number
- Bank Account Information
- Email Address availability

SAFETY REQUIREMENTS

We ask our clients to do the following to assist in providing a safe workplace for our employees

HEALTHY WORKPLACE

We request that no one smoke while the Home Support Worker is in your home. We recognize that second hand smoke is harmful to health.

We request that perfumes/cologne and scented candles not be used during the shift

SAFE WORKPLACE

We request that pets are placed in another room, or tied if they are outside. Unsecured pets may pose a safety concern to home support staff

We request that guns and weapons be safely stored

RESPECTFUL WORKPLACE

Kindred recognizes the importance of an environment free of behaviours such as unlawful discrimination, harassment, disruptive workplace conflict, disrespectful behaviour and violence in the workplace. We request that you use respectful language and behaviours while we are in your home. Shouting, name-calling, swearing, sexually suggestive comments, inappropriate touching, alcohol or illegal drug use will not be tolerated during the shift.

CAREGIVER TASKS

TASKS THAT CAREGIVERS ARE NOT PERMITTED TO DO IN THE HOME	
General	Caregivers are responsible for the areas the client uses, NOT the areas used by others living in the same residence (this includes dishes, laundry, bedrooms) The caregiver's feet are to be on the floor at all times.
Kitchen	Do not clean the inside of an oven Do not clean silver No pickling, canning; preserving
Other Rooms	Do not remove/clean curtains Do not varnish/paint walls/cupboards Do not wax floors Do not move heavy furniture, can move kitchen chairs Do not work above head level or on a chair or ladder Do not wash ceilings Do not stand on anything to clean, to change a light bulb, etc.
Personal Care	Do not use sharp objects for personal care Do not cut client's nails Do not administer tub baths that require lifting client Do not cut hair
Pets	Do not clean up after pets Do not clean litter boxes Do not walk dogs
Yard Work	Do not wash house windows from the outside Do not chop wood, use wood splitter, stack wood, do yard work Do not shovel the driveway or use snow blower Do not mow the lawn Do not repair the lawn mower, electric appliances etc.
Other	Do not set mouse traps or dispose of carnage Do not lift clients in and out of cars Do not write cheques, use debit cards, use credit cards Do not manage medications, give injections including eye drops & nitro spray Do not lift more than 30-35 (women) and 50- 55 (men) pounds
TASKS THAT CAREGIVERS ARE PERMITTED TO DO IN THE HOME	

Kitchen	<p>wash dishes clean out the fridge windows (only within reach) wipe down garbage can wipe light switches/door knobs move small appliances (NOT stove/fridge) clean sink/faucets wipe down counter sweeping/washing/vacuuming floor top of stove/burners can be cleaned</p>	<p>clean outside/inside of microwave label and date food with client's assistance wipe off appliances (empty crumb tray in toaster) wiping cupboards (within standing reach) take out garbage wiping down kitchen table/chairs organize cupboards within reach wash and dry laundry</p>
Living Room	<p>vacuum/sweep/wash floors general tidying dust wooden furniture within reach wipe down light switches</p>	<p>dust TV and other electronics within reach vacuum out furniture (couch/chair) only if client has hand held vacuum</p>
Bedroom	<p>change linens/making bed put away laundry clean mirrors within reach dust</p>	<p>vacuum/sweep floor vacuum under bed after checking to see nothing is under it</p>
Bathroom	<p>clean toilet, raised toilet seat or commode (inside and out, including base) clean and tidy counter clean shower/sink/bathtub/bath chair (remove non-slip mat if present in shower to clean)</p>	<p>clean mirror wash bath bench dust surfaces within reach sweep/wash floor change used towels</p>
Equipment	<p>check brakes on wheelchairs and walkers</p>	<p>wipe clean wheelchairs, walkers and canes</p>
Personal Care	<p>Continued on next page assist with personal care - grooming, personal hygiene, baths, shampoos, etc empty catheter bag; empty urine</p>	<p>shave with electric razor only clean and dry feet, apply lotion change non-sterile dressings change incontinence pads</p>

	drainage bag assist with transferring, feeding and other activities of daily living	remind client to take medication
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Note: Caregivers can also accompany client on shopping trips and doctor's appointments with approval by their manager and the Department of Social Development.

OCCUPATIONAL HEALTH AND SAFETY

HEALTH AND SAFETY POLICY

Kindred Home Care (KHC) is committed to providing a healthy and safe work environment for its employees and preventing occupational illness and injury. To express this commitment, we issue the following policy on occupational health and safety.

As the employer, KHC is responsible for the health and safety of all its employees. We will make every effort to ensure the client is providing a healthy and safe work environment for our employees. We are dedicated to the objective of eliminating the possibility of injury and illness.

As CEO, I give you my personal promise to take all reasonable precautions necessary to prevent harm to our employees. Employees must protect their health and safety by complying with applicable Acts and Regulations and to follow policies, procedures, rules, and instructions as prescribed by KHC.

KHC will, where feasible and possible, work with the clients to eliminate hazards. KHC commitment is to conduct our business in accordance with the New Brunswick Occupational Health and Safety Act. By adhering to these programs and with co-operation from all employees and clients our goal is to operate without injury to any employee.

Occupational Health & Safety begins with a positive attitude and appropriate behavior both on the job and at home. Guidelines and practices implemented under this policy are intended to ensure that the health and safety of those connected with KHC remain a priority, to their personal benefit, as well as that of this organization.

This policy will be reviewed yearly and revised as necessary.

We will incorporate the following five fundamentals of health & safety into our day to day business operations;

HEALTH AND SAFETY RESPONSIBILITIES

Acknowledging the importance of responding to health & safety legislative

requirements as well as the needs and issues arising in the work environment. This will include establishing a continuous improvement process so safety is always considered a priority.

MANAGEMENT COMMITMENT

Establishing health and safety presence in the workplace by the employer so that all employees recognize a clear set of expectations about accountability to health and safety

EMPLOYEE INVOLVEMENT

All employees will be held accountable to follow all legislated requirements as defined under the OH&S act and its regulations

HAZARD AND RISK MANAGEMENT

Identifying hazards, assessing risks and implementing effective controls, assessing the health and safety learning tools, delivering the instruction and monitoring the instructions given for effectiveness.

EDUCATION

Assessing the health and safety learning needs, delivering the instruction and monitoring the instruction given for effectiveness.

Sincerely,



Billy English

Kindred Home Care wants to provide a healthy and safe workplace and the prevention of occupational injuries is of the highest importance. We want no injuries. We will do our best to ensure that clients are providing healthy and safe work places, and recognize that employees must protect their health and safety as well.

New Brunswick has an Occupational Health and Safety Act. We adhere to it and so should you. Along with us, stay positive about safety.

EMPLOYEE RESPONSIBILITIES

- Follow the Occupational Health and Safety Act.
- Follow additions guidelines of Kindred.
- Work safe and keep those around you safe.
- Report hazards, unsafe acts and unsafe conditions to the client and your Manager. Nothing is too small. Report it within 8 hours.
- When you have an idea about safety let us know.

FOUR BASIC EMPLOYEE RESPONSIBILITIES

1. Employees have the **Right to Know** about hazards at work. This includes working with or close to hazardous materials, and what to do.
2. Employees have the **Right to Participate** in meetings concerning their safety. This may be as a member of the Joint Occupational Health and Safety Committee or in a site-specific safety meeting with their Home Support Manager.
3. Employees have the **Right to Refuse** work when the employee feels at risk.
 - i. If you are unhappy report the hazard to the client and work with them to correct the problem.
 - ii. If you are still unhappy, then report to your Manager.
 - iii. If you are unhappy then report to WHSCC.

A refused job may be reassigned. Kindred must tell the new employee why the employee has refused the job and that the new employee has the right to refuse the job also.

4. Employees have the **Right to Make a Complaint or File a Grievance**. It is explained in the Occupational Health & Safety Act (NB).

SAFE WORK PRACTICES

Safe Work Practices are guidelines for the performance of a particular type of work or activity. Their purpose is to help avoid types of incidents that have historically occurred when using certain types of tools, equipment, or performing a particular task. Safe Work Practices are used to train new employees that move to new jobs. They can also be used as a reference, especially for complex jobs, particularly hazardous jobs, or for jobs that are not done very often.

KHC will use meaningful safe work practices and job protocols to ensure both knowledge and understanding for employees before they begin any task. To ensure our employees understand their meaning, we have provided an overview to what each means.

SAFETY AND THE CLIENT

Clients may offer an assignment that you feel is unsafe work. If this occurs, you should contact your Home Support Manager immediately. No employee is required to undertake a job that they consider to be unsafe.

KINDRED HOME CARE 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 case support team and manager 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?

SAFETY TRAINING

KHC 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 KHC 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 attend an orientation session with their KHC Manager designed to introduce health and safety requirements. The orientation will be conducted with all employees prior to beginning work. Upon arriving at the Client's work facilities the employee should expect the manager to review the site specific hazard assessment and introduction to the specific hazards and controls of that workplace, i.e., animals, first aid, etc. KHC will have each employee complete a competency quiz at the end of the orientation to ensure a clear understanding and a copy of the quiz and signed checklist will be retained on file by KHC management.

SPECIALIZED SAFETY TRAINING

Any training required under the OH&S Act and Regulations must be provided by a competent trainer or an accredited training organization. All employees must be trained in First Aid and any other requirements as defined by the OH&S Act.

ACCIDENT/INCIDENT REPORTING

All accidents/incidents are to be reported to their 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, Form 67 must be completed in accordance with Criteria for Notification policy.

CRITERIA FOR NOTIFICATION

As per Occupational Health and Safety Act 43(4) the following shall be reported to WorksafeNB immediately if

- 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, or
- 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 Occupational Health and Safety 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 KHC employees.
- collect and analyze incident/accident data to determine immediate and root causes
- Implement effective corrective actions.
- Prevent future accidents and losses.

KHC is committed to providing a safe and healthy work environment. The reporting, investigating and analysing 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.

KHC 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 investigation team

RESPONSIBILITIES

Employees are responsible to:

- Report immediately any incident/accident as per Incident/Accident Procedure
- Complete and submit the Form 67 (with the HR department) 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/>

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 incidents/accidents 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 OH&S ACT – EMPLOYER

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;
 - i) 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;
- b) 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
- c) 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;
- d) 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 OH&S ACT - EMPLOYEES

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

UNDER SECTION 47 OF THE OH&S 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 come.

Take down the following information:

- i. Name of the other driver(s)
 - ii. Address and phone number of other driver(s)
 - iii. Vehicle make, year and license number
 - iv. Other driver(s) license number and driver license information
 - v. Other driver(s) insurance company name, agent and policy number
 - vi. Apparent damage to other vehicle
 - vii. Names, addresses and phone numbers of any witnesses
- Do not admit fault to anyone at the incident scene.
 - Provide statements to the Police, WHSCC and Kindred Home Care.
 - Vehicle accidents must be reported as soon as possible to your Home Support Manager.
 - Take several digital photos.

SLIPS, TRIPS AND FALLS

During orientation 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. Keep good shoes on your feet. Footwear makes a difference especially on ice.

VIOLENCE

Violence, threats and abuse, sexual and racial harassment, and threats to family and property must be reported to your Home Support Manager 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 someone has overdosed, call 911.

EXTREME TEMPERATURES

EXTREME COLD (HYPOTHERMIA): Extreme cold 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, cool the body quickly. Remove most of the clothing, bath or sponge with cold water. Monitor body temperature and breathing. Get them medical aid and keep them 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 Manager.

The New Brunswick Department of Social Development standards determine all home care agencies' base line 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 your Manager 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 Coordinator and Manager

Place call to your regional team members 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.

Place call to your Manager to share of your needle stick injury, review your first aid actions

with your manager/Care Coordinator, 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 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.

CODE OF CONDUCT

Certified Home Support Employees 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 her/his 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 his/her health condition/illness.
- Supports and encourages the client's active participation in care when his/her condition/illness permits.
- Ensures that all personal information about the client and his/her 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.
- Relates 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 staff
- 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 Home Support Manager for Kindred Home Care.

Kindred Home Care reserves the right to refuse to perform functions that are beyond their staff'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.

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 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 regards 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.

COVID 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). We have been in phase yellow for a good amount of time now therefore we have revisited our Covid protocol specifically to reflect the Yellow phase. **It's important to note that should your region or the province regress back to the Orange or Red phase that these guidelines will be modified to reflect that.**

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

1. While providing care to your clients, you must wear a mask at all times.
2. 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.
3. 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).
4. We must disinfect frequently touched surfaces in the clients home on a regular basis.
5. 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.
6. If your client has a reusable cloth face mask or access to disposable masks, and they are able to 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.
7. 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.

What Do I Do if My Client or a Member of Their Family Presents with Symptoms?

1. Call your Regional Team to report the symptoms
2. Your Regional Team will provide you with directions from there

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 your Regional Team to report.

What if I need to travel outside of the Atlantic Bubble or to an outbreak area?

In accordance with guidelines set by the province, if you or anyone in your household need to travel outside of the Atlantic Bubble or to an outbreak area, please report to your Regional Management Team.

COVID 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 by all 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.

Employees are strongly encouraged to get vaccinated at their earliest convenience.

We will follow GNB accommodation guidelines for employees who are unable to be vaccinated as a result of disability, health status/medical condition, religion or creed. Please note that individual COVID-19 vaccination status and other information, such as requests for accommodation, reasons for accommodation, etc., is confidential medical information that will be protected.

All employees, regardless of vaccination status, are required to adhere to company COVID-19 protocols (ex - mask wearing).

What if my client asks about my vaccination status?

You may choose to let your client(s) know when you receive your vaccine. Kindred will not disclose any individual's vaccination status. As a company, our employee vaccination rates are high. Coupled with our successful COVID-19 safety protocols, clients and employees can be assured that we are taking all necessary steps to provide a safe environment.

Have concerns about being vaccinated? Here are some helpful resources with additional information on vaccine safety and effectiveness:

<https://www.canada.ca/en/public-health/>

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/covid-19-vaccine-treatment.html>

Unsure how to book an appointment? Details can be found here:

<https://www2.gnb.ca/content/gnb/en/corporate/promo/covid-19/nb-vaccine.html>