

Our Mission

We are a team committed and dedicated to strengthening the health and well being of Onkwehshon:'a by delivering quality health services that respond to the needs of the community. We will work with each other and the community as partners, as well as external resources, who value caring, respect, accountability, excellence, competency and a holistic approach.

**KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES AND PROCEDURES**

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KATERI MEMORIAL HOSPITAL CENTRE

PREPARED BY: Board of Directors subcommittee for Personnel Policy	POLICY: PERSONNEL	EFFECTIVE DATE: August 19, 1998
APPROVED BY: Board of Directors	TITLE: EMPLOYMENT Article: 1.0	REVIEW DATE: _____ _____

Kateri Memorial Hospital Centre, in the Territory of Kahnawake, provides quality health care and preventative services to people of all ages using our facilities in collaboration with other community services.

Meeting the challenge of the rapid advances being made throughout the health care system requires a staff possessing knowledge, skill and imagination.

The employment policies, herein described, are designed to engage this type of quality employee.

1.1 MINIMUM AGE: All candidates for employment at the Kateri Memorial Hospital Centre must be eighteen (18) years of age or older.

1.2 ORIENTATION: All new employees will undergo an orientation session, which will be carried out by the Director of Human Resources. These sessions are designed to provide the new employee with an overview of the K.M.H.C. history, policies and overall operations. Managers are required to provide a department specific orientation and training to ensure that the employee is thoroughly introduced to all aspects of the job description and requirements and that the employee begins at an acceptable level of performance.

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1.3 LICENSURE: Maintenance of licensure or registration of professional practice is required by K.M.H.C. It is the responsibility of the individual for continued employment. Employees must submit their renewed license to the administration before the expiration of their current license.

These documents must be presented upon application before new employment will be considered.

1.4 PRE-EMPLOYMENT PHYSICAL EXAMINATION: All candidates for employment must submit to a pre-employment physical. Employment is conditional upon favourable results of the physical examination, in accordance to specifications of the job requirements. Unfavourable results could be a ban to employment.

1.4.1 SCHEDULED PHYSICALS: A medical examination is obligatory every second year for all employees. Upon recommendation of the Physical Examination, an employee may be referred to an occupational health and safety specialist for assessment at the expense of K.M.H.C.

1.5 REFERENCES: Before a candidate is considered for employment, personal and work references, as the case demands, are required.

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1.6 PERSONNEL FILE: Employees' files are maintained in the Human Resources Department and are considered confidential documents. They are available to the following individuals:

1. The Employee
2. The Executive Director
3. The Human Resources Director

The employee's manager may request necessary information contained in an employee's file from the Human Resources Director.

An employee may view his/her own file in the presence of the Human Resources Director.

1.6.1 CHANGES IN PERSONAL STATUS: Changes in address, telephone number, etc. must be reported as soon as possible to the Human Resources Director.

1.6.2 RELEASE OF PERSONAL INFORMATION: It must be noted that the hospital centre will not release any information from an employee file without prior approval from that employee unless required to do so by law (e.g. information to a professional corporation).

Employees must inform the Human Resources Director of any anticipated credit checks.

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<p>PREPARED BY: Board of Directors subcommittee for Personnel Policy</p>	<p>POLICY: PERSONNEL</p>	<p>EFFECTIVE DATE: August 19, 1998</p>
<p>APPROVED BY: Board of Directors</p>	<p>TITLE: EMPLOYEE STATUS Article 2.0</p>	<p>REVIEW DATE: <u>October 24, 2001</u> _____</p>

K.M.H.C. requires a wide variety of posts in order to function on a 24-hour per day, seven day a week basis. The following are used to identify employees filling these posts.

2.1 FULL-TIME EMPLOYEE: Full-time employee refers to an employee who works 35 hours per week.

2.2 PERMANENT PART-TIME EMPLOYEE: Permanent part-time employee refers to an employee who works less than 35 hours per week. A permanent part-time employee who occasionally works the number of hours stipulated in full-time job title maintains his/her part-time status.

2.3 AVAILABILITY (Temporary Part-time): Denotes employment of a pre-defined length with a work week less than the regular hours for the post.

Availability work will be shared equally whenever possible, according to departmental guidelines.

In order to maintain availability status, an employee must express in writing his/her availability to his/her supervisor, indicating the day of the week and shifts he/she is available, for a pre-determined period of time. The employee must ensure a minimum availability of (2) workdays per week, plus one (1) weekend every two (2) weeks and every other statutory holiday.

Failure to comply with the availability requirements may result in removal of employee's name from the availability list. In order to minimize scheduling problems within the hospital center, availability personnel will be hired for one department only.

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<p>PREPARED BY: Board of Directors subcommittee for Personnel Policy</p>	<p>POLICY: PERSONNEL</p>	<p>EFFECTIVE DATE: August 19, 1998</p>
<p>APPROVED BY: Board of Directors</p>	<p>TITLE: PROBATIONARY PERIOD Article 3.0</p>	<p>REVIEW DATE: _____ _____</p>

The probationary period serves many purposes. It permits the K.M.H.C. the opportunity to determine whether or not the employee has the necessary attributes for the job, to familiarize the new employee with both their job and the hospital, and to permit the employee to determine if the position meets their expectations.

The probationary period consists of six (6) months to a maximum of one (1) year of accumulated days of work. The probationary period is specific to the job description and will be specified at time of employment.

During the probationary period, the employee or employer may elect, at discretion, to discontinue the relationship with a one (1) week notice.

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<p>APPROVED BY: Board of Directors</p>	<p>TITLE: JOB OPPORTUNITIES Article 4.0</p>	<p>REVIEW DATE: _____ _____</p>

4.1 NEW/VACANT POSITION POSTING: When a position becomes vacant and/or a new position is created and it is assessed that there are no qualified candidates from within, the process to fill the position will go to public competition. Public posting will be for a two (2) week period.

4.2 PROMOTION: An employee may be advanced to a position with more pay. This is done through the Executive Director in consultation with relevant managers based on performance, competency and status of vacancy.

4.3 LATERAL TRANSFER: An employee may be transferred from one position to another position within the organization with the same pay in consultation with relevant managers, based on performance, competency and status of vacancy.

4.4 SELECTIVE RECRUITMENT: When a temporary position becomes vacant or a temporary new position is created, K.M.H.C. reserves the right to fill the vacancy without posting, in consultation with other managers when relevant or appropriate.

Contracts: When it is assessed that there are no qualified candidates from within, a new employee may be selectively recruited and contracted.

Developmental Opportunities: When it is assessed that there are qualified candidates from within, an employee may be recruited.

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4.5 SECONDMENT:

- Any person retained as a K.M.H.C. employee but on loan to another organization at cost to the other organization.
- Any person seconded to K.H.M.C. from another organization at cost to K.M.H.C.
- Terms of the secondment agreement are subject to negotiation.

4.6 SELECTION PROCESS: All applications will be reviewed by a Selection Committee comprised of the Director of Human Resources, the immediate Supervisor of the position and the Manager or the Director of the particular department.

The selection committee will be responsible for following through all phases of the selection process:

- Post position
- Determine suitable applicants for interviewing
- Arrange interviews
- Compose interview questions
- Conduct the interviews
- Check references
- Make a report of the selection and its results to the Executive Director for review and for filing with the Director of Human Resources
- Provide written notification to all applicants regarding the status of their applications

**4.7 SELECTION PROCESS FOR PROMOTION, LATERAL TRANSFER
SELECTIVE RECRUITMENT AND SECONDMENT:**

All promotions, lateral transfers, selective recruitments and secondments under consideration will be reviewed by the appropriate Manager(s) and the Executive Director. They will be responsible to:

- determine suitable employee(s) for change in position/status
- arrange interviews with employee(s)
- compose interview questions
- conduct the interview
- make a report outlining the basis for selection or the decision made, for filing with the Human Resources Department
- provide written notification to all employees under consideration regarding selection or decision made

4.8 SENIOR MANAGEMENT POSITIONS: The Board of Directors will appoint an additional member to the Selection Committee for selecting Senior Management positions.

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<p>PREPARED BY:</p> <p>Board of Directors Subcommittee for Personnel Policy</p>	<p>POLICY:</p> <p>PERSONNEL</p>	<p>EFFECTIVE DATE:</p> <p>August 19, 1998</p>
<p>APPROVED BY:</p> <p>Board of Directors</p>	<p>TITLE:</p> <p>HIRING PRINCIPLE Article 5.0</p>	<p>REVIEW DATE:</p> <p><u>February 28, 2001</u></p> <hr/>

Since the primary purpose of K.M.H.C. is to serve and promote the interests of Native peoples through the provision of quality health and medical services, its employment policy is aimed at hiring, training, promoting and retaining the most capable persons for the positions that need to be filled, with preference or exclusivity being given to Native candidates and employees whenever circumstances warrant it.

5.1 NATIVE PREFERENCE: In order to encourage the further development of candidates and employees and the enhancement of their career opportunities at K.M.H.C., whether it be among staff or within the professional team, consideration will be given to hiring, training, promoting or retaining, on a preferential or exclusivity basis, a Native person that is either qualified or "qualifiable", provided in the latter case the individual does commit to upgrade his/her qualifications to meet those required for the particular position being considered.

Any such "qualifiable" person shall, for a limited period of time, undertake in particular to:

- provide regular attestation to his/her continued upgrading;
- undergo regular evaluation based on Department needs;
- work closely under the mentoring of his/her supervisor or other qualified professional designated by the Department.

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<p>APPROVED BY: Board of Directors</p>	<p>TITLE: WORK HOURS & WORK WEEK Article 6.0</p>	<p>REVIEW DATE: _____ _____</p>

Salary and work hours are a direct function of the skills, occupation and/or professional status of an employee, and are a part of the terms and conditions accepted with the job position at K.M.H.C. Each position is remunerated according to K.M.H.C. accepted pay ranges. An applicant's qualifications, academic background and experience are evaluated prior to employment and the salary commensurate with pay ranges approved by K.M.H.C.

6.1 WORK WEEK: The work week for all employees is 35 hours per week divided equally between five (5) days of 7 hours per day with one (1) hour for lunch.

6.2 WORK SCHEDULES: Work schedules are established by each manager to best suit the needs of the individual department.

Employees will not be scheduled to work more than one shift in succession. In exceptional circumstances, an employee may be requested by the manager to work additional hours in the consecutive shift to a maximum of four (4) hours. The guiding principle is that employees are sufficiently rested to provide optimal patient care and safety. It is the responsibility of both the manager and the employee to ensure that this policy is adhered to.

6.3 POSTING OF SCHEDULES: The work schedules including days off and work shifts, (days, evenings and nights) are drawn up by the employer on the basis of the needs and activities of the centre, taking into account if possible, the preferences expressed by the employees. They are posted at least seven (7) days in advance and cover a period of at least four (4) weeks. The work schedules are kept for reference purposes for at least six (6) months.

The work schedules of a full-time employee may be modified only under the condition that the employee is given seven (7) days' notice

However, it is permissible for two employees of the same job title and same department to exchange days off and work schedule, with the consent of the manager.

6.4 SHIFT ROTATION: The hospital centre will endeavour, wherever possible, to grant stable days, evenings and night shifts and will not subject the employee to more than two (2) different work shifts per week without the consent of the employee.

6.5 DAYS OFF: The work schedules take into consideration the needs of the service and the employee's preference.

Within each calendar week each full-time employee is entitled to two (2) complete "days of rest" per week; "days of rest" meaning a full period of twenty-four (24) hours.

6.6 WEEKENDS: K.M.H.C. will attempt to ensure that employees have as many weekends off as possible.

Weekends off must be shared equally between employees of the same job title within each department.

6.7 MEALS AND BREAKS: Timing of meals and breaks is the responsibility of the manager and must take into consideration the needs of the service, however, no department (excepting solitary areas) will close due to breaks and /or lunch periods.

The time allowed for breaks and meal commences when the employee stops his/her work in the working area and terminates at the time they return to the job. Breaks and meal breaks not utilized are forfeited.

6.7.1 MEALS: Every full-time employee is entitled to one (1) unpaid meal period per shift of a maximum of one (1) hour. Employees are not bound to take their meals at the Hospital Centre. Meal period is considered to be *off duty*.

6.7.1.2. EXCEPTIONS: In the best interest of patient safety and security, the following three (3) guidelines will apply for night shift:

- During meal and coffee breaks, night staff shall remain on Hospital property
- Only one staff member at a time is permitted to take his/her meal break
- The nurse-in-charge on the night shift (11:00 P.M. - 7:00 A.M.) must remain in the Inpatient area, during his/her meal and coffee breaks

6.7.2 BREAKS: Every employee is entitled to one (1) fifteen minute paid period of rest every three and one-half hours (3 1/2), to a maximum of two (2) fifteen minute breaks per working day. Employees shall not take breaks as an extension of meals or at the beginning or end of the working

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day. Break time is considered *on duty* and must be taken on the hospital property.

6.8.0 OVERTIME: Overtime is to be authorized by the manager and only when maintenance of essential services so demands.

When overtime is necessary, the employer shall offer it to available employees in rotation.

6.8.1 OVERTIME RATE: Overtime will be remunerated at one and a half times the regular rate.

PREPARED BY: Board of Directors subcommittee for Personnel Policy	POLICY: PERSONNEL	EFFECTIVE DATE: August 19, 1998
APPROVED BY: Board of Directors	TITLE: STATUTORY HOLIDAYS Article 7.0	REVIEW DATE: <u>March 31, 2004</u> <u>June 27, 2007</u>

7.1 STATUTORY HOLIDAYS PERMANENT EMPLOYEES: The hospital observes thirteen statutory holidays per year as follows:

- | | |
|---|------------------|
| New Year's Day | Canada Day |
| Day after New Year's Day | Labour Day |
| Mid-Winter (a date in February to be determined annually) | |
| Good Friday | Thanksgiving Day |
| Easter Monday | Christmas Day |
| Victoria Day | Boxing Day |
| St. Jean Baptiste | Float Day |

The Executive Director will communicate prior to the holiday the dates on which these holidays will be taken and what services are to remain open on these dates. If the holiday date falls on a non-working day, it will be held on the most convenient working day prior to or following the nearest weekend at the discretion of the Executive Director.

7.2 STATUTORY HOLIDAYS - PERMANENT PART-TIME AND AVAILABILITY EMPLOYEES: All Departments - 5.3% of gross salary payable on each pay cheque.

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7.3 ENTITLEMENT OF STATUTORY HOLIDAYS DURING ABSENCE:

If the employee is on sick leave for a period of three (3) days or less, on the day that the statutory or compensatory holiday is scheduled, then he/she would be remunerated with his/her sick-leave days.

If, on the other hand, he/she is remunerated by virtue of the provisions of salary insurance when on sick leave, the employer pays the difference between the salary insurance benefits and the remuneration.

The provisions, however, only apply for a sick leave not exceeding 12 months and do not apply during an absence due to a work injury.

If one (1) or more statutory holidays fall during the annual vacation of the employee, this or these day(s) are paid as if he/she was on statutory holiday and his/her vacation is extended by as many days as there are scheduled statutory holidays during this period.

If the employee is working on the statutory holiday, the employer replaces this holiday in the four (4) weeks that precede or follow the day of the holiday.

7.4 SCHEDULING: For departments, which are normally closed during the holidays, the holiday shall be posted on the schedule. Unless previously authorized, no employee of these departments should be required to work on these holidays and must be off on the day the holiday falls.

In departments requested to remain open or supply necessary coverage, the schedule must be arranged to allow the employee time off for the holiday at least four weeks prior to or following the date the holiday falls.

Holidays will be distributed equally amongst the employees of the same service and it is recommended that employees express their preference or request any change to the schedule at least two (2) weeks prior to the day off, however, the manager will make the final determination of the schedule based on equity.

7.5 METHOD OF PAYMENT: While on a statutory holiday, the employee receives their normal pay for the day(s).

Payment for statutory holiday is initiated by the employee indicating the statutory holiday on his/her payroll card and will appear on a separate column of his/her pay stub.

7.5.1 CHRISTMAS AND NEW YEAR STATUTORY HOLIDAY PAYMENT: Effective December, 2007, employees working the Christmas and/or New Year Statutory Holiday, between the hours of 23:00 p.m., December 24th and 23:00 p.m., December 25th and 23:00 p.m., December 31st and 23:00 p.m., January 1st, they will be remunerated at a salary scale of time-and-a-half.

7.6 STATUTORY HOLIDAY OCCURRING DURING UNPAID LEAVE OF ABSENCE: A statutory holiday occurring during an unpaid leave of absence is not paid.

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<p>APPROVED BY: Board of Directors</p>	<p>TITLE: RELIGIOUS HOLIDAYS Article 8.0</p>	<p>REVIEW DATE: _____ _____</p>

Employees requesting time off to observe religious holidays must be granted time off. However, they must do so at their own expense unless they correspond with normal statutory holidays, etc. The manager will consider payment by means of statutory holiday, vacation day, time owing or other suitable compensation arrangement.

<p>PREPARED BY: Board of Directors subcommittee for Personnel Policy</p>	<p>POLICY: PERSONNEL</p>	<p>EFFECTIVE DATE: August 19, 1998</p>
<p>APPROVED BY: Board of Directors</p>	<p>TITLE: ANNUAL VACATION Article 9.0</p>	<p>REVIEW DATE: _____ _____</p>

Annual vacation provides employees of the K.M.H.C. the necessary rest and relaxation needed periodically. The K.M.H.C. policy of entitlement is applied uniformly amongst all employees with the same length of service.

9.1 VACATION PERIOD: The vacation year commences on April 1st of each year and ends on March 31st of the following year.

Vacations cannot be carried from year to year and vacation not utilized will be forfeited.

9.2. ENTITLEMENT - ALL PERMANENT FULL-TIME EMPLOYEES:

- Employees with less than one year of continuous service on April 1st are entitled to one and two thirds working days (1 2/3) of vacation per month of service
- Employees with more than one year of continuous service on April 1st, are entitled to twenty (20) working days.
- Employees with more than than (10) years of continuous service on April 1st, are entitled to twenty-five (25) working days.

When an employee transfers from part-time to full-time status all hours previously worked will be considered when determining vacation benefits.

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9.2.1. AVAILABILITY AND PERMANENT PART-TIME EMPLOYEES

All employees will receive a percentage of their gross salary payable on termination or the last pay period in March of each year.

9.3 EXTENSION TO VACATION: Employees with less than one (1) year of service on April 1st are entitled to a leave of absence without pay equal to the number of days necessary to complete a part of a week's vacation.

9.4 SCHEDULING OF VACATIONS: In March of each year, the vacation listing will be drawn up by the manager. He/she will attempt to take into consideration the preferences of their employees and post the listing no later than April 15th.

9.4.1 CHANGES TO THE VACATION SCHEDULE: After the schedule has been established, it shall be permissible to exchange vacation periods with Manager's agreement. However, no other alterations will be permitted.

9.4.2. LONGTERM ILLNESS PRIOR TO VACATION PERIOD: In the case of an employee who falls ill, requiring salary insurance, prior to taking their vacation, the vacation may be delayed to a later date. However, this may apply only if you have advised your Manager in writing prior to the vacation period.

The receipt of medical evidence is not sufficient to constitute a notice. The new date established for vacation in such a situation cannot affect the preference of other employees with more or less seniority.

9.4.3. ILLNESS DURING THE VACATION PERIOD: An employee who falls sick during their vacation cannot alter their vacation period.

9.5 METHOD OF PAYMENT: You are entitled to receive that which you would normally receive had you been at work. Upon request, vacation pay cheques will be distributed on the pay-day prior to your departure for vacation.

<p>PREPARED BY: Board of Directors subcommittee for Personnel Policy</p>	<p>POLICY: PERSONNEL</p>	<p>EFFECTIVE DATE: August 19, 1998</p>
<p>APPROVED BY: Board of Directors</p>	<p>TITLE: SICK LEAVE Article 10.0</p>	<p>REVIEW DATE: <u>March 31, 2004</u> _____</p>

10.1 PERMANENT FULL-TIME EMPLOYEES: The sick leave policy goes into effect after upon commencement of full-time continuous employment.

- Rate of accumulation of sick days is 0.8 per month, commencing January 1st of each year and cannot be carried over into the next year.
- The employee's sick bank is credited with a maximum of 9.6 days.
- Absences due to illness up to 9.6 working days are reimbursed from this bank.
- Employees can benefit from sick days for 1, 2 or 3 days without a medical certificate, SEE ATTENDANCE AND ABSENTEEISM ARTICLE 11.3.1
- Sick leave not used will be reimbursed on December 31 of each year at a rate of 50% of gross salary to a maximum of 9.6 days.

10.2 SICK BENEFITS - AVAILABILITY AND PERMANENT PART-TIME EMPLOYEES: All departments - will receive a percentage of gross salary payable on each pay cheque.

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<p>APPROVED BY: Board of Directors</p>	<p>TITLE: ATTENDANCE & ABSENTEEISM Article 11.0</p>	<p>REVIEW DATE: _____ _____</p>

11.1 LATENESS: The starting time posted on the schedule indicates the time the employees must present themselves in their department ready to work.

11.2 REPORTING ABSENCES: Employees must advise their Manager or their delegate of the nature and the duration of their absence in all cases.

The amount of notice required in the case of illness, lateness and incidental absences must be sufficient. In circumstances where replacement personnel must be arranged three (3) hours is required.

11.3. VERIFICATION OF ABSENCES: The Human Resources office is authorized and empowered to collect dependable documented evidence in all cases of absence.

Verification varies dependent upon the reasons for the absence. In general, incidental illness for short term, do not require verification.

11.3.1 MEDICAL CERTIFICATES: Longer term illness or accidents requiring more than three (3) days of leave or benefits require a detailed Medical Certificate from a physician. It is the responsibility of the employee to ensure that the Medical Certificate is forwarded to the manager.

11.4. REPORTING BACK TO WORK: Employees returning from long term illness and/or maternity leave must advise their Manager in writing at least three weeks before the expected date of return to work. A medical examination by the employer's physician and a medical report, as to the ability of the employee to meet the job requirements, may be required. This will enable the manager to make the necessary adjustments in schedule and advise replacement staff within a reasonable delay.

11.5 HABITUAL ABSENCES: In cases where habitual absences occur, the Manager may request details as to the reasons. Furthermore, a medical examination by the employer's physician may be required and a medical report, as to the ability of the employee to meet the job requirements.

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

<p>PREPARED BY: Personnel Policy Committee</p>	<p>POLICY: PERSONNEL</p>	<p>EFFECTIVE DATE: August 19, 1998</p>
<p>APPROVED BY: Board of Directors</p>	<p>TITLE: SPECIAL LEAVE Article 12.0</p>	<p>REVIEW DATE: <u>December 22, 1999</u> <u>January 28, 2004</u> <u>March 29, 2006</u></p>

Special leave with pay, for full-time employees include:

- BEREAVEMENT LEAVE
- JURY DUTY
- MATERNITY LEAVE
- PARENTAL LEAVE

12.1 BEREAVEMENT LEAVE-PERMANENT FULL-TIME EMPLOYEES

Employees are entitled to bereavement leave for immediate family members, which is not to exceed three working days, with travel time not to exceed two working days for a total of five working days, and must be authorized by the employee's manager.

Employees are entitled to bereavement leave for extended family members, which is not to exceed one working day on the day of the funeral.

Payment for bereavement leave shall be equivalent to that which the employee would be entitled were he at work except where it coincides with any other leave. (Vacation, days off, leave of absence, etc.)

12.1.1. Immediate family members include; mother, father, step-parents, husband, wife, brothers, sisters, step-siblings, children, step-children, mother-in-law or father-in-law, grandparents, step-grandparents, grandchildren, and step-grandchildren.

Extended family members include: aunts and uncles. .../2

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12.1.2. COMPASSIONATE LEAVE TEMPORARY AND PERMANENT PART-TIME EMPLOYEES: Same entitlement as 12.1.1 applies with the condition that the employee had been previously scheduled to work on the particular day(s)

12.2 MATERNITY LEAVE - PERMANENT FULL-TIME AND PERMANENT PART-TIME EMPLOYEES: A pregnant employee has the right to a maternity leave of fifteen (15) weeks duration, which must be taken consecutively. During this period, vacation days, for the permanent full-time employee, will continue to accumulate.

An employee who delivers a stillborn child after the beginning of the twentieth (20th) week preceding the expected delivery date also has the right to this maternity leave.

The distribution of maternity leave, before and after the confinement, is the choice of the employee and includes the day of delivery.

12.2.1 INTERRUPTED MATERNITY LEAVE: An employee who delivers prematurely and whose child is consequently admitted to hospital has the right to an "interrupted" maternity leave. She can return to work before the end of her maternity leave and complete it when the child's condition no longer requires hospital care.

KMHC Personnel Policies Title: Special Leave – Article 12.0	Effective Date: 08/19/98 Review Dates: 01/28/04, 03/29/2006	Page: 3
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12.2.2 NOTIFICATION OF MATERNITY LEAVE: To obtain maternity leave, an employee must give the employer a written notice at least four (4) weeks before the date of departure. A medical certificate attesting to the pregnancy and the expected date of the birth must accompany this notice.

The delay for presentation of notice may be shortened if a medical certificate attests that the employee must leave her position sooner than anticipated. In case of an unforeseen event, the employee is exempted from the formality of a notice, subject to presentation to the employer of a medical certificate attesting that she must leave her employment without delay.

12.2.3 METHOD OF PAYMENT: Employee receives U.I.C. benefits equivalent to a percentage of her salary with the employer contributing 33% of her salary, for the fifteen (15) week period.

NOTE: Leave without pay for maximum duration of one (1) year may be granted to an employee as an extension of the maternity leave. During the maternity leave of absence, and employee may temporarily return to work on availability only and cannot assume part-time status or occupy a part-time position.

12.3 MATERNITY LEAVE – TEMPORARY/AVAILABILITY PART-TIME EMPLOYEES: A pregnant part-time employee has the right to an unpaid maternity leave of 15 weeks duration, which must be taken consecutively.

To obtain maternity leave, a temporary part-time employee must give the employer a written notice of at least four (4) weeks before the date of departure. A medical certificate attesting to the pregnancy and the expected date of birth must accompany this notice.

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12.4 PARENTAL LEAVE: PERMANENT FULL-TIME AND PERMANENT PART-TIME EMPLOYEES: In addition to maternity leave, either parent is eligible for the ten (10) week parental leave for both newborn and adopted children. A parental leave of ten (10) weeks may be requested from the U.I.C. K.M.H.C. will pay 33% percent of salary for the ten (10) week period. In order for an employee to take advantage of the 33% parental benefit paid by K.M.H.C., the employee must be eligible for U.I.C. benefits.

12.5 JURY DUTY: The employee who is called upon to act as juror or to appear as witness in a case where he/she is not a party receives, for the period when he/she is called upon, the difference between the regular salary stipulated for his/her job title and the indemnity paid by Court.

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

PREPARED BY: Board of Directors subcommittee for Personnel Policy	POLICY: PERSONNEL	EFFECTIVE DATE: August 19, 1998
APPROVED BY: Board of Directors	TITLE: LEAVE WITHOUT PAY Article 13.0	REVIEW DATE: _____ _____

13.1 ENTITLEMENT: Leave of absence is granted to an employee taking into consideration the needs of the department, the employee's years of service and the nature of the request.

13.1.1 GENERAL LEAVE: An employee may request, in writing to their Manager a leave of absence for a period up to one (1) year. The employee does not lose their seniority, or years of service, however they are not entitled to receive a salary during this period. Vacation and sick days are not accrued during the leave of absence.

A copy of your request must be submitted to the Manager and Executive Director and be made in writing four (4) weeks in advance.

13.1.2 LEAVE OF ABSENCE FOR STUDIES:

Conditions:

- Employee must have at least two years of continuous service.
- The course/program must be related to the employee's work

Upon agreement with the employer, the employee who has at least two (2) years of service obtains a leave without pay of maximum duration of twenty-four (24) months for the purpose of pursuing studies related to his/her profession. This leave may be continuous or divided into two (2) or three (3) absences without pay over a period not to exceed thirty-six (36) months.

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KMHC Personnel Policies Title: Leave Without Pay – Article 13.0	Effective Date: 08/19/98	Page: 2
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Similarly and for the above-mentioned purposes, an employee can obtain a part-time leave without pay by decreasing his/her number of workdays per week or, in the case of a part-time employee, per two (2) week period and this for a period of no more than thirty-six (36) months.

13.2 MODALITIES OF THE LEAVE WITHOUT PAY

13.2.1. SENIORITY: During this leave, an employee preserves and accumulates his/her seniority.

13.2.2 ANNUAL VACATION: The employee may receive vacation pay in an amount corresponding to the unused vacation days to the date of his/her departure, or vacation days may be banked for use upon return from leave.

Upon return the employee is entitled to take vacation days only after completing three (3) full months of work.

13.2.3 SICK DAYS: Sick-leave days accumulated to the date of departure are credited to the employee.

13.2.4 PENSION PLAN: Upon return from leave without pay, within the authorized time period, an employee may resume contributions to his/her pension plan without penalty.

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13.2.5 GROUP INSURANCE: An employee is no longer entitled to the group insurance plan during his/her leave without pay. When he/she returns, he/she can be readmitted to the plan. However, an employee can maintain his/her participation by paying the entire monthly premiums and contributions (employee and employer portions) necessary to this effect, subject to the clauses and stipulation of the insurance contract in effect.

13.2.6 RETURNING TO WORK: The employee must, thirty (30) days before the end of his/her leave, send a written notice to the employer of his/her return to work, failing which he/she is considered to have voluntarily abandoned his/her employment on the date of his/her departure from the institution.

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

PREPARED BY: Board of Directors subcommittee for Personnel Policy	POLICY: PERSONNEL	EFFECTIVE DATE: August 19, 1998
APPROVED BY: Board of Directors	TITLE: PAYMENT OF SALARIES Article 14.0	REVIEW DATE: _____ _____

14.1 PAY PERIOD: The pay period covers two calendar weeks (14 days) commencing on a Saturday at 23:00 hours and terminating on a Saturday at 23:00 hours.

14.2 PAY CARDS: On the Friday prior to the end of the pay period, each employee is required to complete a pay card and present it to their manager. The method of completion of this card will be explained throughout the course of the orientation period. Anyone violating this policy will be subject to immediate suspension or dismissal.

14.3 PAY DAY: Payday falls on the Thursday following the end of the pay period.

Pay cheques may be issued on Wednesday to employees who will be off on Thursday or who work evenings or night shifts. Please advise your manager if this applies in your case. The purpose of early cheque distribution is to prevent unnecessary inconvenience to the employee and, therefore, does not apply to an employee who is off both Wednesday and Thursday.

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KMHC Personnel Policies Title: Payment of Salaries – Article 14.0	Effective Date: 08/19/98	Page: 2
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14.4 METHOD OF PAYMENT: Payment of salaries is made by cheque. Direct deposit is available upon request.

14.5 INCREASES: Increases in salary may be granted to those individuals upgrading their professional status with a diploma or other approved certification. Increases will be in accordance with the applicable pay range.

14.6 PREMIUMS: K.M.H.C. provides premiums to Employees:

- **Shift Premium:** Applicable to those employees working an evening or night shift.
- **Responsibility Premium:** Applicable to those in charge of a service or department as designated by the Executive Director.
- Weekend Premium:** Applicable to employees working a full or part of a weekend.
- **On Call Premium:** Applicable to staff on call after hours, weekends etc. as designated by the Executive Director.

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

PREPARED BY: Board of Directors subcommittee for Personnel Policy	POLICY: PERSONNEL	EFFECTIVE DATE: August 19, 1998
APPROVED BY: Board of Directors	TITLE: FRINGE BENEFITS Article 15.0	REVIEW DATE: <u>February 2003</u> <u>January 31, 2007</u>

15.1 GROUP HEALTH AND LIFE INSURANCE:

PHILOSOPHY:

The Kateri Memorial Hospital Centre provides a group life and health insurance plan for employees. All permanent employees are eligible to be insured on the first day following three (3) months of continuous employment. This is provided they work at least 20 hours per week on a regular basis.

OBJECTIVE:

The following outlines the benefits available from this plan. The life insurance benefit is based on the employee's salary; however, there is a ceiling of \$40,000.00. The accidental death and dismemberment section offers an additional amount to the life insurance benefit, which will be paid in the event of accidental death. The weekly indemnity for sickness and accidents offers a pre-set percentage of your salary with a ceiling determined each year for a maximum of 26 weeks. Daily hospitalization benefits and major medi-pack benefits are provided. There is a dental coverage as outlined in the plan booklet.

PROCEDURE:

Each member of the plan is provided with a booklet outlining all benefits and all the procedures that have to be followed. In the event an employee needs additional information, they should contact the Human Resources Department. All the necessary forms are available at the same office.

15.2 LONG TERM DISABILITY:

PHILOSOPHY:

The Kateri Memorial Hospital Centre provides a long-term disability plan for all permanent employees who are guaranteed work at least 20 hours per week on a regular basis. The plan commences upon completion of the employee's probationary period.

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KMHC Personnel Policies Title: Fringe Benefits – Article 15.0	Effective Date: 08/19/98 15.6 added on May 1, 2002 Review Date: 02/2003, 01/2007	Page: 2
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OBJECTIVE:

When an employee completes their weekly indemnity for sickness or accident after a period of 26 weeks and an assessment deems that benefits must continue, the employee is placed on a long-term benefit with a monthly payment. This payment is determined by a pre-set percentage of the employee's salary with a ceiling of \$2,000.00 monthly.

PROCEDURE:

For any information regarding this benefit; employees should contact the Human Resources Department. All the necessary forms are available at the same office.

15.2.1 BENEFITS OF THE PLAN: An employee's position will remain open for a period of two years or until the employee is declared permanently disabled, whichever comes first. At that point his/her position can be refilled.

15.3 PENSION PLAN:

PHILOSOPHY:

The Kateri Memorial Hospital Centre provides a pension plan. The plan's purpose is to supplement the basic revenue you will receive at retirement. The plan allows you to accumulate contributions together with interest and investment earnings and to get them back when you retire, in the form of a retirement income.

OBJECTIVE:

Effective January 1st, 2007, all Kateri Memorial Hospital Centre employees must join the plan provided that their age is at least 18 years but less than 65. The employee is required to contribute 5% of his/her monthly income, and the employer contributes 6.054% of the employee's income to the pension plan. Additional voluntary contributions can be made by the employee.

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PROCEDURE:

The pension plan commences immediately upon employment, however, contributions can be accrued and deposited into the employee's pension plan once the probationary period is complete. As part of the enrolment process, the employee will receive information on the investment choices available for a plan account. Investment choices can be changed at any time through Great West Life. All information and forms are available at the Human Resources Department.

15.3.1 BENEFITS OF THE PLAN: During orientation, you will be issued a booklet entitled "Employees' Pension Plan", which outlines benefits of the plan.

15.4 PAYROLL DEDUCTIONS: K.M.H.C. offers a payroll deduction plan for R.R.S.P.'s and Mutual Funds. For more information and completion of application forms, contact the Human Resources Office.

15.5 WORKMEN'S COMPENSATION:

PHILOSOPHY:

The Kateri Memorial Hospital Centre provides workmen's compensation for all employees.

OBJECTIVE:

To ensure benefit payment when appropriate.

PROCEDURE:

In the event of an accident on the job/premises, the employee must immediately report the accident to the supervisor and Human Resources. An accident form (AH-223) must be completed, no matter how minor, even if the worker has not missed time at work. If the accident warrants the employee to see the doctor, he must inform the doctor that it is a CSST claim. All the necessary forms are available at the Human Resources Office. After the employee sees the doctor, he must sign the CSST Worker's Claim Form and reimbursement forms, which will be completed and sent to CSST for compensation.

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15.6 EMPLOYEE ASSISTANCE PROGRAM PHILOSOPHY: The Kateri Memorial Hospital centre values its employees and it, therefore, follows that a troubled employee merits assistance. KMHC would like to offer to its employees an alternative means of addressing the various difficulties that they may be experiencing, whether it is in their personal or professional lives. This support would help to minimize the effects of stressful situations and assist in providing a higher level of satisfaction within the employee's family and work environment.

OBJECTIVE:

The Employee Assistance Program (EAP) is a confidential. Professional counselling service available to all employees of the Kateri Memorial Hospital Centre (i.e. full-time, part-time and availability) and immediate family members who may be experiencing various problems. These problems may be of a personal, marital, social, financial or legal nature, or may be related to alcohol or drug abuse, physical or mental health.

For greater clarity, immediate family members are defined in accordance with our group insurance/pension carrier, Canada Life, guidelines as defined below:

Spouse: Your spouse by virtue of a legal marriage or your partner of the opposite sex who is publicly maintained and represented as your spouse. At any one time, only one person may be insured as an Employee's Spouse.

Child: You or your spouse's unmarried child, stepchild or common-law child who is under 22 years of age or under 26 years of age if attending an accredited educational institute, college or university on a full-time basis.

PROCEDURE:

Employees or family members should call (514-744-6763 or 1-800-561-1128) the EAP Counsellor directly, as this is a confidential service. At the first meeting the EAP Counsellor becomes familiar with the nature of the problem. This may result in assessment and short-term counselling (from one to eight sessions) and this service is free.

Some situations require longer or more specialized help. The counsellor will refer the Employee to other health specialists. These costs may be covered by Canada Life, K.M.H.C.'s supplementary insurance provider.

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The direct contact by an employee or family member and all discussion and knowledge gathered during the assistance process are treated ***strictly confidential***. No facts will be added to the employee's file and no information will be divulged to anyone without prior written consent of the employee, unless as is required by law, the safety of the employee or another person is at risk.

The nature of the program is preventative; its purpose is to help employees with problems as quickly as possible. The Kateri Memorial Hospital Centre is concerned about the well-being of all its employees and offers special attention when personal problems have repercussion on an employee's work performance. This program is no way intended to interfere in the private lives of employees.

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

PREPARED BY: Board of Directors subcommittee for Personnel Policy	POLICY: PERSONNEL	EFFECTIVE DATE: August 19, 1998
APPROVED BY: Board of Directors	TITLE: PROFESSIONAL DEVELOPMENT Article 16.0	REVIEW DATE: _____ _____

16.1 SEMINARS, CONFERENCES & WORKSHOPS: All seminars, conferences and workshops are subject to prior approval by the Manager of the department.

16.1.1 ELIGIBILITY: Any employee designated by the Manager.

16.1.2 CONDITIONS

- The seminar or conference must be related to employee's work
- The employee must guarantee to K.M.H.C. to remain on staff one year after attendance; should employment terminate prior to that, all expenses must be refunded.
- The employee is obliged to share with colleagues knowledge/benefits gained from attendance through a written report to the manager or an oral presentation within ninety days

16.1.3 REGISTRATION: Fees will be paid by K.M.H.C. to an agreed amount.

16.1.4 DURATION: K.M.H.C. will reimburse expenses to a maximum of five (5) days.

16.1.5 SALARY: Salary will be paid to a maximum of five (5) days.

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

PREPARED BY: Board of Directors subcommittee for Personnel Policy	POLICY: PERSONNEL	EFFECTIVE DATE: August 19, 1998
APPROVED BY: Board of Directors	TITLE: TRAVEL EXPENSES Article 17.0	REVIEW DATE: _____ _____

17.1 ELIGIBILITY: When an employee, at the employer's request, must accomplish functions outside the establishment, he/she is considered as being at work during all the time that he/she travels. Employees attending seminars, conferences and workshops may also be eligible for mileage and meal allowances.

Travel expenses shall be reimbursable upon presentation of receipts.

17.2 CAR EXPENSES: When an employee uses his car, at the request of the employer in the exercise of his duties, he shall receive reimbursement according to rates established by K.M.H.C.

17.3 MEALS: Upon authorization, the employee shall be entitled to meal expenses according to rates established by K.M.H.C.

17.4 TRANSPORTATION: Pre-authorized transportation, fare, car, bus, train, air and/or parking upon presentation of receipt.

17.5 ACCOMMODATION: Pre-authorized accommodation to a maximum of five (5) days reimbursable upon presentation of receipts.

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

PREPARED BY: Board of Directors subcommittee for Personnel Policy	POLICY: PERSONNEL	EFFECTIVE DATE: August 19, 1998
APPROVED BY: Board of Directors	TITLE: TRANSPORTATION OF PATIENTS Article 18.0	REVIEW DATE: _____ _____

The employee who is required to accompany a patient outside the locality of the establishment for which he works shall receive the following remuneration and indemnities:

18.1 SALARY: The employee is considered as being at work while accompanying the patient, during stand by as well as during his return to the establishment. He/she shall then be remunerated including overtime if the duration of this regular work and/or the period of time for accompanying or return exceed the normal workday within the same day.

18.2 STAND-BY: He/she is considered, during the period of waiting preceding the return trip, as being on stand-by.

18.3 TRAVEL EXPENSES: Once he/she has left the patient, he/she must return to his/her establishment as soon as possible and by the means of transportation chosen by the employer. The establishment shall reimburse the employee for travelling and living expenses upon presentation of supporting vouchers.

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

PREPARED BY: Board of Directors subcommittee for Personnel Policy	POLICY: PERSONNEL	EFFECTIVE DATE: August 19, 1998
APPROVED BY: Board of Directors	TITLE: CODE OF ETHICS FOR EMPLOYEES AND EMPLOYER Article 19.0	REVIEW DATE: October 29, 2008

EMPLOYEES

The following Code of Ethics for Employees constitutes, without being exhaustive, the fundamental rules in effect at Kateri Memorial Hospital Centre regarding employee responsibility towards clients, their employer and their colleagues. It complements the Charter of Clients' Rights and Responsibilities. Any deviation from this Code of Ethics for Employees is deemed unacceptable and may result in disciplinary measures up to and including suspension or termination (*See Personnel Policy Article 22.0 Disciplinary Measures*).

DEFINITIONS

Employee: Any person who performs paid or unpaid work for the establishment; i.e. includes staff, volunteers and students.

Service Provider: Any person providing a service to the establishment on a fee for service, contract or consultant basis; this includes physicians, dentists, pharmacists etc.

Note: Any reference to employees in this Code of Ethics applies to service providers.

Establishment: Kateri Memorial Hospital Centre/Employer

Client: Any person that receives health or social services within the establishment, or at one of KMHC's satellite service delivery areas; for example, in the home or in the community.

19.1 RESPONSIBILITIES TO CLIENTS

19.1.1 RESPECT FOR THE INDIVIDUAL

Employees will:

- recognize the fundamental rights of the client, and refrain from any form of harassment, discrimination, intimidation or threat (*See Personnel Policy Article 21.0 - Harassment*).
- behave in a courteous and respectful manner toward the client.
- advocate on behalf of the client with the client's best interests in mind.
- at all times respect the client's dignity and modesty. All treatments, examinations or hygienic care will reflect respect for the client's privacy.
- knock or announce their presence before entering the client's room or treatment area, and explain their role and what they are about to do.

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- not behave in a manner that demonstrates physical, verbal, emotional or sexual abuse toward the client.
- protect the client from any abuse, exploitation, degrading, or discriminatory treatment, and inform his/her immediate superior if he or she witnesses an act of abuse towards the client.
- respect the client's spiritual values, political opinions and right to quiet time and privacy while taking into consideration their health and safety.
- support a client in protecting his/her personal belongings.
- assist the client when he/she wishes to file a complaint (*See Administrative Policy Article 13.0 - Examination of User's Complaints*).

19.1.2 RESPECT FOR CLIENTS' THERAPEUTIC RIGHTS

Employees will:

- respect the client's right to make choices relating to their care.
- show regard for the confidentiality of the client's health record, social situation, etc. in compliance with the KMHC Personnel Policy on Confidential Information (*See Personnel Policy Article 25*) and to the codes of the applicable professional orders.
- encourage the client to take part in all activities and offer the client the best possible care, while respecting available resources, the individualized needs of the client as regards to activities of daily living and the client's own pace.
- follow the treatment plan which will be decided upon in collaboration with the client, his/her family and the interdisciplinary team. An employee who becomes aware of an individual treatment plan not being respected will inform his superior immediately.
- collaborate with the client by answering or referring any request for information.

19.1.3 RESPECT FOR THE ENVIRONMENT, SAFETY & QUALITY OF LIFE

Employees will:

- ensure the well-being and safety of clients.
- read, be familiar with and follow the administrative and personnel policies/procedures of the establishment.
- collaborate in maintaining the order and cleanliness of the establishment in order to give clients as attractive and healthy an environment as possible.
- ensure their conversations and daily work habits are discreet and do not add unnecessarily to the noise level.
- read, be familiar with and abide by all infection prevention and control policies and procedures appropriate to their area of work (*See KMHC Infection Prevention & Control Policy & Procedure Manual*).
- read, be familiar with and abide by the policies of the establishment regarding restraints (*See Administrative Policy ID – 1.0 – Restraints Free Environment*).
- work interdepartmentally to exercise all appropriate vigilance to minimize the risk of incidents and accidents (*See Administrative Policy A-21.0 Incidents/Accidents*).

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- be prepared to intervene to protect a client in case of an emergency (*See KMHC Emergency Response Plan*).
- not solicit or accept personal gratuities and personal gifts from the client and family.
- take part in promoting a home-like environment for clients residing at KMHC.
- make an effort to be friendly with clients and help them to keep contact with the community when they reside at KMHC.
- ensure meal time is not rushed, setting their pace to that of the client.

19.2 RESPONSIBILITY TO THE EMPLOYER

Employees will:

- perform their duties in a professional, honest and competent manner, with mutual respect for the opinions of others.
- make sensible use of their working time.
- work with safety in mind at all times, for themselves and others.
- wear their identification badges when on duty (*See Personnel Policy Article 31.0 - Hospital Centre Identification Card*).
- uphold the reputation of the establishment in all communications.
- show good judgment in all their activities.
- use the material and financial resources of the establishment in a respectful and appropriate manner and for the purposes intended.
- accept responsibility for their actions and the consequences arising from them.

19.3 RESPONSIBILITY TO COLLEAGUES

Employees will:

- recognize the fundamental rights of their colleagues, and refrain from any form of harassment, discrimination, intimidation or threat (*See Personnel Policy Article 21.0 Harassment*).
- respect the ethnic origins, political views, religious and cultural beliefs of their colleagues.
- consider each of their colleagues as an important human resource, worthy of respect.
- make working relationships as harmonious as possible and assist colleagues when requested.
- respect the privacy and dignity of colleagues, and will refrain from making any statements that could harm their reputation.

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EMPLOYER

19.4 CODE OF ETHICS OF THE ORGANIZATION

Just as clients and employees have responsibilities to each other and amongst themselves, the employer also has responsibilities towards the employees that directly or indirectly care for clients. The development of a quality relationship between employer and employees is an important part of Kateri Memorial Hospital Centre's Mission Statement and this Code of Ethics.

The organization will:

- provide opportunities for training and professional development for staff (See *Personnel Policy Article 16.0 – Professional Development and Administrative Policy Article 11.0 – Training/Development*).
- encourage and promote staff participation in decision making at all levels of care and administration.
- ensure staff are treated with dignity, respect and their merits recognized.
- express appreciation for competence, initiative and creativity.
- ensure positive working relationships and healthy communication with all staff.
- recognize stress in the work environment and provide supportive strategies to reduce its impact.
- recognize the needs of employees and provide support to meet their needs.
- ensure the hiring of qualified and competent employees, whose actions must be just and ethical.
- experiment with new ideas of benefit to clients; innovative programs will be developed and research undertaken in collaboration with staff and the community at large within available resources.
- ensure staff working conditions are clean, orderly and safe.

KATERI MEMORIAL HOSPITAL CENTRE

<p>PREPARED BY: Board of Directors subcommittee for Personnel Policy</p>	<p>POLICY: PERSONNEL</p>	<p>EFFECTIVE DATE: August 19, 1998</p>
<p>APPROVED BY: Board of Directors</p>	<p>TITLE: EMPLOYEE STANDARDS Article 20.0</p>	<p>REVIEW DATE: _____ _____</p>

The following work rules are published so that all employees will be aware of what is considered acceptable conduct and to ensure the consistent application of discipline.

20.1 SOLICITATIONS: Solicitations are not permitted by employees for any purpose during working hours. Distribution of literature is also not permitted for any purpose or at any time in working and public areas of the hospital. This policy also applies to non-employees of the hospital.

20.2 EMPLOYEES' MAIN BULLETIN BOARD: The main hospital bulletin board is located on the main floor outside of the cafeteria. General notices and information of interest to employees will be posted there by the administration.

20.2.1 PERSONAL NOTICES: Employees wishing to post notices regarding the sale or purchase of personal goods and services may do so by presenting their request to administration. Such notices shall be posted using a 9" X 5" card.

20.3 PERSONAL GROOMING: Patients and public have come to expect high standards in all aspects of the K.M.H.C. Personal appearance, cleanliness and neatness are very much included in these expectations. Employees are, therefore, advised to pay close attention to their personal grooming. For instance, hair must be a neat and tidy, moustache and beards must be kept trimmed and neat. Good personal hygiene is expected of all employees.

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20.4 UNIFORMS/DRESS CODES: As hospital employees, many are required to wear uniforms. It is the responsibility of the employee to ensure that these uniforms are kept in a neat and clean fashion. Employee must follow the dress code of his or her department.

All non-uniformed employees must be neat, clean and appropriately dressed for their jobs. Staff must abide by and respect the dress code of their department adhering to the following guidelines:

1. The following items of clothing are not permitted:
 - sweat suits/track suits
 - spandex
 - tight fitting clothing
 - low necklines
 - tank tops
 - short crop tops
 - T-shirts with political, sexist, rude or offensive messages or images
 - torn, worn out, soiled or badly creased clothing including footwear
2. Length of clothing must be longer than 3 inches above the knee
3. Clothing, footwear & jewelry must be appropriate for your work situation
4. Exceptions to the above may include specially planned events

20.5 SMOKING: Smoking is restricted to outside areas only. All staff members are expected to honour the K.M.H.C. policy on smoking. Any employee violating the above smoking will be subject to disciplinary measures.

20.5.1 DESIGNATED SMOKING AREAS: Employees are permitted to smoke outside only and only at break time.

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20.6 FOOD SERVICE AND BREAKS: The cafeteria, located on the main floor, is available to employees according to the following schedule:

Break - 10:00 a.m. to 10:30 a.m.
Lunch - 11:45 a.m. to 13:00 p.m.
Break - 14:30 p.m. to 15:30 p.m.
Supper- 16:45 p.m. to 17:45 p.m.

20.6.1 CAFETERIA PAYMENT: Cash will be accepted in the cafeteria in payment for meals. Credit will not be granted.

20.6.2 MEAL VOUCHERS: Meal vouchers are required to purchase meals on weekends. Meal vouchers can be purchased in the cafeteria, Monday to Friday during regular opening hours.

20.7 LOCKERS: Lockers are issued to employees for the purpose of storage of clean uniforms, storage of clothes (coats, hats, overshoes, etc.). Locks are not provided by the hospital. Lockers will be assigned and registered by the Plant Manager.

20.7.1 LOCKER CARE: It must be noted that these lockers are the property of the hospital and not of the individual employee. Therefore, it is expected that each employee will assure proper care of his or her locker (as with all hospital equipment) and the hospital reserves the right to assure that this is effected.

20.7.2 VALUABLES STORAGE: Lockers are designed for a specific purpose, not to store valuables such as money, cheques, watches, rings, etc. Employees are to make use of locked drawers, filing cabinets, etc. located in their departments. The hospital will not be responsible for lost or stolen articles.

20.8 PARKING: It is recommended that employees first take advantage of parking facilities located on the south side of our building and, secondly, the lot on the east. This is in order to allow patients and visitors the use of the north parking lot rather than the front street.

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20.9 PERSONAL TELEPHONE CALLS: All telephone calls to the hospital are channelled through the main switchboard. These calls number well over 200 per day. In order to process these calls, it is imperative that employees restrict the use of telephones to hospital business only. Incoming calls to individual employees are permitted only in cases of emergency or hospital business.

20.9.1 TELEPHONE COURTESY: Please observe these simple rules of telephone courtesy:

- Speak with a clear, pleasant tone of voice at all times.
- Identify yourself and your department or service.
- If you should be unable to deal with the call and must transfer to another department, advise the caller and inform them of the person to whom they will be speaking.

20.10 CARE OF EQUIPMENT: Throughout the course of the working day, most employees will be using hospital equipment, much of it delicate and expensive. It is the responsibility of each employee to exercise reasonable care in using hospital equipment so as to achieve safe and economical return on the funds spent for their acquisition.

20.11 LEAVES FROM DEPARTMENT FOR SHORT PERIODS OF TIME: Managers must know the whereabouts of all employees at any time. Employees must advise their manager or delegate of their departure and return to the department each time they leave. Employees whose absence becomes excessive or prolonged in relation to the task assigned will be so advised and if improvement is not evident will be subject to disciplinary action.

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20.12 EVACUATION PLAN: All employees must be prepared to respond in the event of a major evacuation either internal or external. A copy of the hospital evacuation plan is located in each department and each employee will receive his/her own personal copy on orientation to employment. The plan includes specific instructions for each department. Managers are responsible for educating their employees in this respect.

20.12.1 FIRE DRILL: While the evacuation plan also includes instructions regarding fire, it is also necessary to effect exercises so as to test our procedures and to evaluate staff awareness. Employees are required, as part of their assigned duties, to participate actively in these drills as well as in various lectures, demonstrations, etc. provided for by the in-service function.

20.13 GARNISHMENTS: A garnishment is a court order requiring K.M.H.C. to withhold a sum of money from an employee's paycheck. K.M.H.C. must honour legal garnishments, withholding the appropriate amount for repayment of a debt incurred.

Excessive time and paperwork is required to comply with the court order. A garnishment is viewed as a serious matter and is subject to disciplinary action.

20.14 EMPLOYEE CONDUCT: Engaging in any unlawful conduct on K.M.H.C. premises, or engaging in any unlawful conduct off K.M.H.C. premises, which affects the employee's relationship to fellow employees, clients or employer is considered unacceptable.

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

PREPARED BY: Board of Directors subcommittee for Personnel Policy	POLICY: PERSONNEL	EFFECTIVE DATE: August 19, 1998
APPROVED BY: Board of Directors	TITLE: HARASSMENT Article 21.0	REVIEW DATE: September 28, 2005

The K.M.H.C. values the dignity and self-esteem of every employee. Our harassment policy prohibits harassment in the workplace, whether committed by supervisory or non-supervisory personnel. K.M.H.C. is committed to ensuring that the workplace is free from harassment from anyone.

Harassment in the workplace by an employee will result in disciplinary action up to and including dismissal.

21.1 HARASSING CONDUCT: Any harassing conduct in the workplace is prohibited. This includes, but is not limited to:

- **LEERING**
- **SUGGESTIVE GESTURES OR COMMENTARIES**
- **JOKES THAT EMBARRASS**
- **SLANDER**
- **DEROGATORY OR DEGRADING REMARKS**
- **INSULTS**
- **NEGATIVE COMMENTS REGARDING COMPETENCY**
- **RACIAL COMMENTS**
- **SEXUAL HARASSMENT**
- **PSYCHOLOGICAL HARASSMENT**

Sexual harassment: Sexual harassment, as defined below will not be tolerated under any circumstances.

- any persistent unwelcome conduct, comments, gesture or contact of a sexual nature;
- an implied or expressed condition of employment or a promise of reward for complying with a sexually oriented request;
- an implied or expressed threat of reprisal.

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KMHC Personnel Policies Title: Harassment – Article 21.0	Effective Date: 08/19/98 Review Date: 09/28/05	Page: 2
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Sexual harassment is considered to have taken place if a reasonable person would have known if his/her behaviour were unwelcome. Sexual harassment does not refer to accepted social banter. However, tolerance for such behaviour arises among employees and good judgment must be used.

Employees are encouraged to use the internal grievance procedure if they are confronted with any prohibited form of harassment. Such internal complaints will be investigated promptly and corrective action will be taken where allegations are verified. No employee will suffer retaliation or intimidation as a result of using the internal complaint procedure.

Psychological Harassment: Psychological harassment, as defined below, will not be tolerated under any circumstances:

- Vexatious behaviour which is humiliating, offensive, abusive in the form of repeated verbal comments, actions or gestures that are hostile or unwanted which affects an employee's dignity, psychological or physical integrity that results in a harmful work environment for the employee, or
- A single serious incidence of such behaviour, which has a lasting harmful effect on an employee.

Every employee who believes that he/she has been a victim of any form of harassment is encouraged to use the internal complaint procedure. A thorough inquiry will be conducted to determine if the alleged accusation is substantiated.

Such internal complaints will be investigated promptly and corrective action will be taken where allegations are substantiated. KMHC will not tolerate retaliation or intimidation as a result of using the internal complaint procedure.

21.2 EMPLOYEE RESPONSIBILITIES: The employee shall immediately make his/her discomfort and disapproval known to his/her harasser. If harassment persists, the employee shall:

- keep a written record of the alleged nature of the harassment, the date(s), time(s), behaviour and witness (es);
- immediately speak to his/her Manager
- prepare a written report of the complaint detailing the nature of the incident, the date(s), time(s), place(s), witness (es) and name(s) of those involved;
- sign the written report and forward it to the Manager previously approached.

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KMHC Personnel Policies Title: Harassment – Article 21.0	Effective Date: 08/19/98 Review Date: 09/28/05	Page: 3
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21.3 MANAGEMENT RESPONSIBILITIES: The Manager will:

- interview both the complainant and the alleged harasser as soon as possible;
- interview any witnesses;
- document the situation accurately and completely;
- notify the parties concerned of any decisions resulting from the investigation;
- treat all material as confidential and not divulge such material to unauthorized persons.

If the investigation confirms that the alleged harassment is substantiated:

- disciplinary action will be taken without delay;
- sanctions imposed on the harasser will be applied with an understanding of the seriousness of the misconduct and follow the general principles of corrective discipline;
- under no circumstances shall this remedial action, in a substantiated case of harassment, penalize the complainant.

Any false accusations of harassment, in any form, will result in suspension or dismissal.

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

PREPARED BY: Board of Directors subcommittee for Personnel Policy	POLICY: PERSONNEL	EFFECTIVE DATE: August 19, 1998
APPROVED BY: Board of Directors	TITLE: Disciplinary Measures Article 22.0	REVIEW DATE: _____ _____

The underlying philosophy of K.M.H.C. in providing and maintaining a successful disciplinary policy is that all employees are treated alike and subject to the same standards of conduct.

It is also K.M.H.C. policy that Managers and/or Department Directors make efforts to counsel and rehabilitate an erring employee. Discipline is considered a corrective measure and is not imposed purely as a punitive action.

Where circumstances require, disciplinary measures may have to be initiated. As each case may have extenuating circumstances, the degree of discipline will vary with the nature and severity of the offence. Generally, however, situations regarding gradual deterioration of quality/quantity of work, overall attitude and conduct will be addressed during the performance appraisal.

Certain situations, not limited to these alone, such as abuse or neglect of patients, release of confidential information without proper authorization, could represent grounds for immediate dismissal.

Managers hold full responsibility to affect the disciplinary process for the employees directly under their management up to and including dismissal.

Managers are bound to respect confidentiality in all matters of a disciplinary nature.

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22.0 DISCIPLINARY MEASURES:

- **VERBAL WARNINGS:** Breaches of employee conduct handled by verbal warning.
- **WRITTEN WARNINGS:** Breaches of employee conduct warranting a written warning.
- **SUSPENSION:** Employee conduct that warrants a suspension from duty without pay.
- **DISMISSAL:** In most cases, dismissal follows a series of steps including verbal and written warnings, suspension and, of course, counselling.

All disciplinary actions will be documented in the employee's file. Employees will be notified, in a confidential manner, of all disciplinary actions taken against them.

Following are some offences that will initiate the disciplinary process:

- 1) Progressive deterioration of work performance.
- 2) Failure to follow hospital rules and regulations.
- 3) Tardiness.
- 4) Leaving post of duty without permission (depending on responsibility).
- 5) Rudeness.
- 6) Damage to or abuse of hospital centre property: deliberately or through carelessness, neglect or indifference
- 7) Sleeping on duty
- 8) Absence without adequate cause.
- 9) Habitual unauthorized use of telephone or long distance.
- 10) Abuse or neglect of patients.
- 11) Negligence of responsibility.
- 12) Reporting to duty or being on duty under the influence of drugs or intoxicants.
- 13) Consuming of intoxicants or drugs while on duty.
- 14) Defacing hospital property (i.e., memorandums, postings, etc.)

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KATERI MEMORIAL HOSPITAL CENTRE

KMHC Personnel Policies Title: Disciplinary Measures – Article 22.0	Effective Date: 08/19/98	Page: 3
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- 15) Falsification of documents.
- 16) Dishonesty.
- 17) Reading patient charts without proper authorization.
- 18) Releasing confidential information without proper authorization.
- 19) Physical violence.
- 20) Insubordination
- 21) Theft.
- 22) Defrauding the K.M.H.C. services in any way, shape or form.
- 23) Fraudulent use of time cards.
- 24) Repeat offences
- 25) Any action not in accordance to the K.M.H.C. personnel policy
- 26) Any action not in accordance to the principles of the K.M.H.C. Code of Ethics

The offences listed are examples, and are not limited to those alone. By the same token, the disciplinary measure accorded each may vary in accordance with employees past record and the circumstances surrounding the offence.

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

<p>PREPARED BY: Board of Directors subcommittee for Personnel Policy</p>	<p>POLICY: PERSONNEL</p>	<p>EFFECTIVE DATE: August 19, 1998</p>
<p>APPROVED BY: Board of Directors</p>	<p>TITLE: Recording & Tracking of Employee Complaint Article - 23.0</p>	<p>REVIEW DATE: _____ _____</p>

Policy: Kateri Memorial Hospital Centre Management shall respond to all employee concerns/complaints in a consistent and timely manner. The guiding principle of this policy is to improve the quality of service and work life in this organization and to ensure that concerns are documented if the employee chooses to make a Grievance as per Personnel Policy 24.0

Procedure:

- All employee work-related complaints shall be reported and recorded on the form designated.
- The timeframe for completion of the investigation will be no longer than two weeks from the date of recording.
- In the event the two-week timeframe is insufficient, an interim report shall be submitted to the Director of the area. The report will include reasons for the delay and the additional time required. The delay will be reported back to the employee making the complaint.

Employee Complaint Form:

- Initial information is completed by the manager.
- Employee making complaint should be requested to sign the completed section outlining the concern. Unsigned complaints will not be followed up.

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Proceed with Investigation:

- The manager will proceed with an investigation of the complaint as soon as the complaint is received, given the timeframe to respond is short (two weeks).

Tracking of the Complaint Form:

- A copy of the form will be made for the employee and one for the Director of the area involved, and the original kept by the manager.
- The Director shall keep on file ***“Employee Complaints under Investigation”*** until the original is completed.
- Completed reports will be reviewed by the Executive Director and kept on file.
- A copy of the completed form will be given to the employee.

Complaint Unfounded:

- If after investigation, it is determined that the complaint is unfounded, the Complaint Report will be filed under ***Complaints Unfounded***.

KATERI MEMORIAL HOSPITAL CENTRE

KMHC Personnel Policies Title: Recording & Tracking of Employee Complaint – Article 23.0	Effective Date: 08/19/98	APPENDIX : A
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**KATERI MEMORIAL HOSPITAL CENTRE
EMPLOYEE COMPLAINT REPORT**

(Used to record an employee's complaint brought to the attention of his/her manager)

Name: _____
(person making concern known)

Date: _____ Time: _____

Nature of Concern (attach a written letter if provided by employee, or a narration of the verbal complaint signed by the person making the complaint)

Name of Employee: _____

Signature of Employee: _____

Name of Manager (responsible for follow up): _____

Signature of Manager: _____

Due Date for Completion of Report: _____

Date of Response to Employer: _____

FINDINGS

Investigate concerns, review factors influencing the concerns, see sources, or objective persons that can substantiate or negate concerns.

ACTION TAKEN

Decide if concern is valid or not. List facts.

Action taken to address the concern.

Conclusion:

What is the outcome of the incident? _____

What is the remedial action: _____

What will be done in future to prevent such an event recurring? _____

Accepted (employee's signature)

Manager's signature

Refused to sign:

Date: _____

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

PREPARED BY: Board of Directors subcommittee for Personnel Policy	POLICY: PERSONNEL	EFFECTIVE DATE: August 19, 1998
APPROVED BY: Board of Directors	TITLE: Grievance Article - 24.0	REVIEW DATE: _____ _____

24.1 DEFINITION - GRIEVANCE: An employee with a personal conflict or a work related complaint that has not been resolved to their satisfaction or a dissatisfaction with a disciplinary action taken may file a grievance. The employee has the option to use the grievance procedure established, to provide the employee a mechanism to express his/her point of view with an end to appealing the action taken.

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24.2 GRIEVANCE PROCEDURE-SUMMARY:

STEP 1

EMPLOYEE & MANAGER	SATISFIED	END OF PROCESS
	UNSATISFIED	GO TO STEP 2

STEP 2

EMPLOYEE & GRIEVANCE COMMITTEE	SATISFIED	END OF PROCESS
	UNSATISFIED	GO TO STEP 3

STEP 3

EMPLOYEE & EXECUTIVE DIRECTOR (optional grievance review committee)	FINAL DECISION - No further recourse under the K.M.H.C Grievance Process

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24.3 GRIEVANCE PROCEDURE

<p>Step 1 Personnel Involved Employee – Manager Grievance Categories: - Personal conflict - Work: related complaint/conflict - Disciplinary Possible Resolutions: - Conflict resolution - Internal complaint recording/tracking procedure - Disciplinary resolutions Possible process outcomes: - Employee satisfied - Employee unsatisfied; an employee that is not satisfied with the outcome of Step 1 can appeal the decision/action to the Grievance Committee</p>
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Step 1 - Manager & Employee

This process gives full responsibility to managers. They are the first step in the Grievance Process. The employee presents the manager with a written grievance. The Manager has the option of classifying the grievance as; a **personal conflict**, a **work related complaint or grievance** or a **disciplinary grievance**. Using the Record and Tracking of Employee complaint policy and procedure, the manager can institute Conflict Resolution or they can resolve the disciplinary grievances on their own accord. Any discussions that take place in Step I can involve a mutually agreed upon 3rd party, present only as an observer of the process.

As per K.M.H.C. policy the manager has fourteen (14) days to respond to the written grievance/complaint, with the possibility to extend the time period upon agreement of both parties.

Should the employee be dissatisfied with the results of the management decision and/or findings, the employee has the option to appeal to the Grievance Committee, care of the Human Resources Director.

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<p>Step 2</p> <p>Personnel Involved: Employee – Grievance Committee</p> <p>Grievance Categories: Personal Conflict Work related complaint/conflict Disciplinary</p> <p>Possible Resolution: - Upholds managers decision - Recommends further resolution between employee and manager - Brings complaint to appropriate department or committee and gets plan of action to rectify or clarify situation - Change the disciplinary action taken</p> <p>Possible Process Outcomes: - Employee satisfied - Employee not satisfied, an employee not satisfied with the outcome of Step 2 can appeal the decision/actions to the Executive Director</p>

Step 2 - Standing Grievance Committee & Employee

The Human Resources Director will ensure that a standing grievance committee is in place through an election process, comprising of four (4) other employees to hear the grievance. The committee will review all pertinent information and assess the situation. They may interview the employee with the grievance and the Manager; they may call upon any other employee or other resource that may provide further clarification of the situation.

The committee has the authority to:

- uphold the Manager's decision
- to recommend further resolution between the employee and the Manager
- to bring the complaint or grievance to the appropriate Department or other Committee of K.M.H.C. and request a plan of action outlining how the situation may be clarified or rectified
- to change the disciplinary action being taken.

As per personnel policy, the Grievance Committee will issue a written decision or recommendation concerning the grievance to the employee and Manager, within a fourteen (14) day period. Upon approval by both parties the time frame may be extended.

Should the employee be dissatisfied with the decision by the Grievance Committee, he/she has a 7-day time period to forward the grievance in writing to the Executive Director of K.M.H.C.

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<p>Step 3</p> <p>Personnel Involved:</p> <p style="padding-left: 40px;">Employee – Executive Director</p> <p>Grievance Categories:</p> <ul style="list-style-type: none"> - Personal conflict - Work related complaint/conflict - Disciplinary <p>Possible Resolution</p> <ul style="list-style-type: none"> - Uphold the decision of the Grievance committee - Recommend further resolution - Strike up a Grievance Review committee <p>Possible Outcomes:</p> <ul style="list-style-type: none"> - Employee satisfied - Employee not satisfied – no further recourse under the Hospital Grievance policy
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Step 3 - Executive Director & Employee

The Executive Director will review the process; decisions and/or recommendations made by the Grievance Committee, and will interview the complainant and others that may be directly involved. Any discussions that take place in Step 3, will involve a mutually agreed upon 3rd party, present only as an observer of the process. The Executive Director has the **option** to form an ad hoc review committee to further assess the grievance. This review committee will follow the same committee criteria as the Grievance Committee, with the exception of membership. The ad hoc Review Committee would be made up of (1) Board Member, the Executive Director and (3) non-management staff.

The Executive Director will issue a written decision to all parties concerned within a 14 day time period. As per personnel policy the time frame may be extended with the approval of all parties involved.

All decisions resulting from Step 3 are considered final and there is no further recourse under the K.M.H.C. Grievance Process.

24.4 GRIEVANCE COMMITTEE:

The purpose of having a Grievance Committee is to give all staff the opportunity to be involved in grievance resolution and to have representation in that decision making process. The Committee is a standing committee upholding the philosophy that all employees should be treated equally, respectfully and that corrective disciplinary measures should be relative to the offence. Made up of management and non-management staff, the committee will work together as a team to resolve grievance issues. With this philosophy as a foundation and using procedures that invite information gathering they can treat each grievance objectively and fairly.

24.4.1 MANDATE OF THE COMMITTEE:

To hear grievances that have already been processed through the first step of the Grievance Process (management level), the results of which are considered unsatisfactory to the employee. To uphold the philosophy of corrective disciplinary action.

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24.4.2 COMPOSITION & MEMBERSHIP:

The committee consists of five (5) employees, one of whom is a standing member, the Human Resources Director, all other seats will have staggered appointments for up to a two-year period:

- one (1) representative from nursing (nurses, certified nursing assistants, Day Centre personnel)
- one (1) representative from the combined departments: housekeeping, laundry, maintenance, security and dietary
- one (1) representative from the Department of Professional Services (Dieticians, Medical Records, Rehabilitation personnel)
- one (1) representative from the combined support staff: nurses aides/orderlies, and other non-clinical staff and management
- one (1) standing seat for the Human Resources Director

24.4.3 SELECTION PROCESS:

Selection will take place through an election process whereby a representative for each seat, plus one alternate representative will be nominated and elected by the staff at large. Alternates will assume position should a member not be available for a prolonged period of time or in the event a member is in conflict with the grievance being heard.

24.4.4 RESPONSIBILITIES OF THE HUMAN RESOURCES DIRECTOR:

The Human Resources Director will have a standing seat and will be responsible to:

- put together a grievance committee and ensure all seats are filled as the need arises
- ensure that procedures to review the grievance are followed
- ensure all members are familiar with the guiding principles of the committee
- ensure that there is no conflict of interest within the committee
- ensure that the grievance has gone through the first step of the procedure as completely as possible
- ensure that all documentation from the 'Recording and Tracking of Employee Complaint policy and procedure' has been completed
- ensure that all members of the committee are informed of meetings and receive pertinent documentation
- inform all parties concerned of the committee decisions within fourteen (14) days or within the previously agreed upon time frame

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24.4.5 DUTIES OF THE COMMITTEE:

- to undergo training in decision making and grievance review
- to make decisions regarding the grievance based on consensus
- to review grievances treating each with respect and giving it full consideration
- assessing the grievance and the action taken by the manager or direct supervisor.
- resolve work related complaints
- to get a plan of action from departments that can rectify or clarify work related concerns
- make decisions to modify disciplinary action
- gather and review all relevant evidence, interview participants if necessary
- make a written report of the final decision and/or recommendations to all parties involved within a 14 day period, unless there is a previously agreed to time frame (this can be in the form of the Recording and Tracking Complaint Form)

24.4.6 GUIDING PRINCIPLES:

- The committee may adopt guiding principles for its internal management, the creation and operation of its committee and the pursuit of its objectives.
- The committee will operate on a consensus basis
- The committee will meet as required when all members can attend
- The Human Resources Director will be the chair

24.4.7 ETHICAL CODE:

The Code of Ethics adopted by K.M.H.C. is the governing conduct of all members of the committee. It is the responsibility of the committee to see that the code of ethics and confidentiality are not violated.

24.4.8 CONFLICT OF INTEREST:

Any member who has a direct or indirect interest in the grievance under investigation, which causes personal interest to conflict with the interests of the committee, will abstain from participation as a committee member.

- The best interest of the Grievance Committee, K.M.H.C. and its services, not personal interests, are the only considerations for all members of the grievance committee.
- The personal interests of any employee cannot influence any decision relating to the grievance.
- The following examples constitute a conflict of interest, however conflict of interests is *not limited to these alone*:
 - sitting on the Grievance Committee when a family member may be involved in the grievance
 - sitting on the Grievance Committee for a grievance you are aware of and have already made a judgment on
 - if you are knowingly involved in the grievance in any way

24.4.9 GRIEVANCE REVIEW PROCESS FOR GRIEVANCE COMMITTEE:

1. Identify the nature of the concern and all parties that may be involved
2. Review the Employee Complaint Form completed in Step One (1); the findings, the action taken and the conclusions. Collect any other pertinent information.
3. Plan for all interviews, scheduling, questionnaire, etc.
4. Classify the grievance as either a personal conflict, a work-related complaint or a disciplinary grievance.
5. Collect all relevant new information that may have a direct or indirect effect on the circumstances that surrounds the grievance, (ex. interviews).
6. Reclassify the grievance if necessary.
7. Determine if the action taken in Step One (1) is valid. Determine if the remedial measures are adequate.
8. Based on consensus, decide what the appropriate measure should be, if different from that concluded in Step One (1).
9. Inform all parties concerned of the committee's decision.

24.5 RE-EVALUATION OF THE GRIEVANCE PROCESS AND COMMITTEE FUNCTION:

The grievance process and the committee's function should be continually re-evaluated to ensure that it is fulfilling the organization's needs and is a workable process. Self-evaluation by the committee at the end of each grievance process will provide information that can be used to:

- assess features of the process
- to modify fine details, further tailoring it to the needs of K.M.H.C.

Continual re-evaluation will ensure the process is a living process rather than a stagnant policy.

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REEVALUATION

Diagnosing the process

Collecting information

Planning to modify the process

Modify the process

Collecting information: Collecting information in relation to the main features of the process and the resulting outcome of each:

- the information received from the 1st step of the process, manager - employee in the form of a completed Recording and Tracking Complaint Form
- comments and suggestions from the complainant and others involved in the grievance
- comments and suggestions from the committee members
- any questionnaires used by the committee

Diagnosing the process: Analyze the data or information collected. Find out what the underlying causes are for the outcomes that were not expected or not easy to work with. This should include any outcomes that were not considered satisfactory. The following are examples of features that may need to be considered:

- communication between steps in the grievance process, between committee members, with those parties involved in the grievance
- the usefulness of the Recording and Tracking Complaint Form or other tools used to gather information
- the effectiveness of the Grievance Committee in relation to procedures used and overall ability to work together and make decisions

Planning to modify the process: After identifying the causes in the previous step, the creation and selection of the best modifications for the process or tools to meet the needs of K.M.H.C.

Modifying the process: Upon agreement, implementing the changes to the process or tools to better suit the needs of K.M.H.C.

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

PREPARED BY: Board of Directors subcommittee for Personnel Policy	POLICY: PERSONNEL	EFFECTIVE DATE: August 19, 1998
APPROVED BY: Board of Directors	TITLE: CONFIDENTIAL INFORMATION Article 25.0	REVIEW DATE: _____ _____

It is the policy of K.M.H.C. to recognize and respect the rights to privacy of patients, employees and privileged information concerning K.M.H.C. business. Failure to comply and maintain confidentiality will result in disciplinary action. Any confirmed disclosure of confidential information is a serious violation and can result in dismissal.

Confidential/privileged information of K.M.H.C has been defined as follows:

- clients' diagnoses/information
- medical charts and their contents
- personnel information pertaining to any of the matters listed herein (i.e. performance appraisals, disciplinary issues, personal information, personnel files, etc.)

Note: The affected staff member with other staff, not clients, may share performance appraisals and disciplinary issues, if he/she deems that they can benefit from his/her experience, otherwise these are confidential.

An employee may also agree in writing to waive all or part of the confidentiality associated with their personnel information.

- private staff telephone lists (i.e. residential phone numbers used for hospital centre business are not to be shared with the public)
- material located in outpatient department mailboxes

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KATERI MEMORIAL HOSPITAL CENTRE

KMHC Personnel Policies Title: Confidential Information – Article 25.0	Effective Date: 08/19/98	Page: 2
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- personal problems of staff/client (e.g. individuals health, family problems, etc.)
- completed incident reports
- telephone messages in switchboard area
- records and minutes of the Council of Physicians, Dentists and Pharmacists and each of its committees are confidential
- information pertaining to senior/middle management and board level decisions that have been identified as confidential
- incoming and outgoing faxes

All patient and privileged hospital related information, noted above, gained in the performance of duties as an employee or volunteer is considered confidential. All employees are obliged to sign a confidentiality agreement upon employment.

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

<p>PREPARED BY: Board of Directors subcommittee for Personnel Policy</p>	<p>POLICY: PERSONNEL</p>	<p>EFFECTIVE DATE: August 19, 1998</p>
<p>APPROVED BY: Board of Directors</p>	<p>TITLE: PERFORMANCE APPRAISAL Article 26.0</p>	<p>REVIEW DATE: _____ _____</p>

26.1 ANNUAL PERFORMANCE APPRAISAL: Each employee will have an annual performance appraisal. The appraisal will provide employees with an objective assessment of their work performance over the year; success in fulfilling the job description, and the objectives set in the previous year. The result of the appraisal will be a developmental plan to guide the employee in reaching accepted professional or K.M.H.C. standards and will also be used to identify exemplary performances. Salary increases will be determined by performance appraisals.

The Manager may also conduct performance appraisals at any other time, should circumstances suggest the need.

26.2 PROBATIONARY APPRAISAL: In addition to the annual performance appraisals there are also probationary appraisals, which are conducted just prior to the completion of the probation period.

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

PREPARED BY: Board of Directors subcommittee for Personnel Policy	POLICY: PERSONNEL	EFFECTIVE DATE: August 19, 1998
APPROVED BY: Board of Directors	TITLE: RETIREMENT Article 27.0	REVIEW DATE: _____ _____

All employees will be given an annual performance appraisal throughout the entire duration of their employment. Employees who are able to continue meeting the necessary job requirements at a satisfactory level are at liberty to determine their own retirement date. In order to facilitate planning for retirement, all employees are encouraged to give their immediate supervisor a three-month notice.

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

<p>PREPARED BY: Board of Directors subcommittee for Personnel Policy</p>	<p>POLICY: PERSONNEL</p>	<p>EFFECTIVE DATE: August 19, 1998</p>
<p>APPROVED BY: Board of Directors</p>	<p>TITLE: VOLUNTEER BOARD MEMBERSHIP Article 28.0</p>	<p>REVIEW DATE: _____ _____</p>

The Kateri Memorial Hospital Centre supports and encourages staff to become involved in the Kahnawake Community as members of volunteer boards of directors.

28.1 ENTITLEMENT The hospital centre will allow those employees up to four (4) paid hours per month to attend volunteer board meetings provided:

- The volunteer board meetings are held during an employee's scheduled work time.
- Arrangements are made with employee's manager to ensure tasks and duties are fulfilled without major disruptions.
- Any time period over and above four hours per month will not be accepted.

28.2 EMPLOYEE RESPONSIBILITIES: Employees are responsible to ensure:

- Their manager receives written verification of board membership.
- Their manager reviews written notification of board meetings that includes time and date.

An employee attending volunteer board meetings, held during a non-scheduled work period, is not eligible for time off.

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KATERI MEMORIAL HOSPITAL CENTRE

KMHC Personnel Policies Title: Volunteer Board & Membership – Article 28.0	Effective Date: 08/19/98	Page: 2
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28.3 BOARD TRAINING: The Kateri Memorial Hospital Centre acknowledges that volunteer board training is an integral part of board membership requirements. Therefore, should volunteer boards hold board training sessions; the hospital centre will allow up to one full day per annum of salary to attend. Any time period over and above one full day per year will be the individual's responsibility.

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICEIS

PREPARED BY: Board of Directors subcommittee for Personnel Policy	POLICY: PERSONNEL	EFFECTIVE DATE: August 19, 1998
APPROVED BY: Board of Directors	TITLE: STUDENT POLICY Article 29.0	REVIEW DATE: _____ _____

Students will be accepted on the following conditions:

- They meet the requirements of the Kahnawake Summer Student Employment program;
- That they are able to fulfil the duties of the job description;
- Upon consideration by the department Manager;
- Request is presented to the Management Team for acceptance.;
- Patient care must be directly supervised.

**KATERI MEMORIAL HOSPITAL CENTRE
POLICIES AND PROCEDURES**

<p>Prepared By: KMHC Administration</p>	<p>Policy Personnel</p>	<p>Effective Date: November 1, 2003</p>
<p>Approved By: KMHC Board of Directors</p>	<p>Subject: EMPLOYMENT SEPARATION Article 30.0</p>	<p>Review Dates: _____ _____</p>

POLICY:

Upon permanent separation of an Employee of KMHC through resignation or retirement, the individual shall present himself to the Manger of Human Resources within a week of the last day worked to close the Employee's personnel file. In the case of firing, all appropriate separation forms will be mailed to the individual.

PROCEDURE:

The individual shall present himself/herself to the Manger of Human Resources, within the specified time period, where:

- S/he shall be presented with the appropriate separation forms, i.e., attestation of employment, duly completed Employment Insurance forms; as well as, severance pay, immediately discharging the employer from any further obligation.
- S/he shall return the hospital-centre identification card.
- An Exit Interview shall be conducted by the Human Resources Manager.

**KATERI MEMORIAL HOSPITAL CENTRE
POLICIES AND PROCEDURES**

<p>Prepared By: KMHC Administration</p>	<p>Policy Personnel</p>	<p>Effective Date: September 1, 2003</p>
<p>Approved By: KMHC Board of Directors</p>	<p>Subject: HOSPITAL CENTRE IDENTIFICATION CARD Article 31.0</p>	<p>Review Dates: November 10, 2008</p>

POLICY:

In the normal course of performing their duties, all Kateri Memorial Hospital Centre employees, physicians, service providers, students and volunteers are required to wear, prominently, a KMHC-issued identification card.

PROCEDURE:

- Each Employee Orientation Package and each Service Provider Package shall contain a form (as attached) requesting hospital-centre identification card information.
- During business hours, Monday to Friday, 8:30 a.m. to 4:30 p.m., new employees, physicians, service providers, students and volunteers will present themselves to the Human Resources Aide with this form duly completed. The Human Resources Aide will then photograph the individual.
- The hospital-centre identification card will be ready for pick-up from the Human Resources Aide within a week.

REPLACEMENT:

- During business hours, Monday to Friday, 8:30 a.m. to 4:30 p.m., an individual requesting a hospital-centre identification card replacement must submit his/her existing card, if possible, and provide the Human Resources Aide with any information needing to be updated, i.e., name change, employment status.
- The updated hospital-centre identification card will be ready for pick-up from the Human Resources Aide within a week.

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

PREPARED BY: KMHC Administration	POLICY Personnel	EFFECTIVE DATE: May 21, 2003
APPROVED BY: KMHC Board of Directors	TITLE: BACHELOR of NURSING SALARY DETERMINATION Article 32.0	REVIEW DATE: <u>March 29, 2006</u> _____

PROCEDURE:

32.1 Echelon determination for credits related to a BScN for nurses working in a BScN required position:

1. Nurses achieving 15 credits towards a BScN and working in a “Bachelor of Science in Nursing required” position are accorded 1 echelon on the RN scale. If the nurse is at the top (12th) echelon of the registered nurses scale, he/she will be awarded a 1.5% hourly increase on the RN pay scale. *School transcripts required.
2. Nurses achieving 30 credits towards a BScN and working in “Bachelor of Science in Nursing required” position are accorded 1 echelon on the RN scale in recognition of the additional 15 credits. If the nurse is at the top (12th) echelon of the registered nurses scale, he/she will be awarded a 1.5% hourly increase on the RN pay scale. *School transcripts required.
3. Nurses graduating with a BScN and working in “Bachelor of Science in Nursing required” positions are accorded (1) final echelon on the RN scale in recognition of the additional 30 credits required to complete the BScN. After determination of echelon, the pay scale is moved laterally (to the same echelon) to the BScN pay scale, with number of days accrued for the next echelon remaining intact. If the nurse is at the top (12th) echelon of the RN scale, the (1) final echelon is added after moving to the BScN scale. *Graduation diploma required.

32.2 Recognition of BScN when working in nursing position not requiring a BScN

- BScN nurses not working in “Bachelor of Science in Nursing required” positions receive a 4% hourly wage increase based on their echelon at the Registered Nurses pay scale. This increase will be calculated at time of hiring or if already employed by KMHC, when the nurse achieves the BScN. * Graduation diploma required.

KATERI MEMORIAL HOSPITAL CENTRE

Prepared By: KMHC Administration	Policy Personnel	Effective Date: September 1, 2003
Approved By: KMHC Board of Directors	Subject: Resignation Article 33.0	Review Dates: _____ _____

In order to facilitate planning in the event of an employee's resignation, employees are required to give their immediate supervisor a minimum four-week written notice.

In the event of a manager's resignation, a minimum two-month written notice is to be submitted to the appropriate Director.

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

<p>PREPARED BY: Management Team</p> <p>APPROVED BY: KMHC Board of Directors</p>	<p>POLICY</p> <p>Personnel</p>	<p>EFFECTIVE DATE:</p> <p>April 28, 2004</p>
<p>Policy: X</p> <p>Procedure: X</p>	<p>TITLE:</p> <p>Cardio –Pulmonary Resuscitation Certification</p> <p>Article 34.0</p>	<p>REVIEW DATE:</p> <hr/> <hr/>

POLICY:

All KMHC employees and service providers must be certified annually in Cardio-Pulmonary Resuscitation, Basic Cardiac Life Support.

Presentation of proof of certification and/or recertification certificates obtained through recognized organizations will be accepted.

PROCEDURE:

Each year, a certified CPR instructor will offer, on-site, CPR Certification and/or Re-certification of employees and service providers.

The Director of Operations will be accountable in maintaining a record of CPR certification/re-certification of staff and service providers. The training will be arranged in collaboration with Managers.

