

# Owen Sound Family Health Team<sup>8</sup>

STAFF POLICY  
MANUAL

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*DRAFT*

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## INTRODUCTION

Welcome! You are now a member of the Owen Sound Family Health Team (OSFHT) which will be serving the health needs of an ever-increasing number of people in the Owen Sound area for many years to come. The intent of our founders was to provide the finest possible care by bringing together in group practice, a team composed of medical personnel representing a broad spectrum of medical specialties and training. Today, our goal remains the same.

To accomplish this goal, your participation is essential to the smooth operation of our patient care programs. It is our "team approach" philosophy to providing the finest care possible to our patients that requires each and every staff member, whether your duties are medical, technical, administrative or otherwise supportive, to provide this patient centred approach to care.

We hope that your association with Owen Sound Family Health Team will provide you with a source of pride and happiness and will allow you to derive many years of satisfaction from your work.

In order to contribute to the smooth operation of this clinic, personnel policies and practices which apply to all employees of the Owen Sound Family Health Team have been established and, for your information, are outlined in this booklet. If you have any questions with respect to these policies and practices, please contact the Executive Director.

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### ***Absences***

Please notify the Executive Director and if applicable the receptionist, of any absence you may find necessary. In order that arrangements, if necessary, can be made to cover your absence, notification must be made by 7:00 a.m. on the first day of absence for a day shift, or by 10:00 a.m. for an afternoon shift.

### ***Absence - Illness***

Sick leave credits with pay shall be granted to full-time employees on the basis of one half day per month, cumulative to a maximum of 10 days. Employees will be paid from the first day of illness in accordance with the following:

- sick leave with pay is granted only due to illness and employees may be requested to provide a certificate from their family physician.
- no sick leave benefits shall be provided by the employer to an employee during the period she is entitled to maternity leave.
- all sick leave credits are cancelled upon termination of employment and are not subject to any payout provision.

### ***Absence - Medical or Dental Appointments***

Time off for medical or dental appointments, diagnostic services, or treatment such as physical therapy of full-time employees will be recorded and treated as sick leave and paid as such providing that the employee has sick leave credits available.

### ***Absence – Family Medical Leave***

All full-time and part-time employees are entitled to Family Medical Leave without pay for up to 8 weeks within a 26 week period. Requests for a Family Medical Leave must be made to the Executive Director at the earliest date possible in advance of the leave being taken. An employee can take family medical leave to provide care or support to a specified family member who has a serious medical condition with a significant risk of death occurring within a period of 26 weeks. This medical condition and risk of death must be confirmed in a certificate issued by a qualified physician.

### ***Absence – Compassionate Leave***

Upon notification to the Executive Director of a death in the immediate family (includes wife, husband, mother, father, sister, brother, son, daughter, parent-in-law, grandparent, grandchild or brother/sister-in-law) of a full-time employee, a Compassionate Leave of Absence of up to three days with pay may be granted.

### ***Absence - Jury Duty***

An employee subpoenaed for jury duty shall not suffer a loss of regular pay for serving as a juror on a day which he or she was normally scheduled to work. The Clinic will make up the difference between pay for jury duty and the regular pay for those days on which the employee would normally have been scheduled to work at the Clinic.

### ***Absence - Maternity Leave***

An employee who has been employed for at least 13 weeks preceding the estimated date of delivery is entitled to an unpaid Maternity Leave of Absence of up to 17 weeks. Leave may commence up to 17 weeks prior to the expected date of delivery.

An employee who is entitled to Maternity Leave is required to give notice in writing together with a doctor certificate estimating the expected date of delivery two weeks prior to the commencement of the leave. If an employee does not specify a return to work date, it will be assumed that the maximum leave entitlement is to be taken.

An employee who has given notice to begin a Maternity Leave may change to an earlier date by giving written notice two weeks prior to the requested date. Notice of change to a later date may be given up to two weeks prior to the original date of leave commencement.

If an employee on Maternity Leave wishes to amend her time of return to work to an earlier date, written notice must be given no later than four weeks prior to the date of intended return.

If an employee wishes to change the date of return to a later date (but subject to the rules concerning the maximum length of leave), written notice must be given no later than four weeks prior to the date Maternity Leave was to end.

### ***Absence - Parental Leave***

An employee who has been employed for a minimum of 13 weeks and is a parent of a child is entitled to take an unpaid Parental Leave of absence of up to either 35 weeks if maternity leave is taken or 37 weeks following the birth of his/her child or the coming of a child into his/her parental custody, care and control for the first time. Each parent is eligible to take parental leave. For an employee who is on maternity leave, parental leave would commence when the maternity leave ends and is an additional 35 weeks, rather than the 37 weeks if maternity leave is not taken.

An employee who wishes to request parental leave must give written notice two weeks prior to the commencement of the leave. If a return to work date is not specified, it will be assumed that the employee wishes to take the maximum leave.

### ***Accidents***

In the case of an accident to a patient, visitor, or staff member, the first available staff member should make certain that any necessary medical attention is arranged or undertaken immediately and that the person involved in the accident is made as comfortable as possible. No matter how minor, a full report detailing

known specifics of the accident must be forwarded to the Executive Director immediately following the event by personnel who responded to the accident.

If an accident results in an injury to a staff member, it is the responsibility of the staff member to report full details of the accident to the Executive Director to facilitate the completion of the "Employer's Report of Accident" for the Workplace Safety and Insurance Board.

### ***Annual Statutory Holidays***

All employees shall be entitled to nine (9) statutory holidays exclusive of annual vacations:

New Year's Day	Canada Day	Thanksgiving Day
Good Friday	Civic Day	Christmas Day
Victoria Day	Labour Day	Boxing Day

When a paid holiday falls on a Saturday or Sunday, a day off will be substituted in lieu thereof. When an employee is required to work on a paid holiday, a paid day off in lieu thereof will be arranged and the substituted day will be deemed to be the paid holiday.

To qualify for payment under this provision, an employee must work 12 days in the 4-week period immediately preceding the paid holiday. The 12 days may be in any combination (i.e. 3 days a week). The amount of statutory holiday pay will be determined by the number of regularly scheduled hours worked in one day (i.e. if an employee is regularly scheduled to work 3hrs per day, statutory holiday pay will be for 3hrs).

### ***Annual Vacations***

If you wish to request vacation time, it is requested that written notice is provided at least four weeks prior to the scheduled date of requested vacation.

### ***Annual Vacations/Vacation Pay***

All full-time employees will be granted vacation time/pay as follows:

- up to one year employment - 4% of gross pay
- after completion of one year of employment - 2 weeks vacation with pay
- after completion of five years of employment - 3 weeks vacation with pay
- after completion of ten years of employment - 4 weeks vacation with pay
- after completion of twenty years of employment - 5 weeks vacation with pay

All part-time or temporary employees will be granted vacation pay as follows:

- up to one year employment - 4% of gross pay
- after completion of one year of employment - 4% of gross pay
- after completion of five years of employment - 6% of gross pay
- after completion of ten years of employment - 8% of gross pay
- after completion of twenty years of employment - 10% of gross pay

An adjustment in vacation pay owing will be made for the fiscal year (April 1 to March 31) on the final pay in March or as of the last day of work if an employee leaves the employ of the OSFHT.

Annual vacations must be scheduled to reduce the disruption of work within the office. During the months of July and August not more than two weeks vacation shall be taken consecutively unless special consideration is granted.

For the approval of vacation periods seniority will prevail in the choice of time periods with the following exceptions:

- seniority shall only prevail when the request for a vacation period is made by March 31st of the calendar year in which requested vacation period commences or when no prior approved leaves have been made for the period in question.
- where an employee has an approved split vacation, seniority shall prevail in the choice of the second vacation period only after all other "first" vacation periods have been posted.

During the initial year of employment, vacation pay entitlement shall be calculated from the date employed to the following March 31st. Subsequent vacation periods shall be calculated for period employed during each twelve month period ending March 31st.

Note:

1. Vacation credits do not accrue during periods of unpaid leaves of absence, including maternity leave.
2. All vacations must be taken by March 31st of each year and are not cumulative from year to year.

### ***Deductions from Salary***

Certain deductions are required by law to be made from the salary/wages of each employee. These include: Income Tax deductions, Canada Pension Plan, Employment Insurance and Health Tax. It is the responsibility of each employee to see that the Executive Director has a current record of their personal information (including address, telephone number, marital status, number of dependents) so that the Executive Director is in a position to ensure that the proper payroll exemptions and deductions are maintained on an up to date basis.

### ***Housekeeping and Care of Equipment***

Cleanliness, sanitation and good housekeeping are of prime importance to the image of all offices. It is the responsibility of all staff members to make certain that the areas of work are kept in an orderly fashion and that equipment is clean and in working order at all times. Any housekeeping problems should be reported to the Executive Director.

### ***Parking***

Parking spaces on the property are primarily for patient and visitor use. If parking spaces are available please use the spaces furthest from the building.

### ***Payday***

Pay is distributed on a bi-weekly basis (26 pay periods per year) on the Friday of pay week. All regular pay is made by Direct Deposit (once established) to the bank account designated by each employee. Should a payday fall on a designated holiday, your pay will be deposited to your account on the immediately preceding working day. Please ensure that any change made in a designated account is communicated to the Executive Director so that no interruption in pay occurs as no cheques will be issued for pay.

### ***Performance Appraisal***

There is a three month probationary period for all new employees. During this time work performance will be monitored closely and a recommendation for continued employment will be made after an evaluation discussion is conducted. For regular staff, both full-time and part-time, performance appraisals will be conducted during the period January to April of each calendar year. Remember that performance appraisals are a time for mutual feedback where potential problems are identified, corrective actions (if necessary) are established and mutual goals and standards are established and discussed.

On behalf of the Physicians of the Owen Sound Family Health Team, an appointed Executive Committee will recommend remuneration levels to be established for the period February 1, to January 31 of the following year.

### ***Personal Conduct***

The general conduct of an employee should inspire the confidence and trust of our patients. Please conduct yourself at all times in a quiet, friendly, interested manner. Remember it is often not what you say, but **HOW** you say it. Avoid loud behaviour and collecting in large groups where patients or visitors can see and hear. Be loyal, courteous and supportive to your fellow workers.

It should be noted that **smoking is not permitted** anywhere in the office.

Any employee who is found to be under the influence of illegal drugs/substances or alcohol while on duty will be sent home immediately without pay and will be subject to disciplinary measures. Any employee whose work performance, attendance or conduct is found to be unsatisfactory because of illegal drug/substance or alcohol use will be offered rehabilitation. Refusal of treatment may result in immediate termination.

All employees are required to dress neatly and conservatively while maintaining good personal hygiene. Professional health care staff is expected to adhere to professional modes of dress, including the wearing of name tags. Footwear must comply to work safety standards.

### ***Professional Code of Ethics and Confidential Information***

The relationship between a Physician/Allied Health Professional/Clerical support and his or her patient/client is a very personal one and is strictly confidential, both ethically and legally. Under no circumstances, unless provided for under this provision, is the business or medical affairs of our patients or your employer to be discussed with any outside party.

In handling information within the office, care should be taken when relaying information concerning patients/clients to other staff members. Handle these details in a professional and diplomatic manner so there will be no cause for embarrassment to a patient. Do not examine records or reports in the presence of other patients/clients nor leave them displayed where others might read them. As a patient's/client's history is the property of the OSFHT, under NO circumstances are patients to have access to their own or other histories without the direction of their healthcare provider. No attempt should be made to answer any questions a patient might ask in respect to a diagnosis. Reference should always be made to the appropriate Physician or allied healthcare provider. No part of a patient's case history may be given to a third party unless we have written consent of the patient, the attending doctor, allied healthcare provider or, where appropriate, the patient's nearest relative or guardian. The only other exceptions to this policy are the release of the information required by the patient's insurer and the transmission of required information to another Physician who is attending the patient. If any doubt at all exists, consult the attending physician, allied healthcare provider or Executive Director before releasing any confidential patient information.

Staff members are expected to meet the standards required under the Code of Ethics and Practices established by the Professional Associations directly related to their employment status.

An infraction of this policy may result in immediate dismissal from the employ of the Owen Sound Family Health Team.

### ***Personal Computer and Internet Usage***

The clinic's personal computers and access to the Internet are the property of the OSFHT and are to be used primarily for business purposes. As with our telephones, urgent or emergent personal usage is permitted. However, displaying or accessing any type of offensive or inappropriate material (e.g. sexually explicit, discriminatory, etc.), opening attachments to personal e-mail, or loading any unauthorized programs may be grounds for dismissal.

### ***Reprimands***

Unless provided for by another provision of this Handbook, a failure to follow the policies outlined in this handbook or to meet other professional requirements associated a staff member's duties may result in an oral or written reprimand being issued to the staff member depending on the nature of the infraction.

Upon receipt of a third reprimand, a recommendation for immediate termination of employment shall be considered for a staff member if his/her work performance is judged to be unsatisfactory.

### ***Rest Period - Coffee Breaks - Meal Times***

Employees are provided with a "fifteen minute rest period/coffee break" for each four hour period worked during the normal working day. In addition an unpaid meal break of at least 30 minutes and not more than 60 minutes is provided for those working a minimum of four hours. Breaks hours must, of necessity, be staggered at the convenience of the Executive Director in order that all positions will be adequately covered to ensure that someone is available to handle phone calls and to greet and provide service to patients. Your co-operation in minimizing the inconvenience to patients/clients, fellow employees and providers will be appreciated.

Employees may not forego lunch period to shorten the working day. You may not forego coffee breaks to leave early, and coffee break time may not be added on to lunch breaks. In no case will the lunch period be less than thirty minutes. A supervisor may on certain occasions at her/his discretion arrange for a shorter period with the consent of the employee but not as a regular matter.

### ***Suggestions***

Your employer encourages all suggestions and ideas that may improve service to our patients, work practices or make our systems and procedures more efficient. Suggestions should be communicated to the Executive Director.

### ***Telephones***

Good telephone etiquette is important and is mainly a matter of habit.

When responding to incoming calls, please ensure that you:

- **ANSWER PROMPTLY**, giving your name;
- be courteous and tactful;
- make sure that callers are not left "dangling" when calls are transferred;
- give concise and accurate information;
- hang up carefully.

If you must vacate your desk, be certain someone is available to take your calls, or put your calls into voice mail.

Employees are asked to refrain from making or receiving personal telephone calls during office hours unless an actual emergency arises.

### ***Notice of Termination***

Employees (regular full or part-time) who have worked three months or more but less than one year are entitled to written notice of at least one week.

Employees (regular full or part-time) who have worked at least one year are entitled to written notice of at least two weeks.

Employees (regular full or part-time) who have worked three years or more are entitled to written notice of at least one week for each year of employment, with a maximum period of eight weeks.

Note should be taken of the fact that regular full or part-time employment does not include situations where staff are hired on a casual, temporary or on-call basis and have no regular schedule shifts of work.

**I have received and will read the Owen Sound Family Health Team Employee Hand Book and will abide by the rules and regulations therein.**

Employee Name(please print): \_\_\_\_\_ Date: \_\_\_\_\_  
Employee Signature: \_\_\_\_\_