



Great Rewards

for Great People

Great Rewards for Great People

We recognize the important role Shannex has in the lives of our *Great People*, and we are committed to creating a welcoming workplace where everyone can be proud, belong, and be their potential.

We offer a broad range of Great Rewards that are accessible, flexible, and responsive to your ever-evolving needs and we make every effort to apply our rewards fairly and consistently in a way that supports our commitment to diversity, equity, inclusion, and belonging.

We regularly introduce new rewards and welcome feedback from you about what you like and what improvements you would like to see. Visit our Employee Portal to learn more about our *Great Rewards for Great People* program or reach out anytime with questions and feedback to **greatrewards@shannex.com**.



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shannex.com/employee-access



Compensation

Shannex team members are provided fair and competitive salaries and wages. This is one of the many ways Shannex is here to support your career growth and success. Questions about compensation can be answered by your management team or workforce coordinator, and you can access information about paid time off and other scheduling matters through our online resources such as Kronos and QSS. Quick links to these resources can be found by visiting shannex.com/employee-access.



Benefits

Our comprehensive and affordable benefits package is designed to support you and your family. This includes health and wellness services, insurance and retirement savings. Eligibility is determined based on your full-time equivalent (FTE) which can be found on your offer of employment or from your Workforce Coordinator.

Group Benefits Plan coverage includes:

- Healthcare, Vision and Dental Coverage
- Virtual Healthcare and Mental Healthcare Services
- Retirement Savings
- Life, Travel and Other Insurances
- Employee and Family Assistance Program (Consult +)

Perks Program

Our Perks Program provides access to discounts for you and your family from participating businesses at the places where you like to

eat, shop and play. Through our partner, Venngo, we offer the WorkPerks' online platform and app with offers from thousands of retailers across Canada for apparel, dining, travel, electronics and more.

Signup for WorkPerks by first visiting **shannex.venngo.com** to create an account before downloading the app from your App Store.

Some valuable Perks partners:

- Bank of Montreal
- Goodlife Fitness
- Mark's Work Warehouse
- Staples
- Johnson Insurance
- Eastlink Mobile

Great People Referral Program

Do you know someone who would be a great addition to our team? You can make a referral and be eligible to receive a financial incentive if they are hired into a full or part-time position. Learn more about how you can be part of our growth by visiting **shannex.com/employee-access**.

Consult+

Virtual Health and Wellness

Consult + is a virtual health and wellness tool that provides team members and their family who are enrolled in Shannex Extended Health Benefits with peace-of-mind access to a range of healthcare professionals, including doctors, nurse practitioners, counsellors, psychologists and others – free of charge.



Learning and Development

We take pride in helping our *Great People Grow Here* and we encourage you to be an active participant in your own growth and advancement. Our human resources processes and tools, including learning and development opportunities through our Centre for Excellence, are designed to help ignite possibilities. In your first role and for every role after, you will experience the following cycle:



Professional Development

We offer a number of programs to help our *Great People* grow their career with us. Learn more about these opportunities by contacting our Learning and Development team.

Work and Learn Opportunities: Support is offered for team members who want to grow their career as part of our care team. Currently, our work-and-learn program opens doors for those seeking Continuing Care Assistant or Journeyman Cook designations.

Mentorship Program: Mentors provide a foundation of support to team members at every stage of their careers. Whether you become a mentor yourself or benefit from the guidance of mentors in your career journey, this program fosters the development of team members throughout their careers.

Leadership Development Program: Since January 2015, our customized Leadership Development Program has been providing training and resources for people leaders at varying levels of responsibility, from new managers to future leaders who are growing their careers with us.



Performance and Recognition

Every member of our team is expected to bring our *Guiding Principles*, vision and *Philosophy of Service* to life as they go about their work and engage with others in our communities. Your performance will be a regular topic of conversation to ensure you have guidance and coaching to help you meet the expected outcomes of your role. We encourage you to regularly review your job description, applicable policies, procedures, provincial standards for occupational health and safety and any other applicable standards of practice.

We are here to ensure you have every opportunity to succeed in your role and in your career at Shannex, which may include education, further training or a performance improvement plan to

address areas for improvement and growth. When our team members excel, we recognize success, highlight exceptional service and shine a light on the *Great People* who are ambassadors for our brand.

Teams are encouraged to recognize and celebrate great work at the individual, team and site levels as often as possible. From site celebrations to team building activities, Boost Box programs, and sharing news stories on *Shannex Connects*, social media and in *Connections*, at Shannex there are many ways to celebrate the inspiring work of our *Great People*.

The following are part of our formal recognition efforts:

Caught You Being Great/Safe/Green Programs: A points-based system designed for team members who have gone above and beyond while living our *Guiding Principles*, taking action in the area of service excellence, occupational health and safety or sustainability.

Excellence Awards: Annually, recipients of signature Shannex Excellence Awards, Long Service Awards, Retirees and Leadership Program Graduates gather with peers, managers and executive leaders to share in a night of celebration.

Long Service Awards: The Service Award Recognition Program celebrates our team members' milestones throughout their career for every five years of service with us. Team members with 25 years of service and every five-year increment onwards are invited to the annual Shannex Excellence Awards Ceremony with a guest.

Retirement: Team members who are retiring after more than 20 years of service are invited to bring a guest to the annual Shannex Excellence Awards and President's Reception where they will receive a commemorative gift.



Work Life

We believe work-life balance supports your well-being and we genuinely care for our *Great People* – inside and outside of work.

Great People Give

As a Shannex team member, you can nominate community organizations that are serving seniors to receive funding. Nominations are open every quarter and are sent through *Shannex Connects*.

Working to Well

We recognize the valuable contribution that team members of differing abilities can make to our organization. Our Working-to-Well program provides meaningful and appropriate accommodations for team members where required. Accommodation programs are designed to respect the individual employee's dignity and maximize their integration and participation in the workplace.



Are you an Elder Ally? Our teams make a difference in the lives of our residents every day. Through our Shannex Cares Community Spirit Grants and Great People Give programs, we offer support for our *Great People* and community organizations that improve the lives of seniors. Find out more at shannex.com/shannexcares.

Working Minds

This program increases awareness about mental health and helps reduce the stigma associated with mental illness. It provides training sessions delivered by trainers on the occupational health team. Team members will also receive a self-assessment tool, healthy coping strategies, and contact-based education.

Diversity, Equity, Inclusion and Belonging Action Group

Team members are welcome to be a part of the Inclusive Action Committee. This committee will continue to be actively engaged in directing our work on diversity, equity, inclusion and belonging.



Your Voice Matters

Everyone in our communities deserves our very best. Including you. We want you to be confident, comfortable and connected to your teammates and to our vision, knowing you are never alone on your journey.

We are always looking for ways to improve and create solutions that recognize the diverse experiences and perspectives of our *Great People*. We support honest, open communication to help us learn, evolve, and be stronger.

There are a number of ways we seek feedback and connect with team members.

Satisfaction and Engagement Survey: Completed annually to gather feedback and ideas from team members. Action plans are developed based on input received.

Safety Survey: Completed annually to welcome feedback about occupational health and safety culture in the workplace.

Orientation Survey: Every team member is invited to share their orientation experience after the successful conclusion of their initial onboarding.

Exit Surveys: When a team member voluntarily resigns, they are invited to share feedback about their experience with us and suggestions for improvement.

Do you have a Great Idea? No matter how big or small, we want to hear from you so we can improve the experience of every person who lives and works with us. Visit the Employee Portal to submit your idea.

If you have questions or feedback about our Great Rewards program, contact us at greatrewards@shannex.com.

Resources

Our brand is now in your hands to shape and elevate as you go about your daily work. Above all, be **compassionate, honest, professional** and **safe**.



For more information, links to resources and other news, visit our Employee Portal.

shannex.com/employee-access

Follow us on social media and share photos and ideas with us at **communciations@shannex.com**



@Shannexinc | @ExperienceParkland



@TeamShannex | @ExperienceParkland



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Shannex Connects

Download *Shannex Connects* to stay in the know when new rewards are added and important updates are shared. Download instructions can be found on the Employee Portal.

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