

Shannex™

Leading the Way to Better Living



Student Orientation Guide



Dear Student,

Welcome to Shannex!

At Shannex, we are committed to providing service excellence and respecting residents as individuals. We believe our caring and capable employees continue to be the foundation of our organization.

We are an organization focused on supporting residents by offering a continuum of services. These service options include community home care, independent and assisted living and licensed long-term care in many locations throughout the Nova Scotia, New Brunswick and Ontario. Our future includes continuing to develop and enhance this approach to service delivery.

Our mission and strategic directions have enabled us to better achieve our vision of being leaders in the provision of innovative and quality services to people as they age. Simply put, our vision is - *Leading the Way to Better Living*. Our core values are well entrenched in the organization and are key to our sustainability. They define who we are and serve as a framework for our decision making.

On behalf of everyone at Shannex, welcome aboard! Hope you enjoy your learning experience.

Sincerely,

Jason Shannon
President

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Student Statement of Understanding in Relation to Confidentiality

The student agrees that any resident and employee information, as well as policies, programs, or manuals which he/she/they may utilize, develop or manage during the term of her/his/their training whether along or in concert with others, or in the know-how which he/she/they may acquire during the term of his/her/their employment and which relate to the business of Shannex Health Care or its Divisions shall be the sole and absolute property of Shannex Health Care. Confidential information includes electronic and paper versions as well as any verbal knowledge obtained.

The students shall not (either during the term of his/her/their training or at any time thereafter) disclose any proprietary information relation to the private or confidential affairs at Shannex Health Care or its divisions, its residents, and employees subject to the Access to Records and information policy.

The student shall not (either during the term of his/her/their training or at any time thereafter) use for his/her/their own purposes or for any purposes other than those of Shannex Health Care or its Divisions, any such information, manual, policy, or program he/she/they may acquire in relation to the business of Shannex Health Care.

This is to certify that I understand the confidentiality of my position as:

I will ensure that I respect this condition of my student placement opportunity

Student Signature

Date

Witness Signature

Date

About Shannex

At Shannex, we are committed to providing service excellence and respecting residents as individuals. We believe our caring and competent employees continue to be the foundation of our organization.

Shannex offers a continuum of care to our residents, from independent retirement living to the comfort of assistance in enhanced care.

The Shannex continuum of care enables our residents to access services as their living or health needs change. There is continuity of faces, friendships and care that gives an important feeling of security without the anxiety of being moved to an unfamiliar place.

By providing continuity of care, the continuum focuses on prevention and early intervention, providing an easy transition from service to service as needs change.

Continuum of Care

In 1988, Joseph Shannon purchased Breton Bay nursing home in Sydney, NS. His deep commitment to quality care and service excellence transformed Breton Bay and started the Shannon family on a path of improving the lives of seniors. What started with one nursing home has grown to be a full continuum of service operated by Shannex in Nova Scotia, New Brunswick and Ontario. Home care, retirement living, assisted living, memory care and long-term care are all services offered by Shannex.



Our Mission, Vision and Values

Our Vision is ***Leading the Way to Better Living.***

We will lead the way to better living by:

- Providing service excellence.
- Treating residents as individuals, respecting their choices, independence and dignity; and
- Ensuring that capable and caring employees continue to be the foundation of our organization.

How we achieve our vision is as important as the vision itself. Our Organizational Values define what we stand for and shape our character and culture. Our values are embedded in our training and practices, guiding our decisions and the service we provide to residents.

Our Guiding Principles

Our four *Guiding Principles* shape our brand and guide who we are as an organization.

As a valued team member, your presence, actions and words combine to make a meaningful impression on others.

We are **Compassionate.**

We are **Professional.**

We are **Honest.**

We are **Safe.**

Values

Residents First



We put residents first. We support resident independence and dignity by valuing their life choices and respecting their decisions.

Great People



We believe in our people. They are the spirit and foundation of our company. They deliver their best effort every day and, in return, we promise to invest in their success.

Improving Quality



We know there is always room to improve. We are committed to improving quality through leadership, innovation and perseverance.

Trusted Partnerships



We know we cannot do it alone. We strive to enhance our services by building trusted partnerships with team members and stakeholders who share similar values

Being Accountable



We are accountable to our residents and partners. We are committed to managing our physical, environmental, financial and human resources ethically and responsibly.

Shannex Website

Shannex has a website that provides information regarding the organization including Recent News and Announcements, Home Care, Retirement Living, Continuing Care, Careers, Contact Information and Employee Access. You can access the website at: <http://www.shannex.com/>

Our Philosophy to Support Resident Living

Your Life. Your Choice. Your Home.

Shannex believes in a resident directed philosophy. Our residents make decisions about how they are going to live their lives. We understand that every resident has a rich past, a present and a future which can impact these decisions. Residents work with our employees to create a home-like environment. Ultimately, this is the resident's home, and we work where they live.

As employees, our job is to talk with residents about their physical, spiritual, emotional, social, intellectual and cultural wishes. When residents need support from us, we will be available to provide the highest quality care and service with compassion, trust and respect for the resident and their family.

Resident Rights

Shannex believes that every resident has specific rights. These rights are outlined below:

Every resident will have freedom of activity.

- Freedom from chemical or physical restraints, except as authorized by a physician for a specified period of time or to protect oneself and others from injury when necessary.
- Freedom of personal possessions.
- Develop ones interests, abilities, and potential for independence.

Every resident will have freedom of work.

- The opportunity to work in the home or community if one is able.
- All residents will have the right to manage their own financial affairs.
- Manage one's own financial affairs, unless unable to do so.

Every resident will be free from unreasonable transfer or discharge.

- Be kept informed about policies and procedures that govern the home.
- Assurance that one will not be transferred to another facility without prior knowledge, consent, and involvement in the planning process.

Every resident will have a maximum of privacy and respect.

- Be treated with dignity and in a manner that is courteous, fair, considerate, and recognizes one's status as an adult.
- Privacy when receiving counseling, treatment, or personal care.
- Assurance that personal, financial, medical, and other needs will be kept confidential and made available only to authorized persons.
- View the facility as home and decorate rooms with personal effects, so long as space limitations, safety requirements, and other clients' rights are recognized.
- Have all internal and external research, surveys, and polls adequately explained and the right to refuse to participate in such events.

Every resident will receive quality care.

- Access programs that reflect individual, physical, spiritual, intellectual, social, emotional, cultural, and recreational needs.
- Receive care regardless of one's financial or medical status, cultural background, religion, color, or creed.
- Choose one's personal physician, providing the physician adheres to provincial legislation and facility guidelines.
- Refuse medical treatments and medications and be informed of the medical consequences of one's refusal provided the refusal does not endanger the health of other residents, i.e. infections.
- Proper shelter, food, clothing, and personal care in a manner consistent with special needs.
- Live in a safe and clean environment.

Every resident will be free from abuse and restraint.

- Form friendships and enjoy normal relationships without hindrance or embarrassment to oneself.
- Express one's views freely without fear of reprisal, discrimination, or deprivation.
- Live in an environment that is free from mental and physical abuse.

Every resident will have freedom of communication and association.

- Access information as to who is responsible for and who is providing personal care.
- Communicate in confidence, to receive visitors and to consult in private with any person without interference as long as visits are of benefit to the client involved.
- Participate in residents' council.
- Voice grievances and complaints.

Prevention of Resident Abuse

In our facilities there is zero tolerance for incidents of resident abuse. All incidents are to be reported and addressed immediately. If you witness abuse you are asked to notify the social worker, your instructor or the registered staff in your work area right away.

Health and Safety

At Shannex, we are committed to ensuring the health and safety of our residents, visitors, employees and students. As a student learning and working in one of our facilities, it is important that you understand your role in safety. The following are some general safety rules that you will be expected to follow during your time with us:

- You must follow the Health and Safety Policy and Program by using safety procedures and safe work practices that are applicable to your placement/job.
- You must adhere to the fire/Emergency Preparedness and environmental safety procedures of the facility.
- You must follow the proper lifting and transporting techniques in accordance with the current policies and procedures of the facility.
- You must report all workplace hazards in accordance.
- You must report all workplace incidents.
- You may only smoke in the designated area at your facility during specified break times.
- You must wear approved Personal Protective Equipment (PPE) whenever applicable.
- You must not engage in horseplay.
- You must obey all posted safety signage.
- You must visually inspect equipment prior to use ensuring all safety devices are in place and operational.
- You must ensure areas under your care and control are maintained in a clean and tidy condition and where applicable you must store equipment in designated storage areas.
- You must protect yourself from slip and fall incidents by wearing footwear that is appropriate for walkway, parking lot and working conditions.

Shannex Safety Policy

Shannex is committed to operating in a manner that protects the health and safety of our employees, our residents, families, volunteers, contractors and the general public.

Shannex will demonstrate this commitment through the development, implementation and evaluation of a Health and Safety Program and also through the establishment of targets, objectives and measures necessary to drive continual Health and Safety improvement.

The Shannex Health and Safety Program will be built around requirements established by:

- ✓ Provincial Occupational Health and Safety Act and Regulations;
- ✓ Shannex Operational Procedures;
- ✓ The Provincial Department of Health; and
- ✓ Accreditation Canada.

Shannex maintains the philosophy that its Health and Safety Program is a key component in the effective management of its:

- ✓ Activities and Services Associated with the Provision of Quality Health Care;
- ✓ Moral and Social Values;
- ✓ Legal Requirements; and
- ✓ Organizational Accountabilities.

The Joint Occupational Health and Safety Committee, managers, employees and contractors will share responsibility for Health and Safety based on their ability and authority to control workplace activities and will be assigned specific responsibilities within the safety procedures that make up the Health and Safety Program. Everyone is responsible for:

Creating a culture where all workplace parties are encouraged to work together in a cooperative effort to ensure that health and safety performance is considered in all decisions.

Standards of Conduct

As a student learning and working in one of our facilities, it is important that you are familiar with our Universal Standards found in our Blue Book which clearly and concisely define the company's expectations concerning staff's daily conduct in the workplace. You are expected to conduct yourself in a responsible, professional and ethical manner.

Specifically, you are expected to:

- Provide and maintain high standards of quality care, service and safety for our residents.
- You are responsible to arrive at your workplace on time, ready to start your shift. If you are unable to attend work for any reason, you are responsible to contact your manager or instructor.
- Be honest in your dealings with Shannex, fellow students, employees, residents, and other people you encounter. You are expected to treat others in the same manner in which you would like to be treated.
- Ensure adherence to the Shannex dress code and professional appearance.
- Demonstrate respect towards fellow students, employees, residents, family members, or visitors.
- Treat the property of others with respect. This includes the property of residents, fellow students, employees, visitors, and the property of Shannex.
- Maintain the confidentiality of records and information related to the privacy of residents and fellow students and employees. Confidential records and information include personal, medical, and other information concerning residents, their families, or employees.

If you have any questions about any of these areas, please ask your instructor, placement coordinator or site manager for clarification.

Documentation

If you will be a position where you will be required to document in the resident's health care record, it is important that you are familiar with our expectations.

Here are some general rules:

- Documentation on health care records must be clear, concise, accurate, and complete.
- Entries should be documented in Momentum or if handwritten using black/blue ink ball point pen and should be concise, but complete; accurate, factual; clear and legible. They should contain: the date (month, day, year), time (using a 24-hour clock), signature and status and correct spelling.
- Do not use abbreviations listed in Canada ISMP "DO NOT USE" abbreviation list.
- It is best practice not to abbreviate if at all possible.
- If you make errors, they should be corrected by drawing a line through entry, writing the mistaken entry above the incorrect entry followed by the date and your initials. **Note: Do not remove information by erasing or using correction fluid.**
- You should number Progress Notes consecutively from admission to discharge.
- You should identify pages with the resident's name, date of birth, health insurance number, physician, and date of admission.
- All entries should be in chronological order and completed as soon as possible after an event or task has occurred.
- If you must make a late entry, you should include: the date and time entry is made, date and time event or task occurred.
- All entries should be based on objective data that is observed, and subjective data stated by resident.
- If a resident refuses care/treatment, all entries should include observation of the resident, what you said, what resident said, the care/treatment refused, and whom you notified regarding refusal.

NOTE:

- Charting is done by the individual who observed the clinical status, or who performed the care.
- When charting observations reported by another individual, clearly state this in the entry.
- In the entry it is appropriate to include the individual's name and title.
- Personal opinions and judgments are inappropriate.
- Avoid general, non-specific statements (e.g. good day, many complaints)

Fire Safety

The safety of residents, students, employees and visitors is our priority. It is essential that you follow our fire safety procedures at all times. Our employees are trained to respond to all fire safety emergencies. As a student you may also be expected to respond in the event of a fire. It is important that you are familiar with the fire responsibilities associated with your position. Fire drills are held monthly to ensure that staff are ready to respond in the event of a real fire.

If the fire alarm sounds:

- Treat every alarm as if it were a fire
- Respond according to your fire responsibilities
- Remain calm
- Reassure residents and ensure safety
- If required, report to your supervisor for further direction

WHMIS

WHMIS stands for Workplace Hazardous Materials Information Systems. WHMIS is a communications system that guarantees employees are provided with the information they need to prevent and protect themselves against injuries, illnesses, and deaths associated with the materials or chemicals they use at work. The main components of WHMIS are hazard identification and product classification, labeling, material safety data sheets (MSDS), and worker training and education.

Before you use any chemical, you should familiarize yourself with the product's MSDS paying particular attention to what personal protective equipment (PPE) you should be wearing while using the chemical. WHMIS station locations vary, so be sure to ask where you will find it in your facility.

Lifts & Transfers

As part of your placement, if you will be required to lift and transfer residents, it is essential that you clearly understand how to safely complete this task. Before completing any lift or transfer, you will be required to undergo specific training and must be able to demonstrate that you are competent in this area before you will be permitted to lift or transfer any resident. Shannex has specific lift & transfer logos and that you must adhere to for the safety of our residents, we refer to these as our PACE logos. Our residents are assessed for a particular type of lift or transfer based on abilities and need. Failure to adhere to these standards may result in the injury of one of our residents and/or yourself and others. Also resulting in at minimum, termination from the student clinical placement.

Below is an example of what these logos will look like and to be aware of these and the individual resident's needs.

SAFE RESIDENT TRANSFER AND REPOSITIONING

Assessment Tool for Logos

Step 1	Step 2	Step 3
Resident is unable to:	Transfer Logo	Staff member is required to:
<ul style="list-style-type: none"> • Boost up in bed independently • Roll onto at least one side and maintain side lying • Move from lying to sitting on the edge of the bed with no/minimal physical assistance • Maintain a steady sitting position (e.g. upright with hands on their lap) 		<ul style="list-style-type: none"> • Provide moderate-maximum assistance • Ensure there are two people to operate the mechanical lift (i.e. ceiling or portable) • Pick the best sling option (universal, hammock, hygiene) for the Resident, considering: <ul style="list-style-type: none"> ◦ Resident's body shape, weight and functional abilities ◦ Different fabrics can promote easier application and less friction on the skin ◦ Inspect condition of sling
<p>Resident is able to:</p> <ul style="list-style-type: none"> • Stand (full weight bear) for 30 seconds using regular footwear and mobility aid if applicable • Follow directions • Partial weight bear in at least one leg 		<ul style="list-style-type: none"> • Provide moderate-maximum assistance • Ensure there are two people to operate the sit to stand lift (i.e. hydraulic or manual) • Pick the best sling option if you are using the hydraulic sit-to-stand lift
<ul style="list-style-type: none"> • Turn feet and shuffle from one foot to another, side to side or pivot 		<ul style="list-style-type: none"> • Provide moderate-maximum assistance • Assist with two people from the side • Apply a transfer belt if helpful
<ul style="list-style-type: none"> • Weight bear while standing but has balance concerns 		<ul style="list-style-type: none"> • Provide minimal assistance • Assist with one person from the side • Apply a transfer belt if helpful
<ul style="list-style-type: none"> • Walk independently but does not always follow commands 		<ul style="list-style-type: none"> • Provide clear instructions and/or verbal cues • Remember to have mobility equipment near by with the brakes on • Stay relatively close - "stand-by" in case immediate support is needed
<ul style="list-style-type: none"> • Walk independently 		<ul style="list-style-type: none"> • Remember to have mobility equipment near by with the brakes on • Keeping an eye on resident in case support is needed

Equipment: Identify the mobility equipment for which the resident has been assessed (e.g. walker)

Bed Rail Position: Identify if either **IN PLACE** (e.g. up, engaged, etc.) or **NOT IN PLACE** (e.g. down, disengaged, etc.)

Special Instructions: Identify if Resident would benefit from simple commands; eye contact; face on; etc.

P.A.C.E.



Okay to proceed



Proceed with Caution



STOP! Get Assistance

Dress Code Policy

Shannex expects all students and employees to adhere to our dress code policy.

Work Attire

- Dresses, pants, skirt uniforms, and walking shorts.
- All dresses and skirts slits and shorts will be no more than one inch above the knee.
- Pants made of denim and denim-like material is not acceptable.
- All tops must be long enough and loose enough to allow movement without exposure of the midriff or back.
- Revealing necklines are not acceptable.
- Logos must be small and non-intrusive.
- Sleeveless shirts are only permitted if covered with an acceptable jacket or sweater.
- Sweatshirts, sweatpants, tights, leggings, and pullover sweaters are not permitted.
- Smocks, lab coats or cardigan sweaters may be worn over uniform. Care must be taken that outerwear does not interfere with resident care.

Footwear

Footwear must be appropriate and include safety features to address the hazards associated with your job. Consult your direct supervisor for safe footwear requirements for your particular job. Generally, footwear must have an enclosed toe, and an enclosed heel is preferred but if the heel is open it must have a strap securing it to the foot. Good quality shoes/sneakers may be worn provided they address the hazards associated with your job. Shoes are to be kept clean and in good repair. Socks or nylons must be worn with all footwear.

Personal Hygiene

Fingernails must be clean, trim and of moderate length. Only clear or pale colored nail polish is permitted. No nail polish is to be worn by dietary personnel.

Jewelry

A wristwatch or timepiece is permitted. Wedding band, school ring, professional pin and small stud earrings are permitted. Dangling earrings or body jewelry and bracelets (wrist or ankle) are not permitted. Medical alert bracelets are permitted.

Least Scent Policy

Shannex is committed to a least scent policy. This has been put into place to acknowledge the rights and environmental sensitivities of both our residents and employees. Please avoid the use of scented products such as bubble baths, colognes, perfumes, scented deodorants, scented hair care products, etc. Plug in air-fresheners are not permitted.

Break Areas

There are designated break areas in each facility where you can store your belongings, etc. Some facilities have canteens or vending machines where you can purchase a limited amount of food and beverages, and some require that you bring your lunch with you.

Smoking

There are smoking policies in each of the facilities. If you smoke, it is important that you check to determine whether or not smoking is permitted at your facility.

Facility Contact

If you are unable to report to work during your placement or are going to be late, it is important that you contact either your course instructor or the person supervising you in the facility to make them aware. The contact number should be provided to you during your orientation.

Student ID Cards

For security reasons, all students must wear their school student identification and/or name tags. In some cases, you may be issued Shannex student identification cards at the start of their placement.

Parking

Parking is limited in many of our facilities. Visitors and physicians are given priority. It is important that you adhere to all signage in the parking lot. Do not park in those spots designated as visitor parking, doctor's parking, no parking and wheelchair parking. If all other parking spots are full, you are required to park offsite.

Our Great People come to work knowing they're improving the lives of others. As a member of our team, you will experience meaningful relationships with residents, families and colleagues and feel a sense of purpose while growing your career. If you're ready for change, consider joining the team at Shannex.

Enjoy your time at Shannex? Interested in learning about job opportunities?
Please reach out to our Recruiting Team at recruitment@shannex.com

