



## **Windsor Aged Care Services**

# **STAFF HANDBOOK**

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## STAFF HANDBOOK

This handbook has been prepared so that you may be better informed about policies, procedures, benefits and other issues concerning your employment. We appreciate the service of those of you who have been with us for some time and we welcome new employees.

Our working conditions and some things about our jobs have changed over the years as the Association has grown and as things have changed in our industry. These facts have necessitated changes in the Association's policies and practises from time to time. This handbook contains information which will ensure the smooth operation of our services and your well-being as an employee. The Association reserves the right to delete, amend or modify these policies and practices as the need may dictate.

All employees are expected to be familiar with and abide by the policies in this handbook.

A copy of the facility's mission, aims and objectives and philosophy is attached. It is anticipated that your expertise, experience and attitude will assist us to achieve these and abide by our philosophy. If you have any questions regarding anything in this handbook, or your employment, please do not hesitate to ask the Director of Care or the Human Resources Manager.

All staff are required to read this handbook and sign that they have understood and agree to the terms and conditions set out within.

### 1. Introduction

Windsor Aged Care Services prides itself in delivering excellent care to the elderly. Care is given in line with the standards set out by the Department of Social Services.

Windsor Aged Care Services is committed to providing quality care services to its residents and operates within a quality management framework. Continuous improvement is an important component in providing excellent quality care and residents and/or their families and staff are encouraged to participate in the improvement process by completing surveys and submitting improvement ideas to the Director of Care. All suggestions are gratefully received and are explored as to their feasibility, taking into consideration the wishes of other residents, the philosophy of the Association, budgetary constraints, practical implications and, most importantly, the improved outcome for residents. These improvements are reported to all staff at staff meetings.

When a resident enters Windsor Aged Care Services, it becomes his/her home and staff must at all times consider the residents as the hosts and themselves as visitors.

Windsor Aged Care Services is owned by the Alzheimer's Queensland Inc.

Windsor Aged Care Services is situated in the suburb of Windsor. We are close to the Windsor Train Station, Inner City Bus way and close to the Royal Brisbane Hospital.

## **2. Conditions of Employment**

Your employment is governed by the Modern Award. This instrument along with the National Employment Standards (NES) outlines your employment conditions as specified in the Fair Work Act 2009. Your letter of offer and terms and conditions of employment will form the basis of your employment.

## **3. Orientation**

The Director of Care is one of many who want you to succeed in your job. Only by working together as a team with our Managers and other employees can we continue to be successful and at the same time satisfy our clients' needs.

Your Manager is an experienced employee who will give you full opportunity to learn the best ways of doing your work. If you have any problem or difficulty in performing your work properly or if you have a question about any job duties, please talk over your problem with your immediate Manager. He or she is always willing to help you and is the best source of information.

## **4. What you can expect from us**

### **4.1 Annual Leave**

Annual leave entitlement is in accordance with the modern awards; Nurses Award 2010, Aged Care Award 2010, Health Professionals and Support Services Award 2010, Private Sector Clerks Award 2010 and the National Employment Standards (NES). Copies of the relevant awards and National Employment Standards are kept on site at the Facility in the staff lunch room. Annual leave will accrue progressively throughout the year based on the employee's ordinary hours of work.

If new employees terminate at any time within the first twelve (12) months of joining the Association they will receive a pro rata annual leave payment, or as per the Award.

All annual leave requests must be submitted to your Manager as soon as possible. Approval for leave will be based upon the needs of the Association and can be taken not less than (1) week's duration. However, up to one (1) week's leave may be taken

daily, but at least twenty one (21) days' notice should be given in writing to the Director of Care on the leave application from AAQ21.

Staff employed by the Alzheimer's Association of Queensland must not accrue more than two (2) years' annual leave entitlement and should arrange to take annual leave as it falls due.

If you have any specific requests regarding your annual leave period, it is asked that you put these in writing as early as possible. While reasonable consideration is given to your requests, the final discretion on timings for leave rests with the Director of Care.

Only under specific circumstances will unpaid leave be granted and will be at the discretion of the Director of Care. Adequate notice must be given of intent for unpaid leave, and the request must be sought in writing on either a multi-purpose form or on the leave application form AAQ 21.

#### **4.2 Long Service Leave**

Long service leave entitlement is in accordance with modern awards; Nurses Award 2010, Aged Care Award 2010 and the National Employment Standards (NES). Copies of the relevant awards and National Employment Standards are kept on site at the Nursing Home.

#### **4.3 Parental Leave**

Parental leave allows employees to take time away from work for the birth or adoption of a child. The term "parental leave" encompasses several types of complementary entitlements, including:

- ❖ Government funded parental leave pay
- ❖ Unpaid parental leave
- ❖ Adoption leave
- ❖ Foster parent leave

The Paid Parental Leave scheme (Government funded) is an entitlement for working parents of children born or adopted from the 1 January 2011. Working parents, including full-time, part-time and casual workers may be eligible for Parental Leave Pay if they meet the scheme's eligibility criteria.

You have to be an Australian resident, be the primary carer, and meet the work and income tests in order to be eligible.

The Government funded paid leave scheme does not provide eligible employees with a new entitlement to leave, the leave entitlement remains the same the only difference is there is an entitlement to paid parental leave. The scheme provides Government-funded Parental Leave Pay at the National Minimum Wage for a maximum period of 18 weeks. Parental Leave Pay can commence from the date of birth or adoption, or at a later date. It must be taken in one continuous period and must all be used before 12 months from the date of birth or adoption. Parental Leave Pay is taxable and can be received before, after, or at the same time as existing entitlements such as annual leave, long service leave etc.

Under the NES (National Employment Standards) employees with 12 months or more of continuous services with an employer are entitled to take up to 12 months of unpaid parental leave from work. You can also request an additional 12 months unpaid leave on top of this.

In order to apply for Parental Leave, the employee must give written notice to the Association. This notice must be provided at least 10 weeks before the start of the leave with the intended start and end dates of the leave. These dates must be confirmed again at least four weeks prior to going on leave. Evidence, such as a medical certificate or statutory declaration, of the expected date of birth or date of placement or adoption will also be required.

To apply for Parental Leave Pay, you must contact Centrelink, who will then contact the Association to arrange payment. You will receive fortnightly payments in line with the current pay cycle and will continue to receive your payslips.

#### **4.4 Personal/Carer's Leave**

Being at work in accordance with your roster is expected and is considered an important factor in overall employee performance.

We recognise that occasionally it may be necessary for you to be absent from work as a result of illness. Personal/Carer's leave accrues progressively throughout the year according to the employee's ordinary hours of work, at the rate of 10 days per year of service.

Employees must complete and submit a Leave Application form before personal/carers leave will be paid, and may be required to provide evidence of illness or injury to the satisfaction of the Association.

An employee is required to promptly notify their Manager if they are going to be absent from work due to illness or injury, and of approximate duration of their absence, If the employee fails to promptly notify the employer (unless it is due to

circumstances outside of the employee's control) the Association is not required to pay the employee for the day, and may commence disciplinary action.

If an employee is absent for more than 2 consecutive days and is absent prior to or after a public holiday, the employee may be required to provide a medical certificate that states the nature of the illness, and the period of required absence from work. The Association may question a medical certificate that is illegible, post-dated, lacks detail or does not certify the authenticity of the illness. If satisfactory evidence is not provided, the employer is not required to pay the employee for the absence, and may be able to commence disciplinary action against the employee.

At least (6) hours notice is required, if possible, for absence from work to allow time for a replacement.

**More personal leave rules:**

- Personal leave is not paid on termination
- An employee who suffers illness or injury during another form of leave (e.g. annual leave) cannot "swap" that other leave for personal leave without consent
- Personal leave is not intended to be used for pre-scheduled or routine medical appointments
- Personal leave cannot be cashed out
- Personal leave is only paid where there is an entitlement. If personal leave has not been accrued, there is no obligation for payment.

**4.5 Compassionate Leave**

Compassionate Leave is a paid entitlement of two days provided under the Act to all employees, except for casuals. It is separate from personal/carer's leave entitlement, in that it is paid from the employers own pocket and is not deducted from an employee's personal/carer's leave accrual. The entitlement is available to an eligible employee for each occasion where a member of their immediate family or household:

- Has an illness or injury that poses a serious threat to their life (to spend time with)
- Passes away (to grieve, make arrangements and attend funeral)

**Definitions**

An immediate family member includes: a spouse, child, parent, grandparent, grandchild or sibling of the employee, or of the spouse of the employee.

A spouse includes: a former spouse, a de facto spouse, and a former de facto spouse

A child includes: an adopted child, a stepchild, and an adult child.

Payment for compassionate leave is at the rate that the employee would reasonably have expected to receive had they actually worked.

#### **4.6 Staff Meetings**

The Association believes that regular meetings of staff in its service are essential to reinforce teamwork, quality processes and provide opportunities for open communication.

At Windsor Aged Care Services, we have monthly staff meetings and all staff are encouraged to attend.

#### **4.7 Commitment to Training**

The Association encourages the professional development of employees through attendance and participation in approved meetings, seminars, conferences, symposiums etc. which are directly related to the Association's operations, activities and objectives and which will place employees in a position to improve their job performance. Opportunities for training may be limited by budget and rostering considerations. Prior approval will need to be obtained before any training is considered.

The Association also utilises an on-line learning solutions package, *Aged Care Learning Solutions*, all staff upon employment are given a login for registration for the on line learning package. It is essential for all staff members to continue to learn so that they have the relevant knowledge and skills to perform their role to an optimum level. Ongoing education and learning is central to the continuous improvement process that underpins residential aged care accreditation.

#### **4.8 Public Holiday**

If your shift falls on a recognised public holiday, you will be required to work that shift. Payment will be in accordance with the pay rates set down for that public holiday.

**A copy of the award and NES (National Employment Standards) are located in the staff room and a copy is also located in the Director of Care's office.**

## **4.9 Library**

The Alzheimer's Association of Queensland has an extensive library which is located at the Association's Resource Centre. All staff are eligible to borrow any reference material, books, video tapes, DVD and journals. A borrower's registration must be completed before borrowing is permitted.

Please remember, these items are the property of the Alzheimer's Association of Queensland and must be returned in good condition and on time.

## **5. Communication**

### **5.1 Day Book Entries and Referrals**

All staff are given access to our electronic records, 'SARAH' on employment and must ensure they change their password as your login is an electronic signature.

All staff must login daily during their shift, read and sign off on the 'Day book entries' before given further access to resident records. Entries into the day book can only be made by registered staff or administration.

All staff have access to the SARAH referral system to send a referral to individuals or groups. Referrals must also be actioned before further access to SARAH is allowed.

All staff also have access to the Quality system in SARAH where they can log quality improvements, compliments, complaints, internal correspondence to management, payroll enquiries and roster requests.

The handover book is utilized by all staff, each shift and is kept on both nurses stations.

### **5.2 Notice Board**

This is situated in the staff room. Notices will be displayed as they become necessary. Please check the notice board each time you are on duty.

### **5.3 Change of Address, Telephone or Bank Accounts**

Employees are expected to keep the Association informed of any change regarding their records. Changes in any of the following categories should be reported to the



Director of Care as soon as they occur:

1. Change of address
2. Change of telephone number
3. Change of emergency contact
4. Legal change of name
5. Change in marital status or taxation status
6. Any change and/or addition to qualifications/Blue Card etc.

#### **5.4 Handover**

Between the AM, PM and night duty shifts, a handover is given. This must be brief and to the point. No unnecessary gossip will be tolerated and residents' privacy and confidentiality must be maintained at all times i.e. the content of any discussion must be at a level that is audible only to those present in the briefing. A brief handover will be given by the RN/EEN to oncoming care staff at the commencement of their shift. All staff must report to the RN/EEN at the commencement and completion of their shift.

#### **5.5 Open-Door Policy**

It is to be hoped that if any staff member who is experiencing any work related issues they will bring the matter/s to the attention of the Director of Care. All discussions will be treated in confidence.

### **6. Your Compensation and Hours of Work**

#### **6.1 Awards**

Employees' wages are calculated on a fortnightly basis. You will have your wage deposited directly into an account with the financial institution of your choice. The Association cannot be held responsible for delays in transmission to the financial institution/s.

Apart from income tax deductions, any deduction will need to be authorised by you in writing. Requests for deductions are to be submitted to the Payroll Department. Non authorised deductions by you may include orders from either the ATO or the Family Law Courts.

Hourly rates will be in accordance with the Modern Awards; Nurses Award 2010, Aged Care Award 2010, Health Professionals and Support Services Award 2010, Private Sector Clerks Award 2010 and the National Employment Standards (NES).

## **6.2 Superannuation**

Where applicable all employees are eligible for employer-funded superannuation in accordance with the Superannuation Guarantee Act.

It is a requirement that you nominate which superannuation company you wish to belong to, by signing an application form to join the nominated superannuation fund, within the first pay period of employment. If you do not nominate a superannuation company of your choice, the Association will use their default fund.

## **6.3 Registration of Regulated Staff**

Registered Nurses, Enrolled Nurses and Allied Health Practitioners must hold current registration with the National Governing body AHPRA (Australian Health Practitioners Regulatory Authority). Renewal of this your license is to be recorded with the Director of Care by 30 June each year. Neglecting to do so, will result in you not being permitted to work until evidence of registration is present or your registration is showing as being current on the AHPRA website.

## **6.4 Commencement of Employment**

At the commencement of employment, the following forms and documents must be completed and submitted to the Director of Care before the first pay:

1. Personal Details form
2. Employee Bank Details
3. Letter of Offer
4. Terms and Conditions
5. Superannuation choice of fund form
6. Timesheet
7. Tax File Number Declaration
8. Confidentiality Agreement
9. Code of Conduct
10. Current Police Certificate
11. Statutory Declaration for people for may have resided overseas
12. Proof of residency
13. If applicable, copy of your Passport
14. Copy of any applicable work right visa

Staff will not be rostered on shift until a current National Police Certificate is provided.

## 6.5 Proof of Experience and Qualification

Proof of Qualifications must be given to the Director of Care prior to commencement of first shift. Original documentation may need to be sighted or a copy signed by a Justice of the Peace.

Proof of experience and years of service must be given to the Director of Care prior to commencement of first shift, if none is provided then staff may be paid at first year rates.

If it is necessary to obtain proof of hours from a previous employer, backpay will be given from the date of commencement if the proof is given within four (4) weeks of commencement date.

If proof of experience is not provided within four (4) weeks of commencement, the higher rate of pay will only become payable from the date the proof is supplied.

## 6.6 Paydays

Windsor's pay period of fourteen (14) days is from Tuesday a.m. to the end of the final shift on Monday. Pays will be transferred to a bank account of your choice the day after the end of the pay period.

As the payment is processed by electronic funds transfer, please ensure that you provide your **exact** six number BSB number and your **exact** account number.

Should statutory holidays occur during the two working days following the completion of a fortnightly roster period, payment of wages may be delayed no longer than the period of such statutory holidays. It is strongly recommended that direct debit payments from your bank account are not scheduled for pay day in case there is a slight delay in the receipt of wages into your bank account. The Association will not be accountable for any additional bank charges incurred as a result of late receipt of wages.

## 6.7 Timesheets

It is each employee's responsibility to complete their own timesheet, which includes:

- Signing on and off at the beginning and end of each shift
- Stating the beginning and end of meal breaks
- Requesting any pay for leave on the bottom of the timesheet
- Initialling any errors
- Totalling the number of hours worked

- Ensure you sign the timesheet in the appropriate place once all shifts are complete

Any entries not included could result in non-payment of wages.

This is the official payroll record from which pay is computed. Unless an employee is authorised to work overtime, (he/she records their normal commencing/arrival times) overtime will not be paid.

An employee seeking to claim for unauthorised overtime will have their claim rejected and will not be paid.

The taking of all meals breaks and any other absences must be recorded on time sheets.

### **6.8 Meal Breaks (Lunch & Tea Breaks)**

An employee who works in excess of five hours is entitled to an unpaid meal break of a minimum of 30 minutes. This is normally taken after working 5 hours. All employees are expected to take the meal breaks.

Please consult your roster and Manager for further details. There are circumstances where the meal break is taken but the regulated staff member is unable to leave premises, in these circumstances the meal break is a paid break.

An employee is entitled to a paid 10 minute tea break in each 4 hour period worked at a time to be agreed upon.

### **6.9 Salary Sacrifice**

Salary sacrificing arrangements may be offered to full time, permanent part time or casual staff members who work more than 3 shifts per week.

Salary sacrifice is a system whereby a portion of an employee's gross salary or wage is paid as a benefit before tax, rather than directly as salary, thereby usually reducing the amount of tax paid by the employee on the income.

The Association offers salary sacrificing through the Employment Benefits Card facility offered by the Westpac Bank. Other options may be available, please call the Payroll Office to discuss.

Please contact the Director of Care or the Human Resources Manager for further information.

Please note: AAQ is a Public Benevolent Institutions (PBI) and therefore able to access these salary sacrifice arrangements.

### **6.10 Rosters**

Rosters are kept in a folder in the nurses' station. They are displayed at least two (2) weeks in advance. Changes may occur throughout the roster period, you must ensure that you check your roster regularly. Seek immediate clarification from your Director of Care if you have queries.

The Director of Care is the only authorised personnel to alter the roster this includes swapping of shifts.

### **6.11 Attendance and Absenteeism**

Regular attendance contributes significantly toward better team effort and operations; each employee is very important to the smooth operation of the Association. Good attendance is an essential component of solid employee performance.

Occasionally, however, it may be necessary for you to be absent from work as a result of illness, injury or other appropriate personal reasons. In such cases, you are expected to give your Manager as much advance notice as possible before the beginnings of your scheduled starting time. This advance notification is necessary in order that appropriate arrangements can be made to handle your work during your absence. If you must leave work, your Manager should be notified as far in advance as possible.

#### **Absences are classified into two categories – Excused and Unexcused.**

Excused Absences - Excused absences are earned through length of service or are as a result of factors beyond your control, such as holidays, annual leave, sick leave, bereavement leave.

It is expected you will commence work on time. Unavoidable delays cannot be foreseen, but a quick call would be appreciated if it is possible to make one.

Unexcused Absences - Unexcused absences occur upon failure to report to work as expected. Any unexcused absence of any duration will be considered an occurrence.

Employees will receive a disciplinary warning for each occurrence. Two or more occurrences of unexcused absence within a three month period will result in disciplinary measures up to and including dismissal.

Being on the job, ready to work and on time, and in a fit state is very important. Each employee was hired for a specific contribution to the overall business of the Association. When you are absent or late, you are missed and the service experiences disruption.

If you are going to be absent or late unexpectedly, you must call your Manager at or before the assigned starting time. Texting your employer is unacceptable. Without this notification to your Manager, your absence will be counted as unexcused and could have a detrimental effect on your future employment.

Further, you are expected to remain at your work assignment for your full work period except for lunch and break periods. Do not leave the job without your Manager's permission.

Anyone who is absent for more than one day must stay in regular contact with his/her Manager (i.e., three-day virus infection – call each day; 3 weeks leave for surgery – keep in regular contact).

## **6.12 Reporting Accidents**

In order to fulfil the Association's workplace health and safety objectives, the Association is committed to ensuring all injuries and incidents that occur are reported promptly and accurately.

Reporting injuries and incidents aids in the initiation of preventative actions to control or limit future incidents, which may endanger the health and safety of employees. It is only reporting every injury and incident that the proper treatment for injuries can be given and appropriate action taken to prevent further incidents occurring. These arrangements also apply to particular illnesses and diseases which may become apparent.

Occupational injuries that require medical treatment other than first aid or that result in lost time, are required by state and federal laws to be reported by the Association. In either of these instances, the facts are to be reported to your Manager as soon as possible after the occurrence, and the appropriate report forms completed.

All employees must report to the RN all work related injuries and incidents, no matter how small and complete an AAQ-Incident Reporting Form-019, located near reception.

All employees should be aware of the Policies and Procedures surrounding incident reporting including Workers compensation and rehabilitation.

### **6.13 Workers' Compensation**

If you are injured at work you will be subject to the coverage of the workers' compensation cover held by the Association. Any 'on-the-job' injury must be reported to your Manager as soon as it occurs, and full details recorded.

You must promptly complete the appropriate Workers Compensation Application form available from your Manager, and forward all medical certificates and accounts to your Manager or HR Manager who shall then pass these items on to Workcover. Please ensure that the Incident Form is completed.

## **7. Personnel and Training Policies**

### **7.1 Probationary Period**

All new employees will undertake initial employment, which is known as "minimum employment period". The length of the minimum employment period (probationary period) is for six (6) months.

During this probationary period, your Manager will evaluate your work, personal traits, willingness and general fitness for the job.

### **7.2 Staff Training and Development Plans**

Training and Development Plans are conducted annually by the Director of Care. During this meeting, your professional training and development will be discussed and a plan created to achieve the agreed upon goals.

After commencement of employment, a "Commencement Interview Questionnaire" interview will be undertaken at 4 weeks, 12 weeks and 20 weeks.

### **7.3 Full-Time, Part-Time and Casual Employees**

Employment classification is as follows:

- Full-time Permanent Employees. Employees hired to work the normal, full-time 38 hour week on a regular basis,
- Part-time Employees. Employees hired to work more than 16 hours per fortnight and less than 76 hours per fortnight

- Casual Employees. Employees engaged as a casual to work on an hourly basis for the Association, whose hours of employment may be varied from time to time as required. The maximum number of hours worked may also be specified in your Award.

## **8. What we can expect from You**

### **8.1 Employees Code of Conduct**

#### **8.1.1 Conduct**

All employees shall be expected to conduct themselves in a professional manner. This will be in keeping with Windsor Aged Care's policy of recognising that the home is the residence of elderly people who have the right to expect dignity, respect, privacy, confidentiality and courtesy from the staff employed at Windsor Aged Care.

#### **8.1.2 Language**

All staff are expected to speak in a gentle, supportive manner when on duty. Residents are to be addressed in a respectful manner and inappropriate terms of endearment are to be avoided at all times. English only is to be spoken during the course of your work except in the circumstances where the resident's first language is more appropriate. Inappropriate verbal incidents may result in disciplinary procedure/s being initiated.

#### **8.1.3 Rumours and Gossiping**

Rumours are always destructive to all concerned – they benefit no one. For information about the Association or about things that are being done that you think will affect your job, ask your Manager. Please feel free to do this. Don't depend on rumours; get the facts.

You are expected to discourage the practice of starting or spreading rumours and gossip and to refrain from being a party to such actions, as they can only harm harmonious working relationships in your service.

#### **8.1.4 Alcohol and Substance Abuse**

The misuse of legitimate drugs, or the use, possession, distribution or sale of illicit or non-prescribed controlled drugs on organisation premises is strictly prohibited and will result in disciplinary action, up to and including dismissal. Except at



approved functions, no employees shall consume, have in their possession, distribute or sell alcoholic beverages or any other mind altering substance on organisation premises. To do so is a prime cause for termination of employment. Employees may be subjected to random Drug and Alcohol testing based upon reasonable suspicion.

Being unfit at work because of use of drugs or alcohol is strictly prohibited and is grounds for dismissal. While this policy refers specifically to alcohol and drugs, it is intended to apply to all forms of substance abuse.

Contractors and common carriers are also covered by this policy. Those who violate the policy will be removed from the Associations premises and may be denied future entry.

If a person is deemed to be under the influence of drugs or alcohol during work hours, then that person will be required to take sick leave until they are no longer affected by the drugs or alcohol.

#### **8.1.5 Food and Beverages**

Staff will not consume food (including snacks) and beverages that have been provided for residents and their families/visitors. Tea, coffee and some snacks are provided to staff in the staff/lunchroom. Failure to observe this directive may result in disciplinary procedure being initiated.

#### **8.1.6 Your Appearance and Grooming**

All employees are to be neat and clean in person and wear appropriate attire at all times.

As a guide, you must ensure:

- Hair is clean, neatly trimmed or styled
- Hair, if long, must be tied back for safety and hygiene reasons
- Nails must be kept short and any lesions on the hand must be covered with a waterproof dressing
- Clothing and accessories are appropriate to the position held, and meet job requirements and professional capacity
- Enclosed non slip soled footwear should be worn at all times
- Nail polish, false nails or acrylic nails in a care setting is not acceptable
- Jewellery and body piercing must not pose a Workplace Health and Safety risk
- Externally visible body piercing and tattoos in unacceptable.

In the case of uniformed employees the following dress rules shall apply:

- If you have been provided with a uniform, it is expected that you will wear the uniform items as prescribed and as appropriate to the season or prevailing conditions.
- Uniform items, e.g. shirts, blouses and jackets shall be correctly worn, and laundered as required.

Upon termination of employment, all items of uniform supplied by the Association are to be returned to the appropriate person in good clean order and condition with due consideration for fair wear and tear.

#### **8.1.7 Internet access and Email usage**

Computers/electronics (IT) resources are provided for the purpose of conducting authorised business.

These resources may include, but are not limited to telephone, mobile phone, facsimile, computers, electronic mail (e-mail), World Wide Web (www) and voice mail.

All employees must realise when they use the Associations resources, they are representing the Association and are publishing facts or views that may be used as evidence in court.

Employees must be aware of the instantaneous nature of IT related communications; it is easy to fire from the hip and unnecessarily inflame professional relationships. The conversational style of e-mail in particular, can lead to your intended message being misinterpreted.

All employees need to be aware that the Associations policies on sexual harassment and workplace harassment apply to the transmission of offensive material either through the www or e-mail. The distribution of pornographic or sexually explicit material through the Associations e-mail or other electronic means will not be tolerated and will be dealt with as a serious disciplinary issue.

The Management may authorise access to any information stored on the Associations IT resources. This is to ensure continuity of business at all times.

Staff are to ensure that they are familiar with the Technology Security procedure (RNC-P-21.0) and in particular section 4.2 which prohibits staff from conducting personal business on the Association's computers. Staff should also ensure that they are familiar with Social Media procedure (AAQ.P-43 Social Media).

Mobile phones must be kept in lockers provided and are not allowed to be carried on the floor by any staff member.

### **8.1.8 Uniforms – All**

The uniform is to be worn by the Nursing and Personal Care Staff and Hotel Services staff (i.e. Kitchen, Laundry, and Cleaning etc.).

Two items of uniforms will be provided to you by the Association annually. Other uniforms are able to be purchased through the Association at your own cost. Payment options are listed on the uniform order form. Uniforms must be worn as a set and are not to be matched with other clothing.

All uniforms are to be laundered by you and are to be kept in good repair. Please note, bleaches are not to be used when laundering the uniforms but Napisan, Preen etc is fine.

If, for whatever reason, you cease employment with the Association all uniforms provided by the Association must be returned prior to your last shift. The uniform must be returned laundered and in good repair.

The AAQ uniform consists of:

- Tailored navy trousers - full length pants, three quarter pants, shorts, skirts and/or culottes
- Blouse (female staff) – blue and white check for Nursing Assistants, blue for Registered and Enrolled Nurses, white or black polo shirts for infrastructure personnel
- Shirts (male staff) – blue and white check shirt for Nursing Assistants, blue for Registered and Enrolled Nurses, white or black polo shirt for Environmental staff

As a new employee you are required to adhere to the following until your AAQ uniform is supplied:

#### **Female Staff**

Registered nurses are required to wear navy skirt, culottes or slacks with a blouse of a discreet nature i.e. no midriffs showing.

Enrolled nurses and assistants in nursing are required to wear navy skirt, culottes or slacks with a blouse of a discreet nature i.e. no midriffs showing and blouse must have sleeves

Environmental Staff – Catering

Prescribed catering uniform is required. See cook for details.

Environmental Staff – Other

Neat, clean, casual attire, appropriate to the position, may be worn.

Clean shoes and clothing is expected. Appropriate dress is expected at all times. Tailored shorts may be worn. Shoes must be rubber soled, no sling backs or open toes for safety reasons. Clean and neat joggers are also acceptable.

Jewellery is not permitted except for a plain wedding band, wrist watch (RN's only) gold or silver ear studs or sleepers may be worn. Single discreet neck chains are permitted. However, staff will be asked to remove any inappropriate chains or other pieces of jewellery including nose, cheek, lip, tongue and eyebrow piercing.

### **Male Staff**

Registered Nurses, Endorsed Enrolled Nurses and Assistants in Nursing are required to wear neat, tailored navy shorts or slacks with a collared shirt or white polo shirt as long as it is discreet in nature.

Clean shoes and clothing is expected. Appropriate dress is expected at all times. Shoes must be rubber soled no sandals for safety reasons. Clean and neat joggers are also acceptable.

Jewellery is not permitted except for a plain wedding band, wrist watch (RN's only) gold or silver ear studs or sleepers may be worn. Single discreet neck chains are permitted however staff will be asked to remove any inappropriate chains or other pieces of jewellery including nose, cheek, lip, tongue and eyebrow piercing.

### **8.1.9 Sexual Harassment**

It is policy of this Association to maintain a working environment free from all forms of sexual harassment or intimidation. Unwelcome sexual advances, requests for sexual favours or the display of offensive material, which can create a hostile or offensive work environment and other verbal or physical conduct of a sexual nature are serious violations of our policy and will not be condoned or permitted.

**Sexual harassment can take various forms; examples include but are not limited to:**

- Unwelcome touching, hugging or kissing;
- Staring or leering;

- Sexually suggestive comments or jokes;
- Sexually explicit pictures, screen savers or posters;
- Unwanted invitations to go out on dates;
- Requests for sex;
- Sexually explicit emails or SMS messages.

Not only is sexual harassment a violation of our policy it is illegal under both federal and state laws anti-discrimination laws. Any employee, who is subjected to sexual harassment or intimidation by a fellow employee/Manager, should contact the Management. All complaints of sexual harassment will be treated seriously and investigated promptly, confidentially and impartially. Complaints can be lodged verbally and followed up in writing. Disciplinary action will be taken against anyone who sexually harasses a co-worker, customer, supplier or any other person in the workplace. Discipline may involve a warning, formal counselling, demotion or dismissal, depending on the circumstances.

#### **8.1.10 Equal Employment Opportunities**

The Association is an equal employment opportunity employer. All employees are treated on their merit, without regard to race, age, sex, marital status or any other factor not applicable to the position. Employees are valued according to how well they perform their duties, and their ability and enthusiasm to maintain our standards of service.

**Under Qld State Anti-Discrimination laws, discrimination in employment on the basis of the following attributes is prohibited:**

- Sex
- Relationship status
- Pregnancy
- Parental status
- Breast feeding
- Age
- Race
- Impairment
- Religious belief or religious activity
- Political belief or activity
- Trade union activity
- Lawful sexual activity
- Gender identity
- Sexuality
- Family responsibilities

- Association with, or relation to, a person identified on the basis of any of the above attributes.

If you have any questions or concerns about discrimination or inequity in the workplace you should bring them to the attention of Management immediately.

If you believe there have been breaches of this policy you must address the situation. Do not assume the issue will resolve itself. You should contact your Manager and outline the complaint in writing. Your Manager will take appropriate steps to handle the complaint. If you are unable to discuss the matter with your Manager, you should raise your complaint with the next level of Management.

The Association is committed to workplace equity. Disciplinary action will be taken against anyone who breaches these principles. Discipline may involve a warning, formal counselling, demotion or dismissal, depending on the circumstances.

In accordance with federal and state laws, we recruit, hire, promote and evaluate all personnel without regard to race, religion, colour, sex, marital status and handicap and any other discriminatory characteristic, except where such characteristic is an appropriate bona fide occupational qualification would prevent the potential employee from performing the job for which they are being considered. Job applicants and present employees are evaluated solely on ability experience, qualification and the requirements of the job.

#### **8.1.11 Workplace Harassment & Discrimination**

Workplace harassment and discrimination occurs when a person is discriminated against or harassed because of their race, colour, descent or national or ethnic origin etc., as defined under the Racial Discrimination Act 1992 or because of their sex, marital status, pregnancy as defined under the Sex Discrimination Act 1992, and other grounds under the Human Rights and Equal Opportunity Act 1986.

##### **Workplace harassment is defined as: -**

- any form of behaviour (including comments, jokes, and innuendo) which is unwelcome
- unwanted or uninvited and/or repeated behaviour that makes a person feel humiliated, intimidated or offended
- harassment can take many forms and may include physical contact, verbal comments

- inappropriate communication (including but not limited to email and text messages)

It is the responsibility of all employees to not participate in discriminatory or harassing behaviour within the workplace. Management/Managers are accountable for ensuring professional standards of conduct are observed at all times and to take immediate preventative action in any situation that has the potential to be construed as harassment.

This means acting as a role model for staff to demonstrate appropriate behaviour. Incidents of harassment are to be treated seriously and immediate action must be taken to deal with complaints.

### **What an Employee should do if they are harassed**

If an employee believes they are being harassed in any way, they should not ignore it.

Take action in the following manner:

- Tell the other person in a direct and firm manner that their behaviour is offensive and unacceptable... tell them to stop. However, telling the person may not be enough to stop the unwelcome behaviour so be prepared to take further action.
- Keep diary notes of all incidents with details of the harassment, dates and times, name(s) of offending party and any response you made.
- Discuss the situation with their immediate Manager/Director of Care.

### **Complaints Procedure**

The Association has a complaints procedure which employees can use if they wish to take further action after speaking to their immediate Manager/Director of Care. The procedure is flexible. It provides an opportunity for action to be taken that is appropriate in each individual case. This could include mediation and conciliation and disciplinary action where appropriate.

In the first instance, you are requested to formalise, in writing, your complaint with your immediate Manager/ Director of Care. It will be of assistance to your immediate Manager/ Director of Care in investigating the complaint if you are

able to outline specific instances, dates, what was said or done, and witnesses in the written complaint.

If your complaint is about your immediate Manager/ Director of Care, again you are required to formalise, in writing, your complaint and send it to the HR Manager.

Again it will be of assistance to your immediate Manager/Director of Care in investigating the complaint if you are able to outline specific instances, dates, what was said or done, and witnesses in the written complaint.

**The aims of the procedure are to ensure that:**

- the harassment stops
- there are no reprisals for making the complaint
- where disadvantage has occurred that it is redressed; and
- awareness of the nature and consequences of harassment are increased

The guiding principles are:

- the right of individuals to be treated with respect;
- observance of natural justice (i.e. the right to be heard and respond to any allegation)
- observance of confidentiality
- acceptance of the legitimacy of the complainant's feelings
- support and protection for all parties
- empowerment of complainants; and
- preservation of a non-judgemental and non-adversarial approach by mediators.

The Association will make every endeavour to resolve and complaints; employees can approach the Anti Discrimination Commission of Queensland (ADCQ) for advice.

**When the employer receives a complaint:**

- Prompt action will be taken and the strictest confidentiality ensured.
- The complainant will be interviewed and the nature of the complaint clarified.
- The complainant may wish to seek independent advice and or representation
- The complainant will be notified of alternatives available in resolving the complaint.
- A full explanation of the conciliation process and possible outcomes of such action will be given to the complainant.



- The complaint will only be proceeded with if so requested by the complainant.
- A meeting between the employer and the alleged harasser will be arranged.
- The alleged harasser will be fully informed of the complaint, the name of the complainant and the complaint procedures.
- The alleged harasser may wish to seek independent advice and or representation.
- The alleged harasser will be given the opportunity to fully respond to the allegations and to assist in the complaint resolution.
- The complainant will be informed of the discussion and outcomes of the meeting between the employer and the alleged harasser. Any proposal for resolution will be discussed.
- Written records will be kept to establish the facts and all documents will be kept secure.
- Information on the allegation will only be accessible to those whose job it is to deal with complaints.
- These records may be accessed where it is appropriate and does not breach either Privacy provisions or individual confidentiality.

In the event of the Complainant being dissatisfied with the result of the process, or where the complaint involves the Manager, the Complainant shall have redress to the Chief Executive Officer or other Senior Manager's of the Association.

## **8.2 Disciplinary Procedures**

**8.2.1.** Staff are expected to follow the facility's procedure, policies and position description at all times.

**8.2.2.** If instigated, disciplinary procedures will follow a prescribed order, unless otherwise determined by the relevant award.

**8.2.3.** When the Director of Care has concerns about the work performance or conduct of an employee, the Director of Care shall initiate counselling of the employee concerned to make them aware of the deficiencies in their performance and the standard of performance that Windsor Aged Care Services requires the employee to meet.

**8.2.4.** At the commencement of counselling the Director of Care shall make the employee aware of the nature of the counselling and the specific areas of concern. Such counselling may or may not be concluded by the Director of Care giving the employee a verbal warning to improve performance or cease the conduct complained of.

**8.2.5.** Where the Director of Care believes that an employee's work performance and/or work conduct has not improved, the employer may counsel or further counsel as the case may be and shall give a written warning outlining the Director of Care concerns and reasons for coming to that conclusion.

**8.2.6.** A copy of the written warning and a record of the counselling session will be placed in the employee's personnel file. This form is to be countersigned by the employee. The employee will be able to document agreement or disagreement with the matters raised. The employee has the right to union representation or support person during this interview.

**8.2.7.** Nothing in this procedure restricts the facility's right to summarily dismiss an employee in circumstances that warrant summary dismissal.

In relation to this procedure the employer shall ensure that:

- Where the employee has been counselled or warned to improve work performance or conduct, a reasonable time shall be given to enable the employee to comply;
- The employee is given an opportunity to respond to any concern or allegation made; and
- In a process where the employee is likely to be given a verbal or written warning, the employee is to be informed of their right to be accompanied by their Union or support representative.
- In the event of the matter recurring, the employee may be terminated. Dismissals are to take place only with the authority of the facility's Director of Care and Human Resources Manager.

### **8.3 Instant Dismissal**

Instant dismissal of an employee may occur for acts of gross misconduct.

### **8.4 Resignation**

An employee desiring to terminate their employment must submit their resignation in writing addressed to the Association. This should be submitted through the Director of Care.

The actual period of notice required is specified in your letter of employment and the relevant award for your job classification.

If an employee terminates their employment with the Association and at a later date wishes to be rehired they will be treated as a new employee.

An exit interview may be conducted for anyone who leaves the employ of the Association.

Your final pay will be credited to your bank account within 48 hours of your last day of work.

## **8.5 Grievance Prevention and Settlement Procedure**

It is hoped employee grievances will be resolved by negotiation and discussion with his/her Manager.

If the grievance is still unresolved, the matter will be referred to management and the local industrial organisation representative or as otherwise determined by the relevant award.

If the grievance is still unresolved, then management and the appropriate union representative shall be advised and a meeting of parties arranged.

These above steps should take place within seven (7) days. Work shall continue until the dispute has been resolved. If the matter remains unresolved, the parties shall consider a mediation conference prior to referring the dispute to the State Industrial Commission.

No party shall be prejudiced as to the final settlement by the continuance of work.

## **9. Fire & Emergency**

Every staff member must read the Emergency Procedures Manual and **complete the Emergency Procedure Questionnaire**. All staff must be aware of their responsibilities in the event of an emergency and know the location and the use of the fire extinguisher. Mandatory

Emergency training will be conducted annually. Staff must advise the Director of Care via an inter-office memo if unable to attend.

It is essential for all staff working in a facility to be instructed on:

- The procedure to follow in the event of a fire
- The means of escape from the building in the event of a fire

- The location and method of operation of fire fighting equipment
- The location and method of operation of fire alarms or equipment for warning of fire

Fire training will be conducted on annual basis and it is compulsory for all staff to attend training.

## **10. Orientation Program/Education Days**

An orientation checklist will be completed at the commencement of your employment, and it is your responsibility to make sure you have the appropriate information and material to carry out your work both safely and within the guidelines of the “Standards”. Orientation programs appropriate to your position will be conducted prior to commencement of your duties by the Director of Care or delegated representative.

Education days are scheduled held every three months at the Resource Centre. All new staff are expected to attend this day as soon as practicably possible and then on an annual basis. Topics covered on these Compulsory training such as Infection Control, Manual Handling, Compulsory Reporting, Quality and Incident Reporting are covered on this day. Other topics covered are Social Role Valorisation and Dementia education.

Located at the nurse’s station are manuals on Emergency Procedures, Workplace Health and Safety, Infection Control, Duty Lists, Position Descriptions and Work Instructions. These are to be used as a reference and a checklist. You are expected to familiarise yourself with their content.

AAQ Quality Procedures can be located on the AAQ website, a shortcut appears on all computer desktops in the facility, and the password will be advised on your commencement.

Windsor Aged Care Services has a continuous improvement process to ensure that the quality of care of our residents and its continued improvement. Staff will be required to complete Staff Surveys at regular intervals and participate in the continuous improvement process.

## **11. Property**

Staff must take responsibility for their own valuables if brought to work. Handbags, backpacks, mobile phones and any other personal property are not to be left in the staff room, storeroom or cupboards. Lockers are provided in the staff room for staff

use and staff are reminded to leave the key in the lock when vacating the locker. No mobile phones are to be carried at work.

## **12. Car Parking**

Limited car parking is provided in the facility. Please do not park in designated “No Parking” areas or “Reserved” car parks. Car parking is also available in ~~Tray~~ Palmer Street. The area in front of the facility (near the rubbish skips) must be kept clear for ambulances.

## **13. Telephone Procedures – Answering the phone**

Please answer the telephone promptly, answering as follows – “Good morning, Windsor Aged Care Services, this is (your name)”. Please write down the message clearly, giving the date and time it was received and the name of the caller.

## **14. Telephone Usage and Courtesy**

All telephones in the Association have been installed for the purpose of carrying on and conducting our business; thus, personal calls must be limited and should be restricted to emergency situations. Should you have an emergency call to place, go to your Manager and get permission to use the Association’s phone. Incoming calls of an emergency nature will be accepted and you will be immediately notified of any such calls.

Mobile phones must be switched off when on duty and can be assessed during meal breaks only. Mobile Phones are not to be carried on your person and must be left in your locker.

## **15. Director of Care’s Office**

The Director of Care’s Office is kept locked when the Director of Care is not on site. The fax and photocopier is not for personal use unless express permission has been obtained.

## **16. Security**

An automatic gate secures the front entrance of the premises. It is automated to open at 6am and close at 6pm but can be opened by the key pad to the right of the driveway, code 4684. The external entrances to both the nursing home and the dementia unit are locked at 4pm and are unlocked in the morning by the night staff. Entry to either building afterhours is by swipe card or keypad. Automatic security

lights and CTV camera monitoring surround the facility. Southern Cross security do two rounds of the premises overnight and will contact the RN if any issues identified with security. Work instructions outlining the security procedures are located in the nursing duty lists.

Emergency contact details are available in the Staff phone book located at the nurse's stations in both buildings.

## **17. Maintenance**

Any defective item is to be recorded SARA, Quality System under the maintenance tab. The maintenance officer attends Windsor on Monday, Tuesday and Thursday each week.

Any "out of order" equipment is to have an "out of order" label placed in a prominent location on the equipment and removed from service.

## **18. Smoke Free Workplace**

The Association has an obligation to provide a safe working environment and protect the health of staff and others and to maintain the highest possible health and safety conditions; it is against the law to smoke on the Association's premises at any time while at work.

Smoking is expressly forbidden in all buildings and vehicles.

Smoking is only permitted during normal designated meal breaks and rest pauses. Employees who disregard this may be subjected to disciplinary action.

This procedure applies to all workers, contractors and visitors and within all areas of the workplace. We encourage all staff to seek advice to assist in quitting smoking.

Staff are required to be free of any smoking odours while working i.e. odours on clothes, hands, hair or breath.

## **19. Gratuitous Gifts**

Small tokens of appreciation are acceptable as long as they are not solicited. However, should a resident or family insists on showing their appreciation by way of gift or donation, the staff member concerned should request that they speak to the Director of Care. Under no circumstances is money or cheques to be accepted

from residents or their relatives. The 'Suggestions, Comments or Complaints' form is available for residents or families to give a compliment for service received.

## 20. Confidentiality

All staff are required to sign a Confidentiality Agreement form upon commencement of employment at Windsor. Accordingly, there must be no discussion of a resident's personal or sensitive information outside the facility, in the corridors of the facility or in earshot of other residents or relatives. Resident's privacy and dignity must be respected at all times and staff are required to adhere to the home's privacy procedure (AAQ-P-12.0 Privacy and Confidentiality). Disciplinary action will follow if this procedure is not complied with.

## 21. Workplace Health and Safety

Safe work procedures are outlined in the facility's Quality Manual. It is every staff members' responsibility to read this manual and agree to practise safe work procedures as per the manual.

### Prevention is Best

Windsor Aged Care Services has a no-lift policy to prevent injury, ensure safe practices and avoid exposing staff and residents to unnecessary risk. It is, therefore, everyone's responsibility to adhere to recommended practices and procedures.

All incidents/accidents are to be reported on the appropriate forms by staff, residents and visitors.

In the case of nursing staff, assistive lifting equipment is supplied by management and **MUST** always be used according to the resident's Care Plan located in the allocation folder. **Any staff member, who attempts to transfer a non-weight bearing resident, or manually lift a resident without the assistance of another staff member and a mechanical hoist, will be subject to disciplinary action which may result in dismissal.**

- All liquid spillages on the floor must be wiped up immediately as they occur.
- Any food spilt must be wiped up immediately.
- Notices must be displayed when cleaning is in progress.
- Any equipment malfunctions is to be reported to the registered nurse/enrolled nurse on duty immediately and a hazard logged in SARAH

The equipment is to be taken out of circulation and a warning notice attached stating the malfunction.

- Wheels are to be locked on beds, fall out chairs and mechanical lifting devices.

Infection control principles apply at all times. Refer to procedure manual. From time to time during the course of your employment in-services will be held on infection control and knowledge surveys conducted.

## **22. First Aid**

You must report any injury to the Registered Nurse/Enrolled nurse on duty before attending to any problem. There is a First Aid Box in the nurses' station for minor problems.

## **23. Immunisation**

It is recommended that all workers in a healthcare setting are vaccinated against Hepatitis B. It is also recommended that all staff avail themselves of Fluvax vaccination for the protection of the residents, themselves and their families. Staff will be reimbursed for the cost of the fluvax if they visit their own GP.

## **24. What the Facility Offers our Residents**

### **Our Residents**

Windsor Aged Care Services is the home of its residents. You are the guest in their home and accordingly our residents must be afforded privacy, dignity and respect at all times. The resident will be acknowledged as a member of the wider community with all attendant rights and responsibilities and as having a unique social, familial, cultural, religious and spiritual experience. There is recognition that each resident's relationships are based on these experiences and include differences as well as similarities to others.

The Management and staff at Windsor will assist and encourage all residents to maintain links with the community, through assessment on admission that identifies current and past interests and lifestyle choices and other information that will enhance resident's independence.

All staff should understand that each resident has both a past and a future upon which plans, daily choices and decisions may be based.



The needs, wants and expectations of the resident will be determined and the goals and objectives to achieve these goals developed, documented and understood by all personnel.

The resident will be involved in the determination of current and future requirements and will be asked to assess the achievements of these requirements and suggest opportunities for improvement.

### **Resident's Rights**

Residents of Windsor Aged Care Services are provided with a safe, comfortable, non-threatening, friendly and secure living environment. You are expected to contribute to providing a welcoming atmosphere and assist new residents to adjust to residential care with compassion, kindness and sincerity.

Resident's rights are protected by the Charter of Resident Rights and Responsibilities and conditions imposed by the resident agreement including the knowledge that their place in the facility is protected and secure.

### **Choice and Decision Making**

Staff must understand and respect each resident's right to determine plans, daily choices and decisions about aspects of her/his life e.g. time of rising, choice of clothes, grooming and hygiene choices, meal times, activities etc.

### **Hotel Services**

Windsor Aged Care Services is committed to providing quality care and services to its residents.

#### **Laundry**

All clothing is washed in industrial washers and, when selecting clothing, relatives need to take this into account.

#### **Meals**

A four weekly rotating menu, with seasonal fruit and vegetables, is provided. These menus are regularly reviewed by a qualified dietician. Residents have the opportunity for choice with their meals. Family members are welcome to join their relative at meal times.

Meals are served at the following times. However, this is a guide only, as residents may choose to eat outside of these times for various reasons.

8.00 - 9.30am	Breakfast
10.00am	Morning Tea
12.00pm	Lunch
2.30pm	Afternoon Tea
5.00pm	Tea
7.30pm	Supper

Special Diets are provided as required, e.g. vegetarian or diabetic. Culturally specific meals can be prepared as appropriate. Theme days are planned throughout the year and include menus specific to the theme e.g. Chinese New Year, St. Patrick's Day, Australia Day, etc. Extra drinks and sandwiches are available on request.

Birthdays are celebrated with a cake and staff are invited to join in the resident's birthday celebration. If a resident request that we do not observe their birthday in this fashion, we accede to their wishes.

### **Cleaning**

The facility is cleaned on a daily basis. Every effort is made to ensure that there is minimum disruption to the residents' daily routines. However wet floors are sometimes unavoidable and extreme care should be taken wherever wet floors signs are displayed.

High cleaning i.e. ceiling fans, screens, heaters, etc. will take place periodically and again this process will be facilitated with the least amount of disruption to residents.

It is important that all staff adopt "a clean as they go" process. If an area is soiled after use it would necessary to clean the area, e.g. if a toilet is smeared with faeces after residents use, the expectation would be that the staff member clean the affected area, utilising correct PPE. If unsure, please contact the Registered Nurse, Clinical Nurse or Director of Care for clarification.

***The Director of Care and staff have pleasure in welcoming you as a member of our staff team and wish you a long and happy association with us.***

## **MISSION STATEMENT**

Windsor Aged Care Services's mission is to operate as a centre of excellence in the delivery of quality care to its residents.

## **PHILOSOPY**

Windsor Aged Care Services's philosophy is to care for its residents with respect, kindness and compassion, to uphold their dignity, privacy and comfort, to respect and endeavour to maintain their valued social role while conducting the administration and provision of quality care services in the highest professional manner.

## **AIMS AND OBJECTIVES**

Residents are acknowledged as members of the wider community with all attendant rights and responsibilities and as having a unique social, familial, cultural, religious and spiritual experience

Consultation and choice in all aspects of care and lifestyle while not infringing on anyone else's rights

Enhancement of residents' dignity, privacy and self-esteem

Opportunities to achieve and maintain independence

Freedom of speech without fear of reprisal

Security of tenure in a safe, secure, homelike atmosphere

Encouragement for relatives' involvement in resident care and socialisation

Supporting resident and relatives when life is no longer possible

Resident's clinical care needs will be identified and met by appropriately qualified staff

Consideration for the residents by caring, compassionate, motivated and professional caring staff who work as a team

Conducting facility affairs with integrity and honesty, rendering service on a high ethical level

Continual improvement of the knowledge base of staff by ongoing training

The physical surroundings will continue to improve so the residents will be cared for in a home-like environment

All government changes to regulations will be implemented as applicable

**Dale Hewerdine**  
**Director of Care**

## **Acknowledgement of Receipt of Staff Handbook**

The Staff Handbook is designed to answer some of the questions which may arise in connection with your employment. It also provides you with information outlining processes and procedures affecting your employment.

Provisions of this handbook may be modified, revoked or changed by the Association at any time. Any changes will be communicated to employees.

Your signature below indicates that you have received, read and understood the contents of the Staff Handbook, and agree to abide by the policies.

### **Acknowledgement**

I hereby acknowledge that I have read, understood and will abide by the contents of the Staff Handbook.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_