



## Coming Soon

Our journey of caring and compassion



Private Room



Semi Private Room

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## Today

Our journey of caring and compassion



Angie

Angie Punnett  
Administrator ext: 290  
punnetta@cassellholme.ca



Today, there are 240 licensed beds at Cassellholme. The redevelopment will provide even more.



With over **340** employees, Cassellholme offers Long-Term Care, **PLUS** community based support services, such as supportive housing, an adult day program (AOCLE) and outreach programs.

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Our mission is to provide compassionate, quality care throughout life's journey.  
Our vision is to enhance the lives of the people we serve.

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## Welcome

Diversity, Equity and Inclusion

We work together every day to provide excellent, compassionate care for all of our Residents. We accomplish that best when we also care for ourselves and each other.



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**Welcome**  
Diversity, Equity and Inclusion

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**More Info**  
Check out the Cassellholme website

There's a lot of information about Cassellholme on the website. For instance, on the home page, a black button will replace one of the circle images if there is an outbreak. You'll also find the daily menu and updates about the redevelopment.

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**More Info**  
Download the Cassellholme Handbook

On the website, you'll find the most up-to-date digital version of the Residents' Handbook. It was written for Residents, but you'll find a lot of the information very useful.

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**More Info**  
Download the Cassellholme Handbook

Pay attention to all posted instructions. We're trying to maintain an environment that is safe and healthy for EVERYONE.

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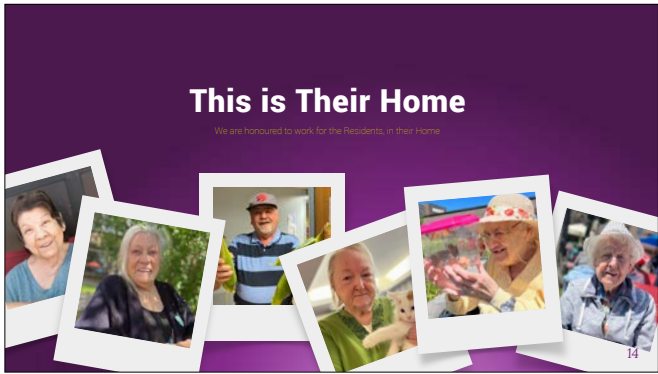
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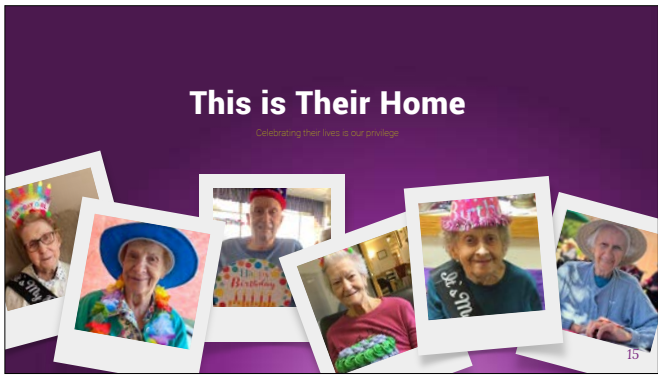
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## Residents' Rights

Download the CLEO booklet

On the CLEO website, you'll find the current version of the Residents' Rights booklet. Read it carefully and take the time to understand each Right. They form the basis of the compassion, respect and care we expect from every Cassellholme team member.

### Every Resident

Bill of Rights for people who live in Ontario long-term care homes

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## Giving

Cassellholme is a charitable foundation

- ✓ Donations support and enrich programs for our Residents. Government funding just doesn't go far enough for the quality of care we provide. Donations large and small make a meaningful difference.
- ✓ As part of the Cassellholme team, you see the need. If you'd like to help, you can donate from your pay cheque. Over a year, if you donate \$5 from each pay cheque, approximately \$300 would directly help Cassellholme Residents and you'd get a substantial tax receipt.
- ✓ In addition to donating funds, we also ask the community to participate in fundraising events by volunteering their time and efforts.



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## Giving

We rely on community support, and we support the community.

- ✓ As much as possible, we get together to support community needs.
- ✓ If you have a cause you'd like help with, ask around. We have a strong culture of giving back.
- ✓ These are some of the events we've participated in:
  - we've given several tonnes of food to local food banks
  - yearly, we participate in the Coldest Night Walk and The Santa Claus Parade
  - we honour those special days in the year that allow us to be intentional about giving



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## How We Support Each Other

- ✓ Tracy Davis [available to support and promote the employees experience and implement initiatives to improve hiring, onboarding, learning, development, inclusion, and growth as to foster a high performing and supportive culture]
- ✓ Get togethers [lunches, BBQs, parties]
- ✓ Mentorship program
- ✓ Compliments forms
- ✓ Send-A-Cards
- ✓ Suggestion box
- ✓ Employee Family Assistance Program [EFAP]

**Our Compliments**

I consent to my compliment being shared with appropriate staff member(s) or volunteer(s) so they can receive recognition and feedback.

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Location: 482 Don Street, 4th Fl., St. Catharines, ON L7R 4V2 | CASSELLHOLME

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We're so glad you're here.

# WELCOME

The Residents of Cassellholme appreciate you bringing your compassion, kindness and skills to their Home. Thank you.

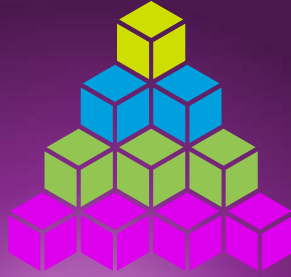
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# Congratulations!

You've been hired! Now, let's build on your successes.

- ✓ Be sure you've met all the Cassellholme Conditions of Employment. A reference checklist is in your Orientation – HR Support Material.
- ✓ Getting here... From your home to the Residents' Home – Cassellholme.
- ✓ Now that you're here... There's more to a successful day than working.
- ✓ Done. Now you're ready to be paid and reap the other benefits of working at Cassellholme.
- ✓ Hang on. What do you do if you have a problem?



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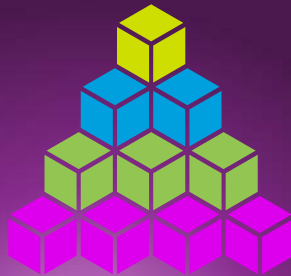
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# Getting Here

From your home to the Residents' Home – Cassellholme

- ✓ There are a number of transit options. Check out the city's Transit page to see what works for you.
- ✓ If you cycle, lock-ups are on the side of the building.
- ✓ If you drive, make note of where you should park. This will change from time to time during the renovations. Usually, you'll park in the lot off of Drew Street. The main lot is primarily for visitors.
- ✓ Be on time. Plan your transportation with enough time to store your personal things in a locker and prepare for your shift.
- ✓ For more information about lockers and change rooms, see the Orientation – HR Support Material.



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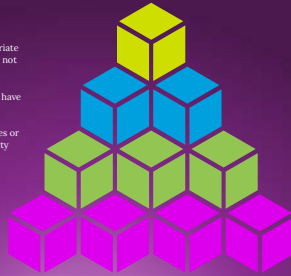
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# Ready to Start?

There are a few more things to check off on your list

- ✓ Start your shift in clean, neat clothes. Wear clothing appropriate to your job – a uniform, scrubs or everyday clothes. If you're not sure, speak to your manager.
- ✓ Be sure you've signed your confidentiality agreement. If you have any questions about what is "confidential", ask.
- ✓ Be sure to watch for health and safety hazards in your clothes or accessories. You'll hear more about that in the Health & Safety presentation.
- ✓ Wear your photo ID badge for the duration of your shift.
- ✓ Once you're ready, use the Bio Scan Clock to "punch in". For more information about Cassellholme's time and attendance system, see the Orientation – HR Support Material.
- ✓ Smile... and have a great day.



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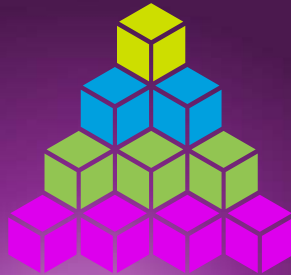
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# In the Beginning...

It's a probation period – for you and Cassellholme

- ✓ To become a permanent employee, you must successfully complete a probationary period.
  - supervisors will closely monitor your work and get feedback from other departments
  - concerns will be addressed as they come up – giving you an opportunity to improve
  - you're encouraged to talk to your supervisors about how you're doing and if you need anything to do your job more effectively or efficiently
- ✓ We want you to succeed. We are revamping our orientation and training processes and creating a mentorship program. We want you to feel supported.
- ✓ Follow Cassellholme's procedures and policies. Ask if you're unsure.
- ✓ Smile... and Good Luck!



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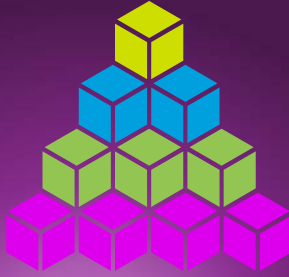
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## Day to Day Tips

A few more things to remember

- ✓ Just say "no" to tips. Sometimes, Residents, their families and/or friends want to show their appreciation by offering you gifts or tips. You cannot accept. Encourage them to fill out a Compliments form [paper or online]. These forms stay in your employment record - making them a meaningful gift.
- ✓ The General Store has various tuck shop items and light lunches for sale. You can visit the store before/after your shift and/or during your breaks.
- ✓ We're proud of the services we provide to our Residents. As a an employee, you also represent Casselholme. We hope you share our pride and expect you to promote positive public relations - even when you're not at work.
- ✓ One last tip - Smile.



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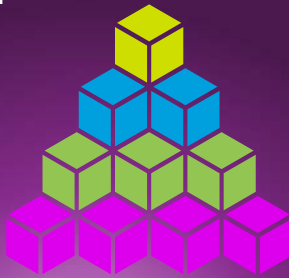
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## You're Doing Great!

Let's get you paid for your hard work.

- ✓ You'll be paid bi-weekly - every other Friday.
- ✓ Your pay is automatically deposited to the financial institution of your choice.
- ✓ You will get an electronic paystub by email prior to payday.
- ✓ If you have any questions or suspect an error on your pay stub, contact your department scheduler or the payroll clerk.



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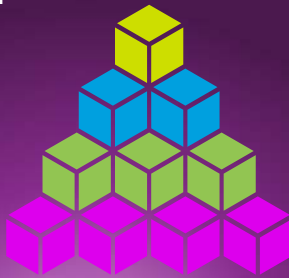
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## You're Doing Great!

It can't be avoided - there are deductions

- ✓ As required by law, Casselholme will deduct the following from each pay:
  - Employment Insurance (EI)
  - Canada Pension Plan (CPP) contributions
  - Federal and Provincial Income Taxes
  - Group insurance premiums and pension contributions [eligible employees who have completed the appropriate enrolment]
  - Union dues [unionized employees]
  - Third party demands, support payments or wage garnishes - these are processed and start when we receive the requests



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## Let's talk about your payroll, benefits and pension



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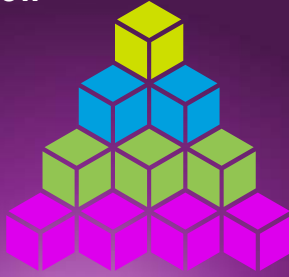
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## There's Room to Grow

We love to promote from within

- ✓ You can apply for job vacancies as described in the collective agreements.
- ✓ Temporary part-time staff can apply for permanent jobs when they are posted.
- ✓ Successful candidates are chosen by their ability to do the job and their seniority.
- ✓ All job vacancies are posted on the union board as outlined in the collective agreements.
- ✓ Non-union vacancies are posted on the non-union board just off the main hall.
- ✓ For more information about eligibility and applying for vacancies, contact your union representative or Cassellholme's Human Resources representatives.



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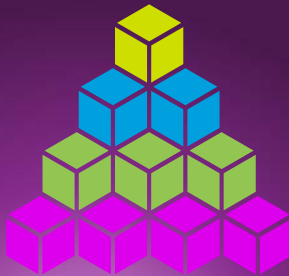
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## If You Need It...

Help is available – info about each program is in the Orientation – HR Support Material

- ✓ Employee and Family Assistance Program [EFAP]
- ✓ Reporting of Abuse or Neglect
- ✓ Immediate Termination For Gross Misconduct
- ✓ Harassment in the Workplace
- ✓ Filing a Complaint
- ✓ Staff Options For Filing a Complaint
- ✓ Whistle Blower Protection [protection from retaliation for filing a complaint]



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