

Employee Bulletin



From the Desk of Lauren Ingalls, CAO

I am proud and inspired how each of you continues to rise to the challenge of the pandemic with courage, resilience, flexibility and a caring heart. As a consequence September was planned to be a month to renew and thank you!

It was so wonderful to see each of you at our annual employee conference and feel rejuvenated, inspired and re-charged. As if the conference was not enough, the long service awards were a wonderful evening honouring over 115 years of long service for 12 recipients ranging from 5 to 32 years. How simply amazing to experience such dedication.

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- Human Resources



Westwinds also released the results of our employee survey. The results were very positive and we are awarding the most pizza parties ever. We thank each of you for your valuable feedback. It was really inspiring to see how Westwinds is truly a great place to work.

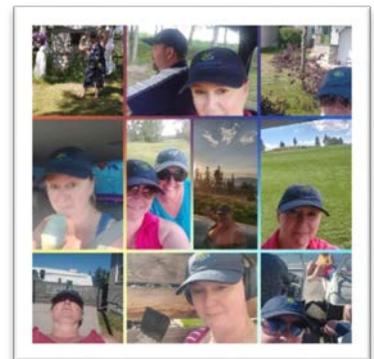
September also marked the commencement of our 60th anniversary social media campaign and employee contest simply for “liking” us – congratulations to Tara Drews for showing off your social media savvy. To finish the



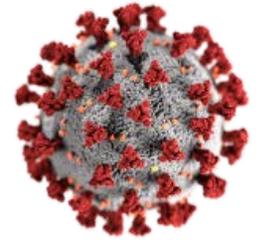
month, I am pleased to announce Michelle Germain as the winner of Show Us Your Westwinds this summer.

With fall activities underway, we have been planning safe guards so we are more pandemic ready as restrictions in our lodges continue to be relaxed. Let’s continue to be diligent with our safety protocols and work together turning this crisis into one of our finest hours. Along with everyone else, I am working hard to cope with the pandemic and we will work together every step of the way. Like most of you, I also have a family to worry about as a mother, wife and daughter. At times like these, the worry list can be long for all of us,

there are no exceptions. But I am also convinced that we have the resources and support, to persevere and continue to lead the way through our next wave of challenges.



Everything COVID!



COVID Outbreak protocol

- When it comes to COVID Outbreak our daily routines do change depending on the situation (resident, employee or both) as [Alberta Health Services](#) (AHS) regulates our actions during outbreak. The first measure is to ensure the isolation and medical needs of impacted resident or employee followed by contact tracing to reduce additional exposure in the workplace.
- All residents and employees who are identified as being potentially exposed will also be quarantined for 14 days and tested.
- Meal tray service in suite will occur for all residents. This measure requires traying of all meals to resident's suites and controlled access to common areas for 14 days. The focus would switch from operating common areas to service delivery to suites. Some employees would be re-assigned to other duties for example Concierge/Screeners.
- High touch point cleaning and medical monitoring (AHS) will continue for the COVID impacted residents and those under quarantine.
- Employees will wear full PPE (gloves, gowns, face shield, goggles and mask) when providing service in these suites.
- All activities, visiting and inter-action will be suspended. Recreation coordinators to release weekly activity packages.
- Westwinds may also consider restricting all non-impacted lodge residents in an effort to significantly reduce exposure to all residents in addition to reducing employee inter-action.
- Your safety remains paramount as Westwinds provides full PPE and is respectful of employee's choice to wear full PPE when on shift during outbreak. Currently the Board of Directors are considering shift premiums for work during a COVID outbreak.
- The best defense is being prepared.

COVID Protocol Changes

- Our most recent COVID changes focus on in suite visitation for residents, return of lodge volunteers, Glen Meads Park and Soderberg tenants return to use the hair salon, larger recreation activities, resident overnight visitation and resident screening upon return to the lodge. Please review COVID letters for additional information.

Asymptomatic Testing

- Asymptomatic testing is available to people who have no symptoms and no known exposure to COVID-19. Testing is being arranged for High Country Lodge – Pharmasave and High Country Lodge - Shoppers Drug Mart. Medicine Tree Manor and High River residents and staff have already participated in this voluntary testing.

EXCITING NEWS!! Your finance department is very excited to announce that **employee expense claim reimbursement will now be paid by direct deposit.** Funds will be deposited directly into the employee bank account currently being used for payroll remittances. Employees will receive a remittance advice, as a notification of the payment via e-mail. Any claims will be processed generally in two weeks with the bank deposit being made on Fridays.

DIRECT
DEPOSIT



HEALTH & SAFETY

Chemical Use

Chemicals can be used safely in the workplace, provided that:

- Hazards are known and understood.
- Chemicals are used correctly.
- The correct equipment for processing chemicals is available, used and maintained.
- Workers are informed about hazards and are trained in the correct procedures to control chemical risks (and they use them).
- Any problems that do arise (spills, splashes and the like) are fixed quickly.



Can you say this for all the chemicals you use at work?

Remember: You cannot eliminate or reduce chemical risks properly unless you have assessed the hazards and worked out how to control any risks arising from use of the chemicals. Every chemical that is a hazardous substance must undergo a risk assessment, to be carried out by the employer in conjunction with workers.



Do you know how to report and injury?



WCB is there to help when an injury occurs at work. To begin the claim process, they need information about the injury from the worker, the employer, and the health care provider.

For workers

If you have been injured at work, WCB are there to help. It's important you report your injury as quickly as possible to WCB after reporting to your employer, if the treatment required is anything beyond first aid or if you missed time from work. Reporting a workplace injury is your right. Ask your Manager for a 'Worker WCB' report to fill out.

If you are unsure about your injury, report it! Westwinds Communities' Incident Reports require 48 hours in which to submit the report to your Supervisor. The sooner your employer receives your information, the faster the claim can be submitted and WCB can process your benefits if entitled and provide you with the support you need.



For employers

When workers are injured on the job, it is required by law to report the injury to WCB within 72 hours. Prompt reporting helps WCB start the claim process and arrange for the help the worker requires.

Upcoming Events

Oct. 19 – 23 Safety T.E.A.M. Week

Congratulations to High Country Lodge for winning the Health & Safety week name competition – thank you to all that participated in the vote.

Safety T.E.A.M. Week (Together Employees Accomplish More)

Coping with Crisis

During times of crisis, we need up-to-the minute information to ensure our safety and the safety of others. However, constantly watching TV, checking social media and scanning newsfeeds can have a serious impact on our mental health and our ability to cope. It's normal to be anxious, scared and confused in uncertain times, but many people can become overwhelmed and experience:

- extreme anxiety
- depression
- sleep issues
- difficulty concentrating
- irritability or mood swings
- fatigue, headaches, stomach aches
- increased use of alcohol or drugs



How do we stay informed without becoming overwhelmed? Here are some ideas to cope when the news is unsettling:

- Take breaks from, or place time limits on, watching, reading, or listening to news stories.
- Social media is a great way to spread news, but it can also be way to spread falsehoods, myths and hoaxes, which only increase our anxiety. Limit your sources of information to reliable and reputable sources.
- Headlines are written to grab your attention. Don't just read a headline, read the details of a story to gain perspective.
- Balance tough news with good news—stories and posts that make you laugh and lift your spirits.
- Set boundaries by not allowing yourself to be drawn into discussions or arguments online or in person about subjects that upset you.
- Make time to unwind and have fun. Play a sport, do crafts, try a new hobby, meditate or play an instrument.
- Use technology to stay connected to people. Video conference with far-flung family, Skype or FaceTime a friend, chat on social media or call and check in with neighbours.
- The most important thing we can do for our physical and mental health during difficult times is to maintain a healthy lifestyle, so try to focus on maintaining a healthy diet, and getting plenty of exercise and sleep.

Let us help

MORNEAU
SHEPELL 

Access your Employee Assistance Program (EAP)
24/7 by phone, web or mobile app.

1.844.880.9142 TTY 1.877.338.0275
workhealthlife.com

Download My EAP app now at your device app
store or scan the QR code.



Finally, if you feel anxious, unsure or unable to cope, contact our Employee Family Assistance Program at **1.844.880.9142** or visit workhealthlife.com for information, resources, online training, podcasts and webinars on handling stress in an uncertain world.

HUMAN RESOURCES

Congratulations to Corporate Office/Coal Trail, Sandstone Lodge and High Country Lodge for surpassing the 75% response rate for this year's employee survey – you WON a PIZZA PARTY!!!



How are you taking care of you? Self-care is vital for building resilience toward those stressors in life that you can't eliminate. Self-care is a conscious act one takes in order to promote their own physical, mental and emotional health. There are many forms self-care may take. It could be ensuring you get enough sleep every night or stepping outside for a few minutes for some fresh air. When you've taken steps to care for your mind and body, you'll be better equipped to live your best life. If you would like to win a \$50 gift card to a place of your choosing, send an email to hr@westwindscommunities.ca telling us how you are practicing self-care. Deadline for submission is November 15, 2020.

COVID-19 Job Protected Leave

Changes to the Employment Standards Code will allow employees to take 14 days of unpaid, job-protected leave if they are:

- required to self-isolate
- sick or caring for a loved one with COVID-19

To be eligible, employees:

- will not be required to have a medical note
- do not need to have worked for an employer for 90 days

This leave covers the self-isolation period recommended by Alberta's chief medical officer. In order to determine self-isolation measures please take the COVID-19 Self-Assessment at:

<https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> and then call 811.

Only on the direction of 811 can self-isolation occur to ensure coverage. Please contact 811 for assessment prior to returning to work.

Westwinds also provides personal leave support through WCB and accrued sick leave depending on the situation.

Financial Supports

The Government of Canada has announced measures to support individuals, businesses and industries with the impacts of COVID-19. These supports include changes to Employment Insurance (EI) and the Canada Emergency Response Benefit (CERB) program. Learn more about [Government of Canada supports](#).

If you are experiencing financial pressures due to COVID, Westwinds can temporarily suspend your group RSP program contribution. Please contact Tara Drews at tara.drews@westwindscommunities.ca to explore this option.

More Conference Highlights

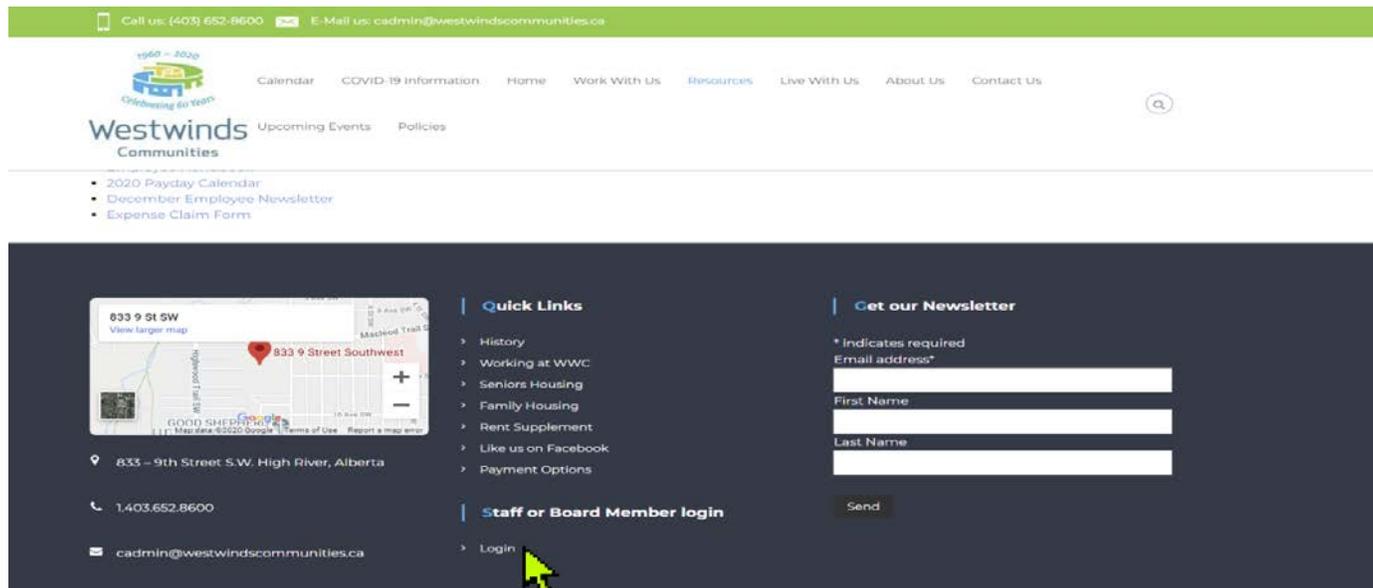


EMPLOYEE ACCESS 24/7 365

We are excited to launch employee access to our [Westwinds Communities Website](#) this is where you will be able to find employee resources from anywhere you have access to the internet.

To log into the Westwinds Communities Employee Account please visit www.westwindscommunities.ca

- In the bottom footer below Staff or Board Member login click Login



The screenshot shows the Westwinds Communities website footer. At the top, there is a green bar with contact information: "Call us: (403) 652-8600" and "E-Mail us: admin@westwindscommunities.ca". Below this is the Westwinds Communities logo and a navigation menu with links: "Calendar", "COVID-19 Information", "Home", "Work With Us", "Resources", "Live With Us", "About Us", and "Contact Us". There is also a search icon. Below the navigation menu, there are links for "Upcoming Events" and "Policies". A list of resources is shown: "2020 Payday Calendar", "December Employee Newsletter", and "Expense Claim Form". The main content area is dark blue and contains a "Quick Links" section with a list of links: "History", "Working at WWC", "Seniors Housing", "Family Housing", "Rent Supplement", "Like us on Facebook", and "Payment Options". Below this is a "Staff or Board Member login" section with a "Login" link highlighted by a yellow mouse cursor. To the right of the login section is a "Get our Newsletter" form with fields for "Email address*", "First Name", and "Last Name", and a "Send" button.

- Enter your email address and password and SIGN IN
- Under the Resources in the header click Employees

Tips for using the Employee portion of website:

- Don't share your password or log in with others, everyone has a unique user name and password
- Be sure to log out when you are done, not just close the site
- Avoid saving your password on the site
- Provide ideas to be included on the site to your community manager or human resources
- Documents can be downloaded to your own computer or accessed direction from the site
- Check regularly for updates, news and newsletters

Payroll Tip

When requesting vacation or sick time off, your request must be entered through the "request time off" tab and not directly on the timecard. Your banked amount will then be updated and the request will automatically populate on the timecard.

From your [ADP](#) home page: **Myself > Time Off > Request Time Off > Request Time Off > Enter Requested Day/s Off > Submit**

Around Westwinds

Have a newsletter suggestion – send it to hr@westwindscommunities.ca or share with your Program Manager.