



Westwinds
Communities

Employee Handbook 2021





EMPLOYEE GUIDE

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General Information and Conduct

On behalf of Westwinds Communities (Westwinds), welcome to our organization! Westwinds is a not for profit organization providing housing and services to seniors, individuals and families primarily within the Foothills Region.

As a key team player, we value your contribution to the organization and to our residents and tenants. Westwinds Communities employee handbook has been developed, as a guide, so you may familiarize yourself with the organization's operations, policies and procedures.

Our commitment to you, is to ensure a quality work environment, where you are treated with dignity and respect. We will provide you with the necessary tools and resources that support integrity, honesty and quality work habits. Regular communication with your Manager, Supervisor and co-workers to ensure a mutually supportive working relationship is encouraged. If you have any questions about the handbook, operations or your contribution to the organization, please feel free to meet with your immediate supervisor. You may also refer to Corporate Policies.

Mission Statement

Westwinds Communities mission is to provide safe, high-quality affordable homes and services that strengthen our communities and enhance the well-being of the seniors, families and individuals who call them home.

Values

- ❖ **Respect** - we cultivate inclusive environments where every person is valued, personal choice is embraced, and independence is respected.
- ❖ **Accountability** - we are accountable to our clients, stakeholders, employees, and communities. Our commitment to excellence is reflected in every decision we make and how we manage our resources.
- ❖ **Service Excellence** - we are professional in all that we do and work hard to exceed expectations. We take time to do the little things that brighten peoples' days and are committed to improving the way community members live.
- ❖ **Safety** - we are committed to the safety of our clients, employees, and stakeholders. We follow protocols and take responsibility for ourselves and those around us.
- ❖ **Innovation** - we foster a culture of continuous improvement; developing creative solutions that deliver on our mission and meet the emerging needs of our communities.
- ❖ **Community** - we strive to build and sustain community in the places where we live, work, and grow. We are mindful of how our decisions affect our families, friends, neighbours and the Foothills Region.

Overview

In the 1950's when Premier Ernest Manning was running for re-election, one of his key election platforms was the creation of homes for the elderly, which would provide accommodation along with the required support services to senior citizens within their communities, and thereby keep them out of the hospital. Following his re-election, the *Homes for the Aged Act* was created and it was under this Act that Westwinds was created in 1960, to operate senior citizens lodges.

- Westwinds original mandate started with Medicine Tree Manor and thereafter was expanded to include High Country Lodge in 1977.
- In 1980, the Senior Citizens Housing Act replaced the Homes for the Aged Act, and as a result had expanded the mandate of housing operators to provide low-income rental housing units. Essentially this Act paved the way for the creation of the senior's independent living program. Soderberg and Spitzee Houses were added to the housing portfolio in the 1980's.
- In 1990, Sandstone Lodge opened and was later expanded in 2002.
- In 1994, bill 34 – the Alberta Housing Act was passed which enabled the provision of basic level of housing accommodation for persons who because of their financial, social or other circumstances, require assistance to obtain or maintain their housing accommodation.



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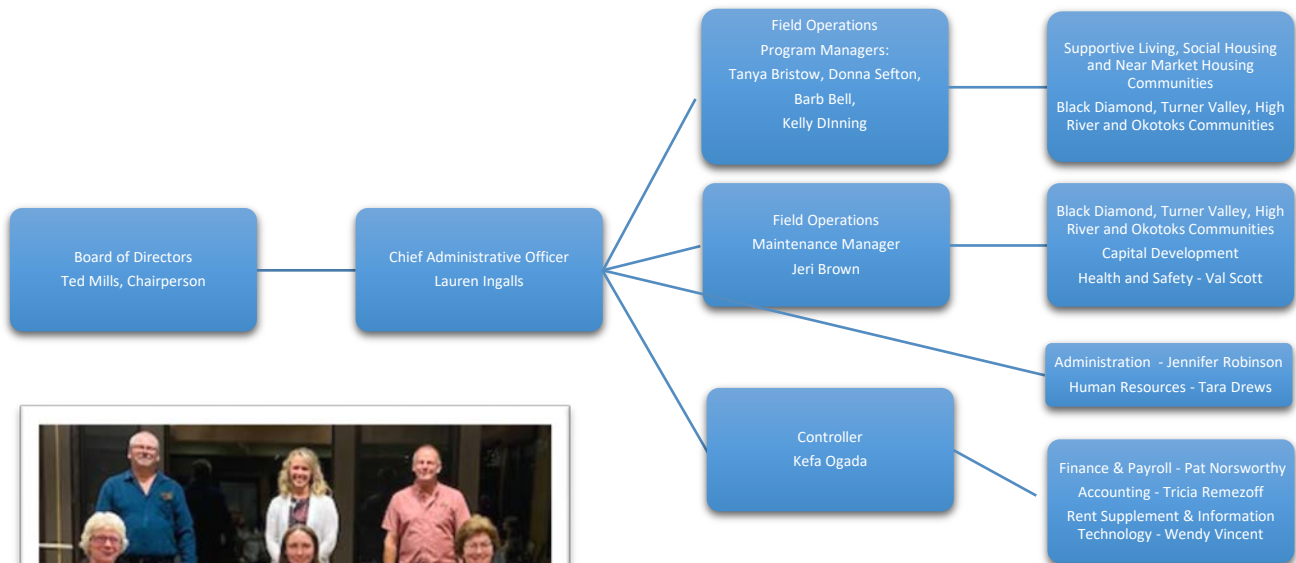
Westwinds Communities was officially established under Ministerial Order as a Housing Management Body, responsible for the provision of supportive and social housing programs in the Foothills region. As a consequence in 1995, Westwinds amalgamated with three agencies to manage five additional senior's Independent Living Communities and the region's Community Housing.

- In 2009, services were expanded to include Rent Supplement programs for the communities located within the Foothills County along with the inclusion of the Towns of Vulcan, Nanton, Claresholm, Granum, Cochrane and the neighboring communities. In future years Westwinds commissioned Near Market housing in Black Diamond, Okotoks, High River and Turner Valley.
- Medicine Tree Manor was undergoing major renovations when it was destroyed by fire in 2015 and reopened in 2017.
- In 2021, Westwinds will acquire land in Okotoks to develop a new affordable housing project.

Westwinds Communities is governed by ten (10) Directors; six (6) appointed by and representing the Council of a participating Municipality, one (1) Member at Large and three (3) Members at Large appointed by the Board.

The Board of Directors set and approve Westwinds' budgets and policies in the Seniors Supportive Living and Near Market Housing programs. The Province of Alberta approves the Seniors Independent Living and Affordable Housing program budgets.

Organizational Chart





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Properties and Programs

Westwinds Communities operates the following properties and programs:

Seniors' Supportive Living Communities

Medicine Tree Manor	High River	100 Units
High Country Lodge	Black Diamond	41 Units
Sandstone Lodge	Okotoks	46 Units

Seniors' Independent Living Communities

Spitzee House	High River	30 Units
Soderberg House	High River	20 Units
Glen Mead Park I, II, & III	Black Diamond	40 Units
Valley Villa	Turner Valley	4 Units
Sheep River House	Okotoks	24 Units

Affordable Family Housing Units

3 four-plexes

Okotoks

Near Market Housing Units

6 Multi-family homes

Black Diamond

6 Multi-family & 1 single family homes

Turner Valley

3 Multi-family & 6 single family homes

Okotoks

62 Apartment Units, 1-3 bedrooms

High River

A seniors' *Supportive Living Community*, is a hospitality style facility providing accommodation to the seniors of Alberta. Caring and competent employees provide housekeeping, meal services, maintenance, 24 hour non-medical monitoring and recreational programs to the residents of supportive living communities which are operated by Westwinds Communities. Westwinds partners with other public service agencies to offer Home Care Services and supports. Supportive Living Communities are not health care centres, and as such, residents are responsible for arranging their own medical and nursing needs. 85% of our employees work directly in this program.

A seniors' *Independent Living Community* is an apartment or townhouse like facility providing social housing. Westwinds Communities provides property management and maintenance to its independent living communities. Rent is calculated at 30% of income. Program financial thresholds apply.

The *Affordable Housing Program* is designed to provide affordable rental accommodation to low and moderate-income families and others who are unable to obtain adequate and affordable housing within the private sector rental market. Rent is calculated at 30% of income. Program financial thresholds apply. Westwinds Communities provides property management and maintenance for this program. Qualifying employees may apply for housing in this program.

The *Near Market Housing Program* is intended to provide rental accommodation to working families and those with special needs at a rate of 10% below current fair market rent within the community in which the home is located. Program income thresholds apply. Westwinds Communities provides property management, maintenance and asset management for this program. Qualifying employees may apply for housing in this program.

The *Direct to Tenant Rent Supplement Program* is intended for families with two or more dependents who are paying more than 60% of their combined gross income towards rent. Individuals with special



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circumstances may also qualify. The maximum monthly subsidy is \$600 paid directly to the tenant. Westwinds has no property management function with this program and assists approximately 160 households administered through the Corporate Office. Program financial thresholds apply. Qualifying employees may apply for housing in this program. *This program is currently suspended and under provincial review.*

Manuals

Westwinds has two policy manuals located on the organization's shared drive. Staff may reference hard copies of the policy manuals from the staff room – please do not remove. Please ensure your familiarity with Westwinds policies provisions. The manuals include:

- Corporate policy manual – overview of operational, human resource/employment and program policies for Westwinds.
- Health and Safety manual for policies and practices relating to Westwinds workplace Health and Safety program.

Code of Conduct

Westwinds Communities expects that each employee represent Westwinds in a professional manner focusing on quality customer service. A respectful team approach to our work is expected in addition to, open honest two-way communication. All employees are to take responsibility to respect others who may have different beliefs, backgrounds, or other differences and to display common courtesy in their dealings with one another.

The standard business practices, which we expect of our employees, include:

- Exercising good business practices and judgment in a professional manner;
- Arrive at work on time, in uniform and prepared to provide excellent customer service;
- Avoiding workplace discussions of issues likely to generate disputes;
- Maintain resident/tenant and workplace confidentiality;
- Avoiding racial, ethnic, gender or sexually-oriented jokes and comments;
- Avoiding invasion of staff, clients and customers personal privacy;
- Avoiding use of position authority, power and influence for personal gain or comparative advantage;
- No gossip about staff or clients;
- No sleeping on shift;
- No use of drugs, cannabis or alcohol while working;
- No family/friends coming into the work place during shift hours, unless with prior permission of the Program Manager;
- While on duty, employees are not to use personal cellular telephones, computers, tablets, etc. If you require your device for work then you can carry it, if not it is not to be with you; and
- No smoking except in designated areas, and during scheduled rest breaks.

"Long term success in a work environment can often be predicted based on the level of trust, respect, honesty, humor, integrity, hard work, communication and shared responsibility that is exhibited by its people."

Ethics

All employees of Westwinds Communities are expected to be honest and of high integrity. In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises, where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate Supervisor and/or Manager. If the matter



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remains unresolved please consult with the Chief Administrative Officer.

Workplace Equality

Westwinds Communities believes in the dignity of all people, their right to respect, equality of opportunity and equal life chances. We value the strength that comes with individual differences and the positive contribution that diversity brings to our organization. All employees are expected to be respectful of our individual differences and foster an environment of inclusion.

English is the official language of our workplace. We recognize the cultural diversity of our organization as strength, and therefore expect that employees, whose first language is not English, do not speak in foreign languages in front of co-workers and residents/tenants.

Workplace Relations

Westwinds Communities expects all employees to exhibit the highest standards of behavior in carrying out their duties and responsibilities as follows:

Resident/Tenant

Employees of Westwinds Communities are prohibited from having any form of personal financial or non-financial dealings with residents/tenants and/or their families - including selling, buying or borrowing, receiving tips and gratuities, gifts and other forms of financial/monetary or non-financial favor including personal relationships. Exceptions exist with family members.

Conflicts between employees and residents/tenants, or conflicts between residents/tenants must be documented on an “Unusual Incident Report” and immediately submitted to the Manager following the conflict/incident.

Westwinds is also not a personal care facility but provides services to functionally independent seniors. Neither Westwinds nor its employees provide medical advice or services (including lifting a resident). Westwinds relies on Home Care and the residents care team (family, physician and specialists) to arrange personal and medical care for the resident. Employees are not permitted to lift a resident under any circumstance – safe work procedures will be reviewed.

Volunteers

Volunteer contributions are greatly appreciated by Westwinds. Employees/Volunteers must take reasonable care that their Oath of Confidentiality is continuously maintained. Unauthorized discussions regarding residents/tenants by staff is strictly prohibited.

Home Care

It is expected that employees will interact with Home Care in a manner that affords professionalism, trust and respect, as well as maintaining their Oath of Confidentiality. Discussion revolving around residents and resident care are restricted, taking into consideration the “need to know” practice. In most cases, discussions about resident care should be between Home Care and the Manager.

Contractors

Contractors and their employees working in a community site must comply with Westwinds’ Health & Safety Policies and Standards and related federal, provincial and municipal statutes and regulations. All contractors are required to have completed a Contractor’s Health and Safety Agreement. When reporting to sites contractors, are required to sign in and out, complete an H & S orientation, wear a contractor nametag, and use any required Personal Protective Equipment (PPE).



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Communication

Communication is a two-way process. Employees are highly encouraged to share their suggestions and/or thoughts on Westwinds operations, working conditions and processes, with their Supervisors or Manager. It is the responsibility of the Departmental Supervisor or Manager to act as a link between their direct report(s), in addressing their questions and concerns, or where necessary – engage the appropriate management.

As outlined in the Alberta Human Rights Act, there are many different ways to describe ourselves. Using accurate terms and inclusive language helps us avoid making incorrect assumptions. Inclusive language comes into play when discussing gender, gender identity, sexual orientation, marital status, family structure and relationships.

Pronouns are an important part of inclusive language. Pronouns are words we use to refer to someone instead of their name, such as he/him, she/her and they/their. It is important to use the pronouns and name that a person goes by in their daily life – just like if someone asked you to call them Bob rather than Robert!

Your role is to listen for, inquire about and use the language that people use for themselves. Using correct pronouns and inclusive language helps everyone feel safe, respected and understood.

Employment

We are committed to providing our employees with a quality stable work environment which affords equal opportunity for learning, advancement and personal growth. Creativity and innovation are the cornerstone of our success and therefore highly encouraged.

Above all, employees are provided the same concern, respect, and caring attitude within the organization, and are also expected to mirror the same principles in all business engagements.

Position Description

Outlines the employees' primary job, responsibilities, knowledge, skills, abilities, the required competencies, and hours of work. The position description is included with your letter of offer, and also available in Westwinds Communities policy manual.

Employment Status

Westwinds Communities offers the following employment terms:

- Full-time employment works 35-40 hours per week;
- Part-time employment have a set rotation work schedule, and generally work less than 1,820 hours per year. Part-time positions which regularly work an average of 25 hours or more per week are eligible for benefits;
- Casual employment has no established hours and provides relief coverage for short durations, normally covering absences due to employee vacations, illness, etc.; and
- Term employment – employees hired on a designated term basis.

Absenteeism and Late Reporting

Employees must notify their immediate supervisor as soon as reasonably possible if they will not be able to work their shift due to sickness, family emergency, injury or accident, or any other situation that prevents them from coming to work. The preferred minimum notification timeframe for absenteeism due to illness is 6 hours for all shifts. A medical certificate from a doctor will be required after three-days of consecutive absences, or where required at the discretion of the supervisor/manager. Please note that Westwinds does not reimburse employees for the cost of a



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Doctor's note.

Employees who report late for duty or leave early will receive a loss in pay, calculated to the nearest quarter hour, on the next scheduled payroll run, unless the employee and Supervisor have mutually agreed on how to make up for the lost time.

Shift Schedules

Shift schedules are based on a set work rotation and scheduling. Westwinds strongly discourages shift swapping. Any work schedule changes must be approved by the employees' immediate supervisor or Manager.

Duty Descriptions/Work Routines

Outlines the specific duties/tasks with applied timeframes have been developed for all positions and are Community specific. It is the responsibility of the employee to review and report any changes in safe work procedures.

Breaks

All staff are entitled to receive one unpaid 30-minute meal break, during each full shift worked, which is equal to or in excess of five consecutive hours. The Department Supervisor and/or Manager will schedule times of meal breaks. Employees are also entitled to 2 "paid" 15 minute rest breaks for each full shift worked (7-8 hours). Rest breaks must be taken within the employee's work Community. With the notification of the Department Supervisor and/or Manager, an employee may leave their work during and/or for the duration of the scheduled meal break.

Employees, who are directed to work during their scheduled meal or rest break, are provided with time during their work shift, equal to the break missed/interrupted or paid overtime. The need to require an employee to miss a break should only occur in emergency circumstances.

Dress Code

Centre Coordinators, Food Services, Housekeeping and Maintenance personnel are required to wear uniforms. Uniforms must be in good repair, modest, clean and neat in appearance. The following uniform standards are required:

- Food Service cooks wear white and or black "Cooks Jackets" with black pants
- Dietary aids wear white/black scrub tops and black pants
- Centre Coordinators and Housekeepers wear blue scrubs (medium to dark shade)
- Maintenance wears a Westwinds shirt with jeans/dark pants.

Uniform reimbursement is available to employees working in these positions when purchasing specified clothing as per above. Full-time employees are eligible for reimbursement up to \$250 per year and maintenance, part-time and casual employees are eligible for reimbursement up to \$125 per year. Seasonal employees may be eligible for \$75 per year.

Employees not required by policy to wear uniforms (recreation and administration), may wear "business casual" clothing and walking shoes. Westwinds has a casual Friday practice for employees not required to wear a uniform. Blue jeans are permitted in the workplace on Fridays as long as they are in good shape (no frays or holes) and provide full coverage.

Employees are required to wear fully enclosed, low-heeled shoes, which provide good foot support. Soles must be skid resistant and non-marking. Footwear must be correct for the work environment/hazards, providing the proper protection for the worker. Footwear must be of a style and appearance suited to working with our diverse client base. Hiking boots and sandals are



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permitted for positions that are not routinely exposed to hazards. Footwear must be clean and neat in appearance at all times. Maintenance personnel must wear CSA safety boots/shoes where required under Health and Safety standards.

Hair, including beards and mustaches, must be clean and neat in appearance. Hair nets are provided by Westwinds and must be worn at all times by those handling food, and/or working in an active food handling environment. Hair and beards must be completely covered. All hair must be lifted off the face and secured as to not pose a safety risk from operating or handling work equipment.

Jewelry is restricted to items, which during the normal course of completing work presents no hazard to residents, fellow employees or themselves – for instance wedding bands, rings, sleeper or small stud type earrings, and watches.

Maintenance has specific requirements with respect to beards and mustaches to ensure safe PPE use.

General Dress Code Guidelines

- Designated employees are expected to wear uniforms.
- All employees are expected to wear clean footwear at work.
- Identification badges/name tags are to be worn at all times while on shift. Lost or damaged badges are to be reported immediately to Human Resources.
- Protective clothing and other safety apparel, if required, may be provided by the employer. It is the employee's responsibility to use the provided Personal Protective Equipment (PPE) as intended.
- Westwinds encourages a scent free environment.

Personal Hygiene

Employees must remain conscientious of their personal hygiene at all times. Hands are to be washed in designated hand-washing sinks:

- At the start of a shift;
- Before and after breaks;
- After using the washroom;
- When moving from a “dirty task” to a “clean task”;
- Prior to handling or serving food;
- Prior to masking and after removing a mask; and
- Any other time hands may be contaminated for example sneezing, blowing nose, touching face or hair.

Food Service

Fingernails must be clean, neat and short. No nail attachments or nail polish is permitted in food service areas. Disposable gloves are worn while doing specific tasks and also when the employee has an open wound/band aid. Gloves must be changed after breakage in addition to anytime you would have otherwise washed your hands (see above).

Onboarding

Westwinds recognizes that there is never a second chance to make a first impression so we make every attempt to ensure that new hires feel welcomed, valued, respected and prepared for what lies ahead during their orientation (onboarding) process. In addition to learning the job tasks and responsibilities, orientation includes job shadowing. We know existing employees will make our new employees feel welcomed and informed. Westwinds ensures that all employees receive the following training:

- Westwinds policies, procedures and forms;



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- Health and Safety orientation, Workplace Hazardous Materials Information System (WHMIS) and Musculoskeletal training; and
- Site tour, job specific orientation and training.

Education & Professional Development

Westwinds promotes routine learning for our employees through regular health and safety sessions, first aid/CPR (role dependent), annual training sessions and self-paced learning on the Learning Centre. Employees are also eligible to apply for funding to enhance their workplace skills.

Employee Portal

To log into the Westwinds Communities Employee Portal visit www.westwindscommunities.ca this is where you will find information such as employee information, employee forms and other important employee resources that can be accessed with internet access 24/7.

Internal Postings

Employment vacancies will be posted internally within all Communities for five days. Employees are encouraged to pursue internal employment opportunities for which they feel appropriately qualified. Those wishing to respond to an internally posted position, must complete an internal application form (See Employee Portal), have completed their probationary period and forward it to Human Resources at hr@westwindscommunities.ca or inter-office mail by the deadline.

Performance Management

The evaluation of employee's performance is ongoing and the responsibility of the employee's immediate Supervisor and/or Manager to keep the employee apprised of how they are doing in their current position. Formal written performance evaluations are conducted as follows: probationary, year one employment and then annually thereafter for all permanent positions. Employees are encouraged to actively participate in their performance review and are required to complete their own self appraisal as part of the performance management process including comments and justification for the rating.

Employee performance may also be recognized through the **Above & Beyond Recognition Program** which allows co-workers, supervisors, managers, clients and volunteers to nominate an employee for exceptional performance. Employees are eligible to receive rewards up to twice a year. Program brochures are posted in staff rooms and common areas.

Westwinds Communities has a Progressive Discipline Policy, which allows for one verbal warning, one written warning and a final warning (for non-substantial breaches in policy and/or protocol). Westwinds Communities believes that all employees wish to contribute to Westwinds operations, image and client experiences, in a positive and successful manner. When job expectations or Westwinds Communities policy requirements are not met, your immediate Supervisor and/or Manager will meet with you, discuss the concerns and give you guidance on how to improve, along with any required support for identified training and coaching needs. Ongoing non-compliance may lead to termination of employment.

Compensation

A shift schedule covering all full-time, permanent part-time and casual employees will be posted at each Community in a designated area for a minimum of 4 weeks in advance. Employees are trained in ADP by Human Resources. The Manager will familiarize new employees with the location of the schedule and ADP Payroll system. Employees are expected to follow the official schedule, which covers regular shifts, vacation days, statutory holidays and other approved days off.

It is the responsibility of every employee to review their own time card in ADP, whilst also continually



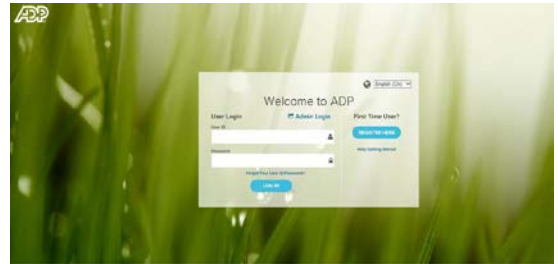
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meeting the required time card input deadlines. Employees are also responsible to update all personal information in ADP. If your banking information changes it must be submitted to Payroll at least one week prior to payroll cut off. Errors in pay must be reported immediately to the supervisor/manager and/or payroll. Employee payroll errors are corrected on the next scheduled payroll run.

All employees are paid on a bi-weekly basis, following the conclusion of a pay period. Pay cheques are deposited directly into the bank account of the employee's choice. Pay stubs are available to each employee on their personal ADP website.

Wage Rate

A wage scale for each position is based on an assessment of the job, market conditions and the salary ranges in comparison to other comparable positions within Westwinds. All employees are paid within the range applicable to their position. Individual employee's salaries are reviewed on their anniversary date and cost of living reviews are conducted by the Board of Directors on an annual or semi-annual basis. Employees working shifts in other positions will be paid at the wage scale established for that particular position. Employees may be eligible for a shift premium if the majority of their shift is in the evening, night and on weekends.



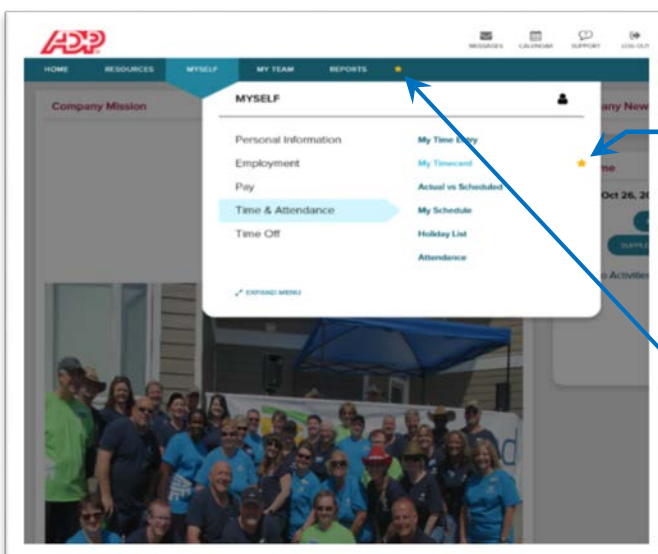
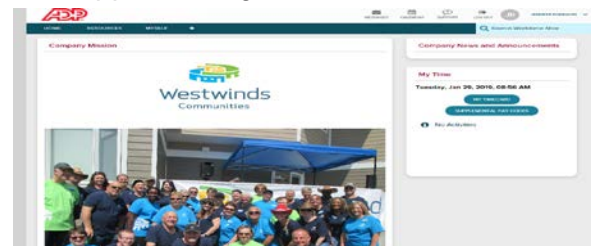
Payroll - Tips to Navigate ADP Payroll System

How Do I Log On The System?

- Website:
<https://workforcenow.adp.com/workforcenow/login.html>
- From the home page enter> YOUR USER ID AND PASSWORD
- Click on LOG-IN
- To logout, press the arrow exiting a door key in the upper mid right corner.

How Do I Review Westwinds Announcements?

Click on HOME page, you will see COMPANY NEWS AND ANNOUNCEMENTS



To create a time card short cut:

1. Click "Myself"
2. Click "Time & Attendance"
3. Scroll over "My Timecard" and press the star. The star will turn gold indicating creation of a short cut.

Where to access your completed short cuts – just click the star and you are at "My Timecard"



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How Do I Create Shortcuts?

- Go to MYSELF>TIME AND ATTENDANCE>MY TIMECARD. Click on the ★
- Go to MYSELF>TIME OFF>REQUEST TIME OFF. Click on the ★
- Go to MYSELF>TIME AND ATTENDANCE> MY SCHEDULE. Click on the ★
- Go to MYSELF>PAY>PAY STATEMENTS. Click on the ★
- Go to MYSELF>PERSONAL INFORMATION> PERSONAL PROFILE. Click on the ★
- Go to MYSELF>TIME OFF>TIME OFF BALANCES. Click on the ★

How Do I Create A Time Off Request? (For Vacation, Sick, Bereavement, Jury)

- Go to ★ REQUEST TIME OFF;
- Click below the START DAY and END DAY cell for the day you want to create a time off request;
- Click on the circular reference to generate type of time off available;
- Click on TIME OFF POLICY, AMOUNT and START TIME. Add comments if needed.
- Click on SUBMIT.

Tips: enter one week at a time

The image contains three screenshots from the ADP employee portal. The top screenshot shows the main dashboard with a navigation menu and a 'Request Time Off' button highlighted. The middle screenshot shows the 'Request Time Off' form with fields for 'Start Day', 'End Day', 'Time Off Policy', 'Amount', and 'Start Time'. The bottom screenshot shows the 'Myself' menu with options like 'Pay Statements', 'My Timecard', 'My Schedule', and 'Request Time Off'.

How Do I View My Schedule – if I am part-time or full-time?

Go to ★ MY SCHEDULE

How Do I Change Contact Information: Address and Emergency Contact?

Go to ★ PERSONAL PROFILE

- Add or change your personal information, as appropriate. Click >SAVE.
- Any changes to your tax withholding information must be requested through Human Resources at the Corporate Office.

The image shows a screenshot of the ADP employee portal with the 'Personal Profile' menu item highlighted in the 'MYSELF' dropdown menu. Other menu items include 'Personal Information', 'Employment', 'Pay', 'Time & Attendance', and 'Time Off'.



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How do I View My Pay Cheque Statement and Pay Rates?

Go to PAY STATEMENTS

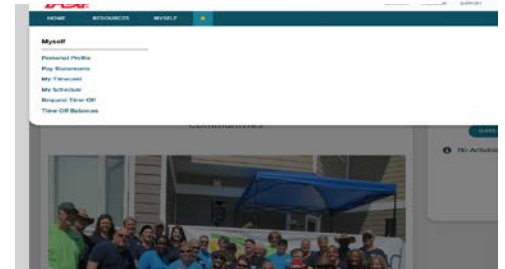
- Click on the cheque stub to select the pay period statement you want to view



How Do I View My Time Off Balances?

Go to TIME OFF BALANCES

If you want to view the balance for a date other than today's date, enter the "BALANCES AS OF". Then, review your balances.



How Do I Verify My Time Sheet?

From the home page, click MY TIMECARD.

- Click on SCHEDULE.
- Verify the TIME IN and TIME OUT columns on the row for the appropriate day, enter any altered worked dates.
- Enter times for different departments that are assigned (you will be notified)
- To assign your hours to a specific DEPARTMENT or JOB, click the LOOKUP button in the relevant columns and select the appropriate codes. Check hours for each pay period week. Click> SAVE.

Timecard		Totals	Schedule	Supplemental Pay Codes	Time Off Balances				
	WEEK 1	IN - OUT		PAY CODE	HOURS	DEPARTMENT	JOB	LOCATION	DAILY TOTALS
Wed	05-06	08:00 AM	- 11:00 AM		3.00	750	105	MTP	
	05-06	11:00 AM	- 02:00 PM	EMERGENCY REGULAR	2.50	730	104	MTP	
	05-06	02:00 PM	- 04:00 PM		2.00	750	105	MTP	7.50

Overtime

Non-management employees are entitled to overtime pay, or time-off in lieu in accordance with the Alberta Employment Standards Code. Overtime is paid when an employee is requested and/or required to work more than 8.00 hours during one work shift or more than 40 hours in 1 work week. The hours of entitlement and rate of overtime paid shall be in accordance with the Alberta Employment Standards Code.

General Holidays - Westwinds recognizes the following general holidays:

- | | | |
|----------------------|---|-------------------|
| • New Year's Day | • Canada Day (As per Alberta Labour Standards, some exceptions) | |
| • Alberta Family Day | • Heritage Day | • Remembrance Day |
| • Good Friday | • Labour Day | • Christmas Day |
| • Victoria Day | • Thanksgiving Day | • Boxing Day |

Regular full-time employees shall be entitled to one day off with pay for each General Holiday if they were not scheduled to work that day. If they were scheduled to work, then they will be paid at 1.5 and in addition, one day off with pay. Permanent part-time staff or casual employees, General Holiday pay applies if the employee regularly worked on the day of the week that the statutory holiday falls. The employee would be paid 1.5 times what they would normally earn for the hours worked in addition to their daily wage.



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Benefits

As a condition of employment and after successfully completing a probationary period, at 3 calendar months of employment all permanent full-time and permanent part-time employees who regularly work an average of 25 hours or more per week, must participate in Westwinds Communities Group Benefits Plan. The premiums for most of the insured benefits included with the group plan are shared between the employee and Westwinds. Components of the Group Plan include:

- Comprehensive Health includes: hospitalization, prescription drugs and medical and vision care
- Basic Group Life & Dependent Life Insurance
- Basic Accidental Death & Dismemberment Insurance
- Long Term Disability Insurance (LTD)
- Basic Dental Care
- Optional: Additional Life Insurance, Extended Group Life Insurance, Voluntary Accidental Death & Dismemberment Insurance and Critical Illness



Let us help

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.



All employees receive confidential complimentary access to the Employee Family Assistance Program (EFAP) at the commencement of employment.

Registered Retirement Savings Plan (RRSP)/Tax Free Saving Account (TFSA) Savings Plan - Upon successful completion of the probationary period and 1,007.5 hours of service, all employees can participate in a Group RRSP/TFSA plan. Westwinds will provide a contribution of \$20.00 per pay period to the RRSP and employees must contribute at least \$20.00 per pay period to participate in the program to either the RRSP and/or TFSA. Employees must have employment hours to contribute in the program. Westwinds assumes no liability for the program.

Rewards and Recognition

Long-term service is recognized in intervals of 5 years of uninterrupted and continuous employment with Westwinds in a permanent full-time or permanent part-time position. Once a year, the Board of Directors will host an Awards Dinner to honor Westwinds employee's long service award recipients and also to present them with their award.

Westwinds Communities Board of Directors may also provide our employees with a Christmas gift in recognition of employees' conduct and dedication. Pre-qualifications apply.

Westwinds also has an informal recognition program that recognizes everyday workplace heroes. When resources permit, Westwinds provide financial bonuses to employees who exhibit exemplary conduct and performance as recommended by their supervisor.

Employee's exceptional performance may also be recognized by co-worker, clients, client's family members, volunteers and or community members through the ***Above and Beyond Program.***

Meals & Beverages

Water, coffee, tea, milk and juice are provided in nominal quantities to employees courtesy of Westwinds at each meal or rest break. Westwinds does not provide meals or snacks. For the benefit of those employees wishing to purchase their main meal at their community of employment, please check with Food Services for availability at least ninety minutes prior to meal time.



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Meals must be purchased in advance from food services, at the posted Meal to Wheels rates. As all communities have designated staff rooms, employees should consume their meals and/or beverages within the designated staff rooms. Employees are responsible for cleaning up following their meal and for returning to the community's kitchen, all utensils, plates, etc. issued.

Parking

Parking and plug-ins may be available for staff at each Community in the designated staff parking areas.

Vacation

Employees requesting vacation must complete a time off request through ADP. Vacations will be approved with consideration by the employee's immediate supervisor, who will ensure that any required coverage is in place.

- Permanent full time and part-time employees are eligible to take vacation upon successful completion of their probationary period with continuous employment. Employees are eligible to take vacation for any earned vacation entitlement accrued. Please book vacation early to avoid being scheduled for work during your preferred vacation time off.
- The maximum carry over for accrued vacation is two weeks as of December 31st of each calendar year. Approval of the Manager or designate is required for employees who request a vacation carryover accrual of more than two weeks.
- Casual/Relief and Temporary Employees will receive a vacation payment on each regular pay cheque based upon a percentage calculation.

Staff Meetings

Staff meetings represent Westwinds mechanism to ensure employees are informed of operational activities and changes and to provide informal education and refreshers. Staff meeting dates and times are posted a month in advance. It is Westwinds expectation that all employees attend staff meetings and mandatory training unless the employee is off on vacation, leave, or coming off of night shift. Employees are paid minimum wage to attend staff meetings.

Leaves

Westwinds supports employees requiring time away or facing challenging circumstances. This section contains brief information on the more common leaves. Westwinds also has policies pertaining to jury duty, reservist, citizenship ceremony, critical illness of a family member, death or disappearance of a child, domestic violence leave, long term illness and injury leave and leave of absence – please see policy 5.266 for complete information on all leave policies.

Bereavement

Westwinds grants three days leave with pay to employees having completed their probationary period with Westwinds Communities for specified family members.

Maternity

An employee who has completed 90 days of continuous and uninterrupted employment with Westwinds is entitled up to sixteen weeks of unpaid maternity leave. Employees are required to provide their immediate Supervisor with six weeks written notice of their intent to commence maternity leave. Employees are required to provide their immediate Supervisor with written notice of intent to return to duty within four (4) calendar weeks of their intended/scheduled date of return. Qualifying employees are eligible to access up to six weeks of sick leave during maternity, less any government payments following written confirmation of delivery and receipt of government benefits. Employees must pay benefits to maintain eligibility.



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Paternity, Parental & Adoption

Full and part time employees who have completed 90 days of continuous and uninterrupted employment with Westwinds may be granted parental leave. Leave is not to exceed sixty-two calendar weeks, and is granted without pay. Employees are required to provide their immediate Supervisor with six weeks written notice of their intent to commence leave. Employees are required to provide their immediate Supervisor with written notice of intent to return to duty within four (4) calendar weeks of their intended/scheduled date of return. Employees must pay benefits to maintain eligibility.

Compassionate Care

Full and part time employees who have completed 90 days of continuous and uninterrupted employment with Westwinds may be granted compassionate care leave. Leave is not to exceed twenty-seven weeks, and can be split into multiple installments, but each period must be at least one week in length, and is granted without pay or benefits. Employees are required to provide their immediate Supervisor with two weeks written notice of their intent to commence leave, or as soon as reasonably possible. Employees are required to provide their immediate Supervisor with written notice of intent to return to duty within two calendar weeks of their intended/scheduled date of return. Employees must pay benefits to maintain eligibility.

Sick Leave

Westwinds Communities affords to its employees sick leave benefits which are intended to provide them with income protection if for reasons of personal illness or injury they are unable to work. Permanent full time and permanent part time employees of Westwinds, who have successfully completed a probationary period of three continuous month's employment with Westwinds, shall be entitled to access their earned sick leave credit benefits.

A physician signed medical certificate stating that an employee is able to safely assume the full responsibilities of their position of employment must be provided following an absence for illness or injury exceeding three days. Employees who are unable to provide a satisfactory medical certificate will not be permitted to commence work and may be considered absent without pay until such time that a signed medical certificate is provided. Westwinds Communities assumes no responsibility for any costs incurred in obtaining a medical certificate. Westwinds will request employees comply with our sick leave procedures when absences extend beyond three days.

Drugs, Cannabis and Alcohol

Westwinds Communities will not tolerate or condone substance abuse or impairments. It is our policy to maintain a workplace free from alcohol, cannabis and drug (prescribed or otherwise) abuse and its effects. Westwinds employees are under no circumstances, permitted to consume alcoholic beverages, cannabis edibles or drugs which lead to impairment, when on duty including participating in resident/tenant or staff social activities.

It is the policy of Westwinds that employees who engage in the sale, use, possession or transfer of illegal drugs or controlled substances, or who offer to buy or sell such substances; the use of alcohol, cannabis or controlled substances during working hours; or the abuse of prescribed drugs or controlled substances, will be subject to disciplinary action up to and including termination. It is the policy of Westwinds Communities to commit the resources necessary to achieve and maintain a drug-free, cannabis-free and alcohol-free environment, and to this end, Westwinds Communities expects the full support of this policy by all employees and all persons doing business with the company.



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Smoking in the Workplace

Smoking by employees, residents, tenants, contractors and/or guests on any of the properties operated by Westwinds Communities is not permitted, except within the designated smoking area. Employees are permitted to smoke only during approved breaks in the designated smoking areas and are not to cause resident congestion. Employees who smoke are responsible for keeping the smoking area clean by using ashtrays, and discarding butts and ashes in a safe manner using the appropriate container outside the building/community. Smoking is not permitted within any Westwinds Communities vehicle. Smoking provisions also include the use of e-cigarettes and cannabis.

Personal Vehicle Use

On occasion, employees may be required to use their own vehicles for company purposes with few exceptions, these situations will be restricted to management personnel, coordinators of recreation & volunteer services and members of the maintenance team. These employees are required to carry a minimum of \$2M liability insurance at the employee's expense.

Security

Westwinds Communities takes all reasonable precautions for the safety and security of employees and is not responsible for any employee's lost or stolen items. Employees are strongly encouraged not to bring personal valuables to work. Each community has a designated area for staff to secure their personal belongings. Information regarding this will be provided during orientation.

Inclement Weather

The Foothill Region is notorious for inclement weather. Employees are cautioned to use Westwinds site sidewalks (clearing priority) whenever possible in inclement and winter weather conditions.

Workplace Expenses

Workplace expenses incurred by employees such as mileage, meals, courses, seminars, conferences, books, etc. will be reimbursed only with prior approval from their immediate supervisor and or the Manager. Claims must be submitted at a minimum, quarterly on about April 5th, July 5th, October 5th and January 5th, using Westwinds employee expense claim and or mileage claim form. The applicable original copies of the receipts, and any other supporting documentation, must be attached.

Westwinds Assets and Equipment

"Westwinds assets" are inclusive of but not limited to money, supplies, furnishings, tools, vehicles, equipment, computers and are to be used for the sole purpose of carrying out the business of Westwinds and its communities. All employees have a responsibility for ensuring the security of these assets and reporting any misuse to their immediate supervisor.

Westwinds Owned/Leased Vehicle Use - Westwinds vehicles are intended solely for carrying out the business of Westwinds.

Technology in the Workplace

While on duty, employees are not to use personal cellular telephones, computers, tablets or other such devices (with or without ear buds) and are reserved for breaks. If you require your device for work then you can carry it, if not it is not to be with you; and

Computers, computer files, e-mail system, and software furnished to employees are Westwinds Communities property intended for business use only. Duplication of software and its related documentation is prohibited.



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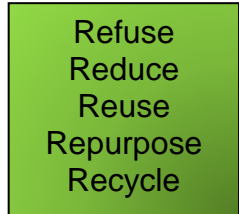
Telephone Etiquette

When answering the telephone at Westwinds, employees should always use the approved standard greeting (see below) and speak in a courteous and professional manner. Please confirm information received from the caller and hang up only after the caller has done so.

“Thank you for calling Westwinds Communities (applicable community’s name), (your first name) speaking. How may I help you?”

Social Responsibility

Westwinds Communities acknowledges our operations have an impact on the environment. In 2013, Westwinds introduced a “going green” program. Westwinds has recycling centers at each Supportive Living Community, and in addition other great environmental initiatives at all its community locations and expects all employees to participate in the “going green” initiatives. We aim to minimize any harmful effects to the environment and take the development and implementation of the environmental standards very seriously. We strongly encourage the internationally established and recognized five R’s and in order of importance: *Refuse, Reduce, Reuse, Repurpose, and Recycle*.



Gifts

An employee shall not accept a gift, favor or service from any resident, tenant, individual, organization or corporation, with the exception of:

- The gift, favor, etc. being made is to Westwinds as a whole, one of its communities, its staff or the residents/tenants of a community;
- The acceptance of a normal exchange between friends;
- The normal exchange of hospitality between persons doing business together, i.e. Lunch; and/or
- Tokens exchanged as part of protocol or the normal presentation of gifts to persons participating in public functions.

Appeals/Grievances

Westwinds Communities supports the right of its employees to be treated fairly and without prejudice. The grievance policies are intended to provide employees with a clearly defined process to assist in reaching a resolution within a reasonable time period.

Workplace Violence

Westwinds Communities is committed to providing every employee/volunteer with a work environment, which is free of harassment/violence. If you believe, you are being harassed, are experiencing workplace violence or otherwise, please report to your immediate Supervisor or Manager. Westwinds strives to maintain a workplace free of bullying and harassment, and work environment sensitive to the diversity of its employees. Therefore, Westwinds Communities prohibits the use of social media and the e-mail system in ways that are disruptive, offensive and disrespectful to others, and harmful to morale.

Corporate Communication

External Communication - Only designated spokespersons are permitted to issue statements on behalf of Westwinds Communities. Generally, only the Chief Administrative Officer and the Board are authorized to provide media releases.

Internal Communication - In addition to information shared at employee meetings and posted on employee bulletin boards, newsletters and memos are periodically distributed to each employee to ensure that Westwinds’ goals, policies and guidelines are effectively communicated. Westwinds strives to give employees the information they need, and when they need it.



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Health and Wellness

Westwinds Communities is committed to establishing a work environment that promotes healthy lifestyles, decreases the risk of illness, and enhances the quality of life by encouraging employees to strengthen their health and well-being through educational opportunities, wellness activities and self-improvement. Taking responsibility for one's health and well-being is an essential part of sensible living and is vital to one's ability to contribute to the work and mission of Westwinds.

Westwinds has numerous resources to support your personal psychological and physical wellness including articles and resources through our Employee Assistance Program. If you are experiencing wellness concerns, we encourage you to book an appointment with your Manager so we can better support you.

Immunization

Our seniors are more susceptible to illnesses and resulting complications, therefore it is essential for employees to ensure that their immunizations are up to date. If you are not vaccinated, no matter how healthy a lifestyle you have, it is not going to protect you from these serious illnesses. Westwinds Communities strongly recommends that all employees make influenza immunization an annual event. By being immunized, you protect yourself, your family, our seniors and our communities from infection & illness. In the event of a Viral Flu Outbreak, those employees who are not immunized for influenza are not allowed to come to work and therefore will not be paid. Should an employee be required to pay to be immunized, Westwinds will reimburse the cost incurred.

Stay home when you are sick - If you experience symptoms of illness, including fever, cough, diarrhea and/or vomiting, stay home from work - a minimum of 48 hours since the last symptom is required (*Alberta Health Services*).

Legislation

Freedom of Information & Protection of Privacy Act (FOIPP)

The Act compels organizations to be more accountable to the public by providing access to records and by protecting the personal privacy of individuals – including clients and staff. Provisions in the Act allow the right of access to information as long as it is not personal or compromises the organization's operations. Information recorded in communication books, unusual incident reports, accident investigation reports and memorandums to staff or client files are subject to FOIPP.

When recording an observation, incident or conversation about residents/tenants, record without bias or opinions and only report facts. Information recorded should not be written in such a way to compromise the resident/tenant and/or the employee recording the observations.

Protection for Persons in Care Act (PPCA)

All new employees are required to provide a Police Criminal Records Check, as outlined in the "*Protection for Persons in Care Act*". The Act protects adults in care facilities from abuse so they may live with dignity and respect. The Protection of Persons in Care Act defines abuse as:

- Forcing a person in care into unwanted sexual activity;
- Administering or prescribing medication for an inappropriate purpose;
- Stealing money or valuables is to be reported to law enforcement;
- Failing to provide the necessities of life such as food or medical attention;
- Bodily injury - hitting, kicking or biting resulting in medical treatment; and/or
- Emotional harm, such as threatening, humiliating, harassing or socially isolating a person in care.

PPCA Reporting Line 1.888.357.9339
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In addition, the PPCA makes it mandatory for people who suspect abuse to report to the appropriate parties. The act protects people who report abuse in good faith from retaliatory action and specifies penalties for failing to report a suspected abuser and for knowingly making false reports. Alberta Community Development or the RCMP investigates allegations of abuse.

Accommodation Standards

Accommodation Standards provide the provincial standards for voluntary, public, and private organizations operating supportive living accommodations. The standards direct operators of supportive living accommodation in the delivery of quality accommodation services to residents, with the purpose of ensuring that all supportive living accommodations maintain a high quality of accommodation services that promote the safety, security and quality of life for Albertans living in those accommodations.

Occupational Health & Safety (OHS) Act

Occupational Health and Safety legislation ensures employers and employees maintain a safe and healthy working environment to minimize the occurrence of workplace accidents and injuries. The OHS Act, Regulation and Code set out the minimum requirements for health and safety in Alberta workplaces. Occupational Health and Safety (OHS) promotes health and safety through partnerships, resources, education and enforcement of the Occupational Health and Safety Act:

- Offers explanations on the minimum legislated standards.
- Provides health and safety advice and information to employers and workers.
- Ensures compliance with the minimum legislated standards through partnerships, complaint resolution, investigations of incidents and targeted inspections.

Employees have specific responsibilities under OHS which are covered during orientation and training. In addition, you have **three fundamental rights under the OHS Act:**

1. Know about health and safety

You have the right to know about workplace hazards and have access to health and safety information at Westwinds. You have the right to access information about hazards at the community, controls used to eliminate or control the hazards and training on applicable practices and procedures. You will be provided training on how to handle hazardous materials, how to safely use equipment, and how to select and use personal protective equipment.

2. Participate in health and safety

You have the right to be involved in health and safety discussions and participate in decision-making on matters that affect your health and safety at Westwinds and we are required to respond to health and safety issues you raise. You are required to attend Westwinds Health and Safety Committee meetings, participate in hazard assessment and implementing control measures. Westwinds also has a library of health and safety videos that may be viewed at your discretion.

3. Refuse dangerous work

Employees must not undertake tasks or assignments that they are either unable or not prepared to do in a healthy and safe manner. You have the right to refuse dangerous work if you have reasonable grounds to believe the work is dangerous to you or any other person. "Imminent danger" refers to any danger that is not normal for a job or to any dangerous conditions that a worker would not normally perform his or her work under. An example would be a worker, who has not been trained to operate the meat slicer being asked to use the slicer. Workers must not perform any job or operate any equipment if they believe there is or will be imminent danger. When a worker refuses to do a job due to a belief that there is imminent danger, they must provide to their immediate supervisor a signed written statement,



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along with any other supporting document in support of their decision. Westwinds is required to look into and eliminate the danger if it exists. Unless the dangerous condition is fixed immediately, Westwinds will prepare a written report of your refusal to complete work, Westwinds' investigation, any actions taken and provide you a copy of the report.

Health & Safety

Health & Safety Program - Westwinds Communities is committed to providing a healthy and safe work environment for its employees and relies heavily upon all employees and volunteers for ensuring compliance with health and safety standards and safe work practices. Westwinds provides regular training to employees on our health and safety program, manual materials handling, WHMIS, hazard assessment and control, workplace inspections and workplace violence. Other training may be required specific to your position for example first aid, food handler's certificate, etc. Employees are also responsible for ensuring compliance with the "*Workplace Hazardous Materials Information System*" (WHMIS) requirements and for reporting any noted circumstances of non-compliance to their immediate Supervisor.

Employees must immediately report to their immediate Supervisor or Manager the following:

- All injuries sustained "while on duty";
- Equipment with a noted malfunction or in need of repair and tag out of service;
- Any hazards to building, grounds, support systems or equipment, and
- Employees witnessing an employee accident or injury to staff or resident/tenant.

All employees are responsible for ensuring they receive sufficient orientation (including training where required) and are familiar with how to safely operate equipment/tools and/or systems before they begin to use them.

Illness or Injury

All employees are covered by the Workers' Compensation Act. Employees claiming work related injury, and illnesses must complete the appropriate Workers' Compensation Board (WCB) claim forms and have correctly followed Westwinds "*Accident and Injury Reporting*" policy and procedures. Whilst off work, and on Workers' Compensation Benefits, the employee is responsible for updating the employer on a weekly basis with; the status of their injury and recovery, along with any requested medical evidence. Employees are accommodated back to work as soon as reasonably possible. Employees have up to 24 months for a claim submission. Employees also have duties under the Act; they must work in a safe manner, be safety conscious on the job and adhere to established health and safety protocols for Westwinds Communities.

Westwinds has numerous resources to support your personal psychological and physical wellness including articles and resources through our Employee Assistance Program. If you are experiencing wellness concerns, we encourage you to Contact the Employee Assistance Program (free and confidential) and or book an appointment with your Manager so we can better support you. <https://www.workhealthlife.com/>

We ask employees under taking cytotoxic medications to ensure they book an appointment with their manager to ensure all employee pre-cautions are in place to ensure workplace wellness for all employees.

Please also reference – Absenteeism and Late Reporting section.



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Working Alone

Westwinds ensures employees working alone have some effective way of communicating with individuals who can respond immediately if there is an emergency or if the worker is ill or injured. Westwinds Communities priority is the safeguarding of employees working alone - please follow the procedure specifically developed for your Community. Direct any questions to your immediate supervisor.

Operations Offices

Visit our website at www.westwindscommunities.ca

Medicine Tree Manor 901A MacLeod Trail SW High River T1V 1C3 Manager: Tanya Bristow Phone: 403-652-7040 Email: tanya.bristow@westwindscommunities.ca	Sandstone Lodge 101 Centre Court, Okotoks AB T1S 1Y4 Manager: Barb Bell Phone: 403-938-6404 Email: barb.bell@westwindscommunities.ca
High Country Lodge 707 Government Road, Black Diamond AB T0H 0H0 Manager: Donna Sefton Phone: 403-933-4028 Email: donna.sefton@westwindscommunities.ca	Coal Trail Residences, High River AB 309 – 11 Ave SW High River, AB T1V 0H8 Manager: Kelly Dinning Phone: 403-652-2475 Email: kelly.dinning@westwindscommunities.ca
Corporate Office 833-9th Street SW, High River AB T1V 1C3 Phone: 403.652.8600 Fax: 403.652.8608 Email: cadmin@westwindscommunities.ca	

COVID-19 Pandemic Protocols

For 2021, supplementary protocols are available for COVID-19 in the workplace. Please see the COVID-19 orientation material for additional information. Our primary goal is keeping you, your co-workers and clients safe in our facilities.