



777 – 28th Street East
Prince Albert, SK S6V 8C2
Ph.: 306-953-4500 Fax: 306-953-4550

*It is our Mission to give and receive care and
compassion for mind, body and spirit based on Catholic
Ethics and Christian Values*

MEMO

To: All Personnel
From: Wayne
Regarding: Team Excellence

Last week, the leadership team met, several items were discussed regarding team excellence. I want to remind you today of some of the expectations of the organization and your co-workers, our Residents and their Families.

1. **Identification** – It is requirement that we wear our ID nametag on a continuous basis. We are doing some work in this regard to integrate your name ID with your door entry card and time punch card; we are estimating this to launch prior to summer. Until this occurs, please see the office if you need to replace your nametag. Name tags are essential to our excellence as they provide a means of identified communication for Residents and visitors, especially at a time when we are all wearing masks. In the absence of uniforms, they also show pride and unity in our workplace.
2. **Break(s), start and end times, etc** – Our collective bargaining agreement(s) outline the process for start and end times, coffee breaks, meal breaks, which are in-line with your shift schedule. There is an old saying, if you have an expectation of leaving at your designated end time, there's probably also an expectation from the organization and your team members that you are ready to go at your start time and that you are present during your shift.
(I will confirm to you that, yes there is this expectation)
 - a. Meal periods are designated by shift
 - b. Coffee breaks are also designated by shifts and **do not** include the “option” of splitting your 15 minute break into 3x5 minute breaks, for example.
3. **Break locations** – we have been looking at space throughout the building very specifically over the last year. This continues to be a moving target however at this time there are only six locations indoors and one outdoors where staff are permitted to remove their mask to take a break.
(As a reminder, when removing your mask during a break, social distancing must be observed)

These locations are:

- a. Upstairs daycare
- b. Front main activity
- c. Upstairs resource room
- d. Staff break room
- e. Upstairs near vending, tables
- f. Main corridor hallway, tables
- g. The outdoors patio area (the smoking area) off the staff break room.

Recently we have just completed a repurpose of the horticulture area. This area can continue to be used by staff as an exit to the deck area **except when being used by recreation with Residents**. Please be watchful and mindful of this area and its utilization.

4. **Cell phone use** – We do understand that staff will carry their phones for family contact. The following is a requirement of Special Care Home standards with regards to the use of electronic devices:
- a. Only those permitted to use electronic devices for the purpose of their work with an approved electronic device, are permitted to be used in Resident areas.
 - b. Staff members are not permitted to take calls or texts in Resident areas and never under any circumstances in a Residents room.
 - c. Personal social media, non-emergent and non-urgent communications of any source, made by electronic devices are to be limited to your official break time(s)

I genuinely appreciate your observance of these workplace excellence rules.

Create a mindset of excellence.

Engage and align every team member with the vision, mission and values, where everyone is speaking a common language of excellence. Build a new capacity for growth; engaging more creative thinking and innovate ways to work. Develop the tolerance to continue to move forward despite challenges and potential distractions.

If you have any questions or concerns, please see me.

Wayne