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|  | Maximum Home Support Newsletter  |
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Visit our website!www.maxhome.caContact UsP.O. Box 2003303 Herald AvenueCorner Brook, NLA2H 7J5Phone: (709) 632-5055Toll Free: 888-632-5055Fax: (709)632-5066Email: info@maxhome.caBay St. George Area:(709) 646-4646**PAYDAY IS EVERY SECOND THURSDAY- if you have not received a paystub in your email by Wednesday morning, please call the office to confirm we have received your timesheet.*****Understanding Standards of Conduct/Work Ethics*** Work ethics are a moral code, which guides the members of an occupation in the proper conduct of their duties and obligations. It deals with behavior that is right or wrong and involves making judgment and choices about what to do and what not to do. It reflects how employees conduct themselves on the job site and includes:1. their appearance;
2. what they say;
3. how they behave;
4. how they treat others;
5. how they work with others.

**Check out our webpage** [**www.maxhome.ca**](http://www.maxhome.ca)**and register as an employee for all your future education and training requirements. The website is also a great way access newsletters, memos, Health and Safety training, timesheets and other forms.**  | Occupational Health and SafetyEmployee responsibilities**Protect his/her health & safety and that of co-workers and others at or near the workplace:** 1. **Follow instructions and training**
2. **Report hazardous conditions**
3. **Properly use all safety equipment/devices/clothing**

Employer responsibilities1. **Ensure the health, safety and welfare of workers and clients;**
2. **Promote a healthy and safe workplace;**
3. **Provide information, instruction, training, and supervision to its employees;**
4. **Ensure workers are aware of hazards;**
5. **Ensure safety clothing/equipment/devices are used;**
6. **Ensure safety procedures are followed at all times**

**All emergencies must be reported. A blue folder will contain emergency contact numbers for the clients. In case of EMERGENCEY, contact a family member or a friend immediately, if family member cannot be reached call 911, then you report to the office at 632-5055.** **Frequently Asked Questions**We experience a number of calls concerning whether or not our home support workers can or cannot perform certain duties. We can answer some of the most frequently asked questions. If you are ever in a situation where you are not sure what to do or any demands placed on you that you are not sure about; it is ALWAYS best to call the office for advice!1. Do not offer medical advice to your client.
2. Do not smoke in the clients home.
3. Do not use your cell phone for personal reasons or spend extended periods on your cell phone while at work.
4. Do not take kids or any other family member, including pets, into a client’s home while you are scheduled to work.
5. Do not safeguard a client’s valuables or medications when you are not working. Upon completion of the shift all valuables or medications are to be left in care of the client or a family member.
6. Do not use a client’s vehicle or transport clients, if you must do so protect yourself and have a liability waiver signed.
7. All cases of suspected abuse or neglect of a vulnerable person must be reported to the office immediately.
8. If the client is not at home the home support worker is not permitted to remain in the home. If you have reported to work and were not notified of their absence, call the office for direction.
9. Do not perform any task that you are not trained to perform.
10. Home support workers do not clean ceilings, walls, ovens, move furniture (i.e., spring cleaning), do yardwork or paint.
11. The duty of a HSW is to remind clients to take their medications.
12. Do not ask someone to cover your shift without notifying the agency. If you are unable to reach someone at the office leave a message in the general mailbox and we will call you back. All temporary replacements must be employed with the agency or approved by the Agency Director beforehand. It is important to note that Maximum Home Support is the employer and any changes in scheduling that we are not aware of may affect payment for time worked.
13. Families often visit for an extended period during the summer, if family members are staying with the clients and your services are required, you are expected to work your scheduled shifts. However, you are not responsible for cooking meals or cleaning up after vacationing friends/family. Please ensure your clients’ needs are being met as usual.
14. Any time approved for sickness, vacation etc. should be recorded on your bi-weekly timesheet including the date, the hours normally worked and reason why you were off in the comments section.
15. IMPORTANT: We ask that all home support workers call the office when their client is admitted to the hospital and when they have been discharged.
16. Clients MUST sign each timesheet to verify the hours worked. If the client cannot sign the sheet, then a family member MUST do it for them.

**REMEMBER: To control the spread of any illness and to reduce or prevent the risk of exposure to/or transmission of infectious diseases, we ask that clients and employees continue to follow the Dept. of Health recommendations.** **Wash your hands frequently and wear the PPE provided to you!! We would like to thank you for the wonderful care you have provided to the clients throughout the Covid-19 Pandemic.** **Wishing you all a safe and enjoyable summer!****MISSING FILE RECORDS****Upon reviewing employee files, we have discovered a high percentage of missing records that we need for you to be employed as Home Support Worker. Your cooperation in updating your file is appreciated; if you have not sent us a copy of your Vulnerable Sector Check, Medical Report, First Aid Certificate, resume and references, please do so immediately. Please call Samantha or Chelsea @ 632-5055 if you would like to know if your file is complete or if you have any questions regarding this request.** |