

## Questions and Answers - Town Hall October 2, 2013

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Posted: 10 15 2013

**Q - Could you please clarify for me if the swiping in/out policy has changed. I have heard many different opinions of this. Thank you for your time.**

A - Previously there was penalty if you swiped into Kronos one minute late or left work one minute early. The penalty was a 15 minutes deduction of pay.

Kronos runs payroll at Ouellette. You MUST swipe in and out still to get paid. However, there will be no penalty associated with swiping in late or leaving early as before. I expect you, along with your peers, to ensure you are on time for work and leave at the correct time.

Again, if you want to get paid you must swipe in using Kronos.

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Posted: 10 15 2013

**Q- There has been some confusion related to policies and procedures. At the Ouellette site are we to practice under the old HDGH policies and procedures for medications/ advanced medical directives (for example I hold a medical directive to push lifesaving drugs in certain conditions, but to my knowledge the tele unit at Met. does not)or are we working under the medical directives and policies of WRH. Thank you and please feel free to contact me for further information.**

A- Policies and Procedures that relate to clinical care will remain the same at each campus until they are specifically changed and proper notification and communication occurs to impacted staff. That means policies and procedures relating the clinical care at Ouellette as of September 30 2013 will remain the same as of October 1 2013 forward until specifically changed and proper notification and communication occurs to impacted staff. This concept applies equally to the Met campus.

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Posted: 10 10 2013

**Q- I currently belong to the gym at the Ouellette Campus. Is there the possibility of reciprocity with the fitness facility at the Met Campus? Thanks,**

A- Yes. However for now each gym uses a different prox card system. If you want access to the gym at Ouellette or Met please contact human resources and they will facilitate access.

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Posted: 10 10 2013

**Q- Good Morning Just a quick question about sick time. Does WRH deal with Monarca?? Thank You,**

A- The policies and procedures for sick time management In place September 30 2013 will remain in place until a new standardized policy and procedure is developed. For clarity Monarca will still be involved with sick time management at the Ouellette campus.

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Posted: 10 09 2013

**Q- Remembrance Day considered a statutory holiday for Ouellette Campus employees, now that we are amalgamated? In your 2:00 town hall meeting at Ouellette Campus, you said that Kronos still remains but the policy of swiping out after the hour/half hour of your shift is going to be omitted. When does this take effect?**

A- Remembrance Day is a holiday for the unionized employees at the Met campus under the collective agreements in place for those staff. It is an additional holiday to those “statutory” holidays that are provided to all workers in Ontario under the Employment Standards Act. At this point while labour relations is working on the union issues Remembrance Day will continue to be a holiday for staff under the collective agreements at the Met campus but will be a regular working day for those at the Ouellette campus. The opposite situation takes place for Easter Monday which is a holiday for those staff under collective agreements at the Ouellette campus and not one at the Met campus.

The Kronos penalty of having 15 minutes deducted for a minute arriving late or leaving early will be eliminated October 1 2013. Due to some computer transitional issues the system could not be modified until now. However, anyone penalized by the system from October 1 2013 forward will be corrected and reimbursed.

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Posted: 10 09 2013

**Q- Can we use our parking pass to access parking at both Metropolitan and Ouellette sites?**

A- Staff parking at the Met campus is offsite parking on Kildare. It is not a gated lot. However, you have to show your badge to board the shuttle. It is not meant for a staff member attending that site as a visitor. It is meant to be used when you need to attend work.

Patients and visitors park out front at Met, in the ER lot while visiting the ER or in the lot outside the cancer centre. Although that lot is very limited in space.

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Posted: 10 06 2013

**Q- Will staff that are in specialty areas, ie OR,PACU,ICU, ER etc be required to work at both sites at any time in the future before the "super hospital" is built?**

A- Once we standardize operations between campuses we work with our union groups towards the goal of having opportunities for staff to work across campuses. This will allow for flexibility for patient care and staff opportunities. This will be work that will be done with the unions and will take into consideration the interests of the staff in these expanded.

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Posted: 10 06 2013

**Q- I notice that the "Employee Assistance Program" policy that HDGH had in effect is no longer in effect as of Oct 1st. Does WRH have an employee assistance program with free confidential counselling for us and our families? Also, since WRH does not use Monarca, will this third party company still be in use, or will it be gone when their contract is up. The forms from Monarca that MD's fill out are very costly, as it takes a lot of their time to correctly complete and Monarca requires sometimes multiple forms from the treating doctor. The hospital, according to our local agreement, reimburses us for this, which again, is costing a lot of money. Thank you**

A- Both hospitals use the same EAP provider.

Yes. For now, until we standardize the sick time management, employees at each campus will be governed by the sick time policy and procedure in place as of September 30, 2013.

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Posted: 10 03 2013

**Q- Do all departments at the Met campus have CRN's as we do at the Ouellette Campus....will these positions be eliminated and changed to match the Met campus ?**

A- As we worked through our due diligence phase we became aware that there are a number of positions between the two campuses that either have the same title and do different work OR have different titles and do the same work. At Met there is a number of different types of "charge" roles and these roles have changed over the years depending on the needs of the unit so there is not a standard "charge" role at Met: some units do have a charge nurse, others have a rotation of "responsible person" and there are other "resource leader" type positions. One of the pieces of work that we need to do is to review how "charge" functions are done in various units at both sites and see if there are ways that these can be standardized or made more effective depending on the nature of the nursing

unit. This is a component of the standardization and optimization process I have been discussing and one of the issues that will be resolved during that process. However, as stated, that process will start in earnest in early 2014 and take some time to complete. In addition, this is not about picking what is done at Ouellette and moving to Met or vice versa. It is about what is the best practice and bring that to both campuses in a standardized fashion.

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Posted: 10 03 2013

**Q. Rumour has it that the WRH Ouellette site will not have the weekly outdoor BBQ during the summer next year. We LOVE the BBQ.**

A. Great. I love BBQs as well. Sounds like a keeper and something to standardize between campuses starting next spring.

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Posted: 10 03 2013

**Q- Rumour has it that it was either you and/or the WRH Board that mandated all the crucifixes and crosses were removed from the Ouellette site. Is that true?**

A- Neither the WRH Board or I directed in any way that any crucifixes, crosses and/or paintings be removed from the Ouellette site.

In addition, WRH and I have not been involved in the placement of any of the religious symbols at the Tayfour site. That is a decision for HDG Healthcare and their sponsors to make solely. Even though WRH or I did not direct the removal or replacement of these religious symbols at Ouellette or Tayfour we do support HDG Healthcare and their decisions.

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Posted: 10 03 2013

**Q- Just wondering why we seem to be going back to the old institutional look ? Sometime ago hotel dieu grace moved away from that look which brought with that move a happier, sunshiny and pleasing environment for staff, patients, physicians and visitors. WRH has only been here a few days and we are repainting areas that have only just been painted weeks ago because it is not WRH color scheme, which appears to be a very institutional look. Maybe this should be relooked at during the best practice exercise. Pleasing environments lend themselves to better productivity and an overall happier and healthier environment for all.**

A- As asked and stated during the town hall there was a "refurbishment" plan moving forward with Ouellette for all areas of the hospital. In my discussions with many staff this is wanted and needed. The

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plan moving forward is to first address areas that have been vacated by staff leaving to Tayfour. There is an opportunity before those areas become occupied again to refurbish them. The next step and can be done at the same time is to move forward with the refurbishment plan. The goal is to not only paint but also replace needed light fixtures, electrical/plumbing needs and address any flooring issues.

In addition, the goal is to have a common palate of colours that are pleasing the patients/visitors and staff. It is not meant to be bland or too bold and bright as well. Many older patients do not appreciate these bold and bright colours.

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Posted: 10 03 2013

**Q- I know everyone would like to hear there will be no layoffs during this process but I am sure there will be. Will buyouts be offered before layoffs**

A- Hi. There have been no layoffs as a result of the realignment. Clearly, as we move forward and if there are funding or program changes, we will have to adjust. However, as stated in the Town Hall Meeting and before we are in a much better position to address any of those changes without massive changes to staffing. If there happens to be layoffs your collective agreement will dictate what type of severance package is provided.

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Posted: 10 03 2013

**Q- I attended your town hall meeting this morning, and you mentioned that we (at the Ouellette Campus) will not be penalized for swiping in early or late. I have a follow up question for you regarding attendance. I know at the Ouellette site that we recently had policy changes issued from our Health Office regarding our sick time. Moving forward will we still be using the HDGH policy or does WRH have it's own policies that will be rolled out? Will we have access to a doctor and nurse on the Ouellette site as we did while HDGH?**

A- As we move forward we have committed to keeping the same sick time/attendance policy that was in place at Ouellette and Met Campus respectively prior to October 1st. Future changes to all policies at either Campus take careful and thoughtful review and consideration and we are committed to ensuring that any changes that may come to policies are well communicated to all of our staff. Currently there is an Employee Health Nurse at the Ouellette Campus. She will assist staff at Ouellette. No decisions regarding access to a doctor through the Employee Health office have yet been made.

Until we have completed our standardization and optimization process there will be some policies that are campus specific.

If you are in doubt, please speak with your Manager.

