

Promoting Healthy Attendance

For Team Members at Menno Place

Dear Menno Place Team Member,

We appreciate that the delivery of high quality care at Menno Place is due to your dedicated work each day. The health and wellness of our team members is critical in providing continuous care and service to our residents.

We have prepared this booklet to provide you with information about maintaining regular attendance at work, recognizing that illness and pressures of work and home can negatively affect attendance.

The impact of sick leave on our residents, on our co-workers and on the Menno Place “bottom line” is clear. We are committed to reducing our sick leave rate, but we are also committed to maintaining an ongoing reduction of sick leave across the organization for years to come.

Menno Place commits to assist team members to meet this goal with:

WELLNESS PROMOTION

We understand workplace and domestic factors can contribute to high sick leave. This booklet provides information about resources that can help you manage these pressures and achieve regular attendance at work.

ATTENDANCE SUPPORT

The Attendance Support Program has been created to identify, alert and assist team members with high sick leave to achieve regular attendance. This program is intended to assist team members who have frequent, sporadic absences, and does not apply to team members with single significant absence or documented chronic disability.

We look forward to working with you on achieving regular attendance.

PROMOTING HEALTHY ATTENDANCE WITH:

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The **SECRET** to working Shifts

- Sleeping
- Eating
- Controlling Stress
- Relationships
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Section 1: WELLNESS PROMOTION

The SECRET to Working Shifts

Sleeping Habits

Sleep is essential to health and normal functioning. Tips to manage your work and sleep include:

- If you work afternoons or nights and you average only 4 – 6 hours of sleep a day, take a nap before going to work.
- If working shifts, try to sleep at night and not during the day when you have a night off duty
- Reduce noise in your bedroom before sleeping (e.g. unplug phone or use fan to mask noises.
- Avoid stimulants shortly before going to bed (e.g. caffeine, nicotine, alcohol or drugs) as these will cause you to wake up after a few hours.



Resources:

Fatigue/Safety: For more information on sleep, fatigue and strategies to prevent fatigue and promote sleep go to the Canadian Sleep Society - www.css.to and the National Sleep Foundation – www.sleepfoundation.org

Eating



Tips to manage a healthy diet:

- Shift work can cause stomach and digestive problems as a result of irregular eating habits.
- Time meals carefully. When you work afternoon shifts, have your main meal in the middle of the day instead of the middle of the work shift.
- Balance your food intake even if snacking: milk groups, meat or meat alternatives, grains, fruits and vegetables.

Resources:

Healthy Eating: Heart and Stroke Foundation – www.heartandstroke.bc.ca
Dial-a-Dietician – www.dialadietitian.org PH 604-732-9191

Controlling Stress

Stress includes any situation that places social and psychological demands on a person. Tips to manage stress include:

- Accept who you are – including your own limitations
- Leave work at work – make a clean break between work and home.
- Pursue non-work related interests and hobbies.
- Use relaxation methods such as yoga and/or exercise. Go for a walk!
- Assume responsibility for controlling the sources of stress in your life



Resources:

Stress and Depression: Menno Place FSEAP – 1-800-667-0993, www.fseap.bc.ca. Provides confidential counseling for Menno Place team members and their families

Canadian Mental Health Association: www.cmha.bc.ca. Resources for work/life balance including fact sheets, quiz, resources and links.

Heart and Stroke Foundation: www.heartandstroke.ca. Click on stress management for more information.

Relationships



Tips to maintain relationships:

- Try to have at least one meal a day with the family – this might be breakfast if you work the evening or night shift.
- Plan personal time with your family and make time to enjoy friendships.

Menno Place's Respectful Workplace policy promotes respectful, cooperative and civil communication.

Exercise

You know exercise is good for you, but do you know how good? From boosting your mood to improving your sex life, find out how exercise can improve your life.



The health benefits of regular exercise and physical activity are hard to ignore. And the benefits of exercise are yours for the taking, regardless of your age, gender or physical ability. Check out these seven ways exercise can improve your life.

No. 1: Exercise controls weight

Exercise can help prevent excess weight gain or help maintain weight loss. When you engage in physical activity, you burn calories. The more intense the activity, the more calories you burn. You don't need to set aside large chunks of time for exercise to reap weight-loss benefits. If you can't do an actual workout, get more active throughout the day in simple ways — by taking the stairs instead of the elevator or revving up your household chores.

No. 2: Exercise combats health conditions and diseases

Worried about heart disease? Hoping to prevent high blood pressure? No matter what your current weight, being active boosts high-density lipoprotein (HDL), or "good," cholesterol and decreases unhealthy triglycerides. This one-two punch keeps your blood flowing smoothly, which decreases your risk of cardiovascular diseases. In fact, regular physical activity can help you prevent or manage a wide range of health problems and concerns, including stroke, metabolic syndrome, type 2 diabetes, depression, certain types of cancer, arthritis and falls.

No. 3: Exercise improves mood



Need an emotional lift? Or need to blow off some steam after a stressful day? A workout at the gym or a brisk 30-minute walk can help. Physical activity stimulates various brain chemicals that may leave you feeling happier and more relaxed. You may also feel better about your appearance and yourself when you exercise regularly, which can boost your confidence and improve your self-esteem.

No. 4: Exercise boosts energy

Winded by grocery shopping or household chores? Regular physical activity can improve your muscle strength and boost your endurance. Exercise and physical activity deliver oxygen and nutrients to your tissues and help your cardiovascular system work more efficiently. And when your heart and lungs work more efficiently, you have more energy to go about your daily chores.

No. 5: Exercise promotes better sleep



Struggling to fall asleep? Or to stay asleep? Regular physical activity can help you fall asleep faster and deepen your sleep. Just don't exercise too close to bedtime, or you may be too energized to fall asleep.

No. 6: Exercise can be fun

Exercise and physical activity can be a fun way to spend some time. It gives you a chance to unwind, enjoy the outdoors or simply engage in activities that make you happy. Physical activity can also help you connect with family or friends in a fun social setting. So, take a dance class, hit the hiking trails or join a soccer team. Find a physical activity you enjoy, and just do it. If you get bored, try something new.

The bottom line on exercise

Exercise and physical activity are a great way to feel better, gain health benefits and have fun. As a general goal, aim for at least 30 minutes of physical activity every day. If you want to lose weight or meet specific fitness goals, you may need to exercise more. Remember to check with your doctor before starting a new exercise program, especially if you have any health concerns.

Tips for exercise:

- Exercise at least 3 days a week for 20 minutes at a time.
- Jogging, walking and aerobic dancing are examples of exercise that will reduce stress and feelings of fatigue and increase your sense of well being.
- The best time to exercise is whenever it works for you – some people enjoy the morning and others the evening. The important thing is to DO IT 😊

Resources:

Act Now BC – www.actnowbc.gov.bc.ca. A resource for physical activity, maintaining healthy weight, healthy eating and smoking reduction.

Menno Place has a gym facility open to all team members. See HR to sign a waiver and you will be given directions for access to the facility.

TIP

Don't be afraid to ask coworkers who have worked shifts for years what their SECRET to health and wellness is!

Shift worker Wellness: Shifting to Wellness in Healthcare

This program was specifically designed to address the challenges facing shift workers and their families. Topics include:

- Circadian rhythms and sleep
- Fatigue and safety
- Change management
- Managing stress
- Healthy eating
- Active living
- Tobacco reduction



Resources:

HEABC/BCNU Shift Rotation Manual provides comprehensive information regarding working shifts. https://www.bcnu.org/contractadministration/shift_rotation_manual_2003.pdf

Work Environment

Menno Place provides a number of safe and healthy work environment initiatives, including:

- Ceiling lifts and other musculoskeletal injury interventions
- Transitional Return to Work Programs
- Safer Sharps
- Smoking Cessation Program – through FSEAP
- Health Protection/Immunization
- Access to Fitness Room
- Union/management Occupational Health & Safety Committee
- Bi-Annual Education Expo
- Educational Inservices provided on a consistent basis



You can read more about these programs on the Health, Safety and Wellness Boards located around the campus and the Menno Place Weekly Bulletin.

Lifestyle

If your lifestyle includes smoking and/or substance misuse, your ability to attend work on a regular basis and provide safe and efficient performance of your duties may be compromised.

If you need help to resolve these lifestyle challenges, speak to your manager or contact the FSEAP for confidential counseling available 24/7/365 days a year. (1 800 667-0993)

Resources:

Substance misuse: Canadian Centre on Substance Misuse – www.ccsa.ca/ccsa. This gives a link to a library, research and other resources.

Tobacco reduction: QuitNow – www.quitnow.ca. Provides a free individualized program to help quit smoking.

Health Canada – www.hc-sc.gc.ca. Search under “tobacco” for related information.

BC Lung Association – www.bc.lung.ca. Information about smoking, tobacco, lung diseases, and links to support groups and other educational links.

Domestic Factors

Menno Place recognizes team members experience domestic pressures just like everyone else. These range from financial, personal, family and relationships. Here are some tips:

- Child Care – Primary and alternative child care arrangements should be in place. If you cannot secure child care arrangements, speak to your supervisor about accessing your vacation time, shift exchange or unpaid leave.
- Elder Care – If you need some leave to attend to parental care, speak with your supervisor about changing your work rotation, short-term leave of absence, vacation or unpaid leave.
- Anxiety, burnout, financial stress, etc – Menno Place provides all team members with access to our FSEAP Family and Team member Assistance Program. This is a free, confidential, short-term counseling service to Menno Place team members and family members. FSEAP counselors are clinical therapists with experience in social work, psychology, marriage and family therapy (FSEAP 1 800 667-0993).
- Domestic Violence – It can take many forms and affect many people; men, women, children and the elderly. If you are experiencing domestic violence it is important you seek professional help. You may also access the FSEAP.

Resources:

Parenting: BC Council for Families – www.bccf.bc.ca. Information for parents and professionals

Domestic Violence: Menno Place FSEAP – 1 800 667-0993 – fseap.bc.ca

Section 2: ATTENDANCE SUPPORT

Attendance Support Program

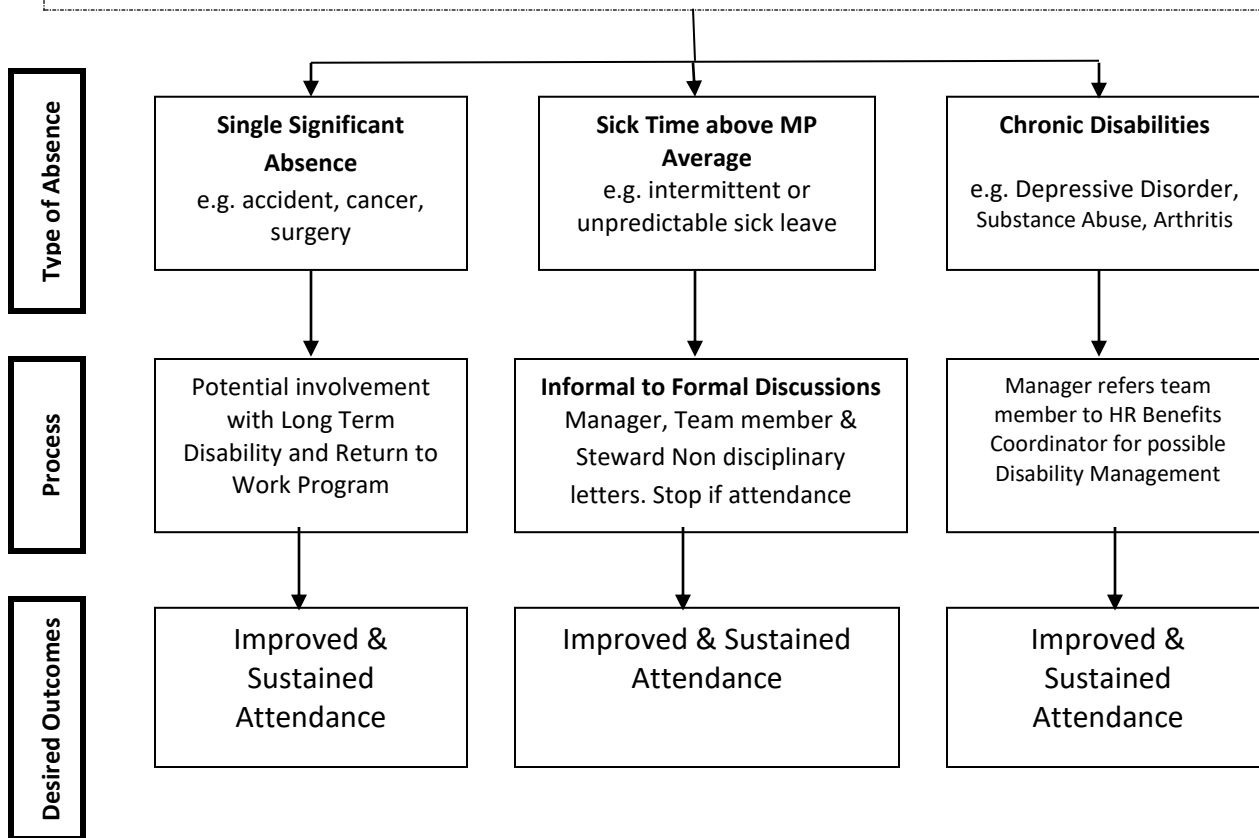
The Attendance Support Program identifies, alerts and assists team members with high sick leave to achieve regular attendance with the following steps:

Step 1: Informal Discussion

The supervisor will schedule an informal meeting with the team member whose absence exceeds the Menno Place average and is not related to a single significant absence or chronic disability. This discussion is non-disciplinary but a time to discuss the facts.

Step 2: Formal Discussions

The supervisor and team member meet. A shop steward may be present to support the team member in improving their attendance. The purpose of the meeting is to discuss the type/frequency of absence, give support and express desired outcome.



The program may be modified depending on the team member's circumstances.

Menno Place is committed to creating a climate that promotes enthusiasm about being at work and providing team members with access to services/programs to facilitate regular attendance.

The Attendance Support Program (MSAP) has been developed to positively address the issue of team member absences from work. The objective of the program is to recognize team members with good attendance, promote the exchange of information between team members and their supervisors regarding attendance and absenteeism and encourage team members to achieve and maintain regular attendance.

Informal Discussion

When high absenteeism has been identified the manager will schedule an informal meeting with the team member to review the attendance record. They will review:

- Number of absences over a specific period of time and how this is over the department average
- Are there underlying causes for the absences?
- Menno Place Attendance Support Program – Menno Place is monitoring attendance for all team members and that regular attendance is essential for all team members
- Encourage wellness strategies:
 - Proper diet, exercise and sufficient sleep
 - Follow safety rules at work and take appropriate safety measures when participating in activities outside of work
 - See doctor as required and follow prescribed treatments
 - Consult a trusted resource (e.g. FSEAP) if having trouble dealing with an issue.
- Communicate importance of regular attendance

After the meeting the Manager may:

1. Take no action if sick leave relates to a single significant absence. No letter is issued and the team member is not in the Attendance Support Program.
2. Refer the team member to the HR Benefits Coordinator if sick leave relates to chronic disability.
3. Issue a non-disciplinary letter confirming the team member is in the Attendance Support Program.

On-going Monitoring of Sick Leave

The absentee rate for team members in the Attendance Support Program will be checked every 3 months. If the team member's absentee rate is reduced to the Menno Place average for 12 months from the date of the most recent letter, all Attendance letters will be removed from personnel file.

If the team member's absentee rate remains above the Menno Place average the team member will be scheduled for the Attendance Support Program.

Chronic Disability/Single Significant Absence

Chronic Disability is defined as a medically documented, on-going condition (e.g. Bi-Polar Disorder, Crohn's Disease, Major Depressive Disorder, Arthritis) whose symptoms may impact the ability of team members to perform their normal duties and/or attend work on a regular basis.

A single significant absence is a one-time extended leave due to events such as a motor vehicle accident, cancer, or surgery which causes the team member to be off for medical reasons.

Team members with a chronic disability impacting their regular attendance may be referred to their physician for further assessment.

Q & A about the Attendance Support Program

Q: Can I have my union steward at the Attendance Review Meetings?

A: Yes, the steward may attend if you take part in the Attendance Support Program.

Q: Does high sick leave always lead to an Attendance Monitoring discussion?

A: No, a meeting is not required where your manager has information indicating a chronic condition or a single significant absence.

Q: I think other people have sick leave that is worse than mine. Why have I been singled out for an interview?

A: All team members with above average sick leave are considered for the program.

Q: Will the information discussed at the meetings regarding my health, domestic or workplace remain confidential?

A: Menno Place is committed to preserving the confidentiality of information discussed at the Attendance Support meetings. The HR representative (if requested) will remind everyone at the start of each meeting that we are all expected to keep information confidential.

Q: What if my sick leave improves to at or below the Fraser Health average?

A: No further meetings are needed so long as sick leave remains at or below the Fraser Health average.

Q: Who pays for the medical certificate?

A: The team member is responsible to pay for completion of the medical certificate and/or medical assessment required under the Attendance Support Program.

Q: I have medical certificates, don't you believe I was sick?

A: Yes, however we are concerned about your high amount of sick leave.



MENNO PLACE

MENNO PLACE MEDICAL CERTIFICATE

Following examination, I hereby certify that _____
(Team member's name)

was unable to attend work from _____ until _____
(dates) (dates)

He/she was examined by me regarding this illness/injury on _____
(dates)

I estimate that he/she will return to work on _____
(date)

If there are any work restrictions please identify them and recommend for how long they are in place:

Physician: _____

Address: _____

Signature: _____ Phone: _____ Date: _____

Note: Any cost for the completion of this certificate is the responsibility of the team member.

Team member: Please return this form to your Manager

Reference: Medical Certificate Guidelines, College of Physicians and Surgeons of B.C., June 1995.



Medical Assessment Form

This form must be completed by your Attending Physician and returned to your Manager or the designated person in charge by _____ (date) pursuant to the Employer's sick leave policy.

Examining Physician Please Note:

The cost for the services of the physician is the responsibility of the applicant.

Employer Requesting Report:

1. Patient's Name: _____ Occupation: _____
2. Is condition due to injury arising out of patient's employment? Yes No
3. Date of initial examination for current sickness: _____
4. Nature of sickness: (For sickness of a highly confidential nature, this form may be submitted in confidence to the Executive Director or his/her designate.)

Physician Section				
The above-named person is: <ul style="list-style-type: none"> Able to return to full duties effective: _____ Able to perform modified/alternate duties commencing on _____ for <u>4</u> <u>6</u> <u>8</u> hours per day (please circle one), returning to full duties on _____. Totally disabled from performing any type of work until _____, my next follow-up appointment with this person is scheduled for _____. 				
Details of Physical Limitations				
Physical Demand Rating			1. No limit 2. Limited: comment as applicable 3. Restricted	
Physical Requirements	Rating			Comments:
	1	2	3	
Lifting/Carrying *				
*Pushing/Pulling				
*Handling/Gripping				
Reaching				
Above shoulder				
Below shoulder				
Sitting				
Standing				
Climbing (steps/ladders)				
Bending/Stooping				
Crouching/Kneeling				
Twisting				
Medical Office Stamp		Name of Physician: _____ Telephone Number: _____ Physician's Signature: _____ Date: _____		