

thewellness Institute

Powered by Seven Oaks General Hospital

Wellness Staff Orientation Manual



thewellness
Institute

CERTIFIED
MEDICAL FITNESS
FACILITY

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Welcome to Wellness

Welcome to the Wellness Institute at Seven Oaks General Hospital. You are now part of a team that is a world leader in chronic disease prevention and management through lifestyle medicine.

The Wellness Institute is proud to be a hospital based facility as being part of [Seven Oaks General Hospital](#) and [the Chronic Disease Innovation Centre](#) help us build credibility and supports us to better meet our mission of serving the community.

We are proud to be a Top Employer in Manitoba and proud to employ individuals like yourself, who are top in their field. As an employee, you will play an important role in influencing the health of our community.

Thank you for your commitment to service excellence at the Wellness Institute and welcome to our team. Staff are our most valuable asset and we entrust our brand and reputation to you as you serve our customers.



Casie Nishi, Executive Director

Wellness Institute at Seven Oaks General Hospital Staff Orientation Manual

The purpose of this manual is to ensure Wellness Institute staff have a solid understanding of the Wellness Institute, our mission, brand and our commitment to service excellence. This information serves as a general orientation to the Wellness Institute and doesn't replace your department-specific training.

This document also includes links to policies relating to human resources, benefits, and other perks for working at the Wellness Institute at Seven Oaks General Hospital.

Seven Oaks General Hospital is a recognized top employer in Canada.

Seven Oaks employees are entitled to standard compensation and benefits for WRHA employees including portability benefits and seniority, but are also invited to take advantage of site perks such as on site daycare, free fast access to physiotherapy and chiropractic (Injured Workers Program), employee assistance program, on site library and educational opportunities.

About the Wellness Institute

The Wellness Institute at Seven Oaks General Hospital is a Certified Medical Fitness Facility and an internationally recognized leader in the prevention and management of chronic disease. Members of all fitness levels visit and, with the assistance of our specialized professionals, work to improve their overall health and wellbeing through personalized fitness, nutrition and lifestyle programs.

See the [WRHA Employee Handbook](#) for information regarding hours of work, vacation, sick time and other human resources. If you are a unionized employee, your collective agreement can be found on [intralinks](#).

Mission

To support optimum health and wellness by promoting and supporting active healthy lifestyles in world class medical fitness facilities.

Vision

A world leader in the prevention and management of chronic disease.

We will accomplish our mission:

- through medical oversight and integration with health care;
- with individualized health assessment and lifestyle prescription;
- by employing certified and licensed professional staff;
- by offering health risk reduction advice and programming;
- with programs to support chronic disease management and prevention;
- using evidence-based programming, continuous evaluation and tracking;
- by ensuring robust safety and emergency policies, plans and training;
- with rigorous quality assurance and performance measurement;
- through a commitment to improving the health of the community; and
- by delivering the highest quality service in outstanding facilities.

We embrace the following **Values of Seven Oaks General Hospital (SOGH)**:

Patient Centred: *We are guided by the needs of the patient, honouring each individual's dignity, privacy and confidentiality and empowering patients and their families as partners in their care;*

Excellence: *Setting the highest standards for safety, clinical outcomes and personal service and continuously measuring, monitoring and raising those standards;*

Innovation: *We seek and embrace new and better ways to deliver care, research and prevention of illness;*

Teamwork: *Working together to achieve our mission and goals in a cooperative, respectful, open environment;*

Trust and Fairness: *Fostering a climate of openness in which all who work here treat one another with trust and fairness, supporting open communication to enhance this climate;*

Continuous Learning: *We actively support education and research designed to encourage the acquisition of knowledge and skills that are of value to the organization and the community including a range of educational programs to our patients and the community to enhance their health and well-being;*

Financial Responsibility: *Being accountable as financial stewards for constant improvement in the efficiency and effectiveness of service delivery; coordinating our services with our community partners in order to optimize the availability of a full scope of services in a cost-effective and sustainable manner.*

Please see the attached organizational charts.

Please review the Wellness Institute website for a solid understanding of programs and services.

wellnessinstitute.ca

Our Relationship with Seven Oaks General Hospital

The Wellness Institute is a department of SOGH. That means that we are SOGH staff, but we work in the department of WI. SOGH developed the WI in the 1990s in response to the rapidly increasing rates of chronic disease. SOGH believed that a hospital could do more than treat patients when they are ill; but that a hospital can play a role in primary disease prevention, and a role in preventing re-admissions by providing rehabilitation programming in the community.

While medical fitness facilities are common in the United States, the WI is unique in that it's the first and only of its kind in Canada in that we are owned and operated, and physically linked to a hospital.

Although the WI is part of the hospital, it's not funded by government the way hospitals are in Canada. The WI operates as a not for profit ancillary operation of SOGH meaning the revenue WI generates through programs and services, goes towards staff salaries, supplies, and the building repair and maintenance. WI receives some government funding to support programs including Cardiac and Pulmonary Rehab, as well as Get Better Together, but the general operations of the WI are supported by user fees.

WI has integrated support services with SOGH including Human Resources, Security, Material Services, Facility Services and the SOGH Foundation. We work closely with these departments as they support our ability to deliver programs and services to the community.

WI also has integrated clinical care with referrals to and from Family Medicine, Prairie Trails Medical Clinic, Kildonan Medical Centre, Core Rehab and Day Hospital. The Emergency Department will also refer patients to WI and their Code Blue Team plays an important role in our emergency response.

Certified Medical Fitness Facility

WI is one of only two certified medical fitness facilities in Canada. Our certification requires us to meet over 200 standards in the areas of medical oversight, professional staff, emergency response, quality management, aquatics, facilities management and chronic disease programming. WI undergoes re-certification every three years.

Describing the Wellness Institute

When you describe the Wellness Institute, some key points you may want to include:

- International leader in chronic disease prevention and management
- Lifestyle medicine including physical activity, nutrition, smoking cessation, and weight loss
- Certified medical fitness facility
- Our on-site healthcare professionals work with members to develop a plan to achieve their personal health goals through personalized fitness, nutrition and lifestyle programs
- We support a wide range of health and fitness levels – from those dealing with serious chronic conditions such as diabetes or cardiovascular disease, to those recovering from injury, healthy individuals of all ages, and all the way to elite athletes
- 80,000 square foot state of the art facility with programming that use the best science
- The Wellness Institute was founded nearly 20 years ago by SOGH as a central part of its chronic illness prevention strategy – intended to promote community health to reduce incidence of lifestyle-related chronic illness and in turn reduce the demand on hospital resources
- As a medical fitness facility connected to a hospital, it's the first of its kind in Canada and unique within North America as a medical fitness facility integrated within a publicly funded healthcare system

Programs and Services

WI offers a variety of programs and services. All staff should be familiar with our programs and services. Please visit wellnessinstitute.ca For all program and service information.

Wellness Future Fund: Help the spread of wellness

The WI is a self-supporting, non-profit enterprise and does not receive government funding. Your donation will directly help fund capital improvements, education programs, chronic disease management programs, innovation and research, and community healthy living events. The Wellness Future Fund lives through the Seven Oaks General Hospital Foundation. Visit the Foundation website or call 204-632-3552 to donate.

[Visit \(http://sogh.ca/foundation/donate-2/\) for details or to make a donation.](http://sogh.ca/foundation/donate-2/)

Marketing and Brand Standards

As you will see from our website and our marketing material, WI has very strong brand standards. These brand standards ensure that every piece of communication and marketing material uses a consistent look and is reflective of our high quality brand. This includes a standard email font and email signature. Please ask your Director for details to set that up.

All marketing material must be coordinated through our marketing team. While WI health professionals and administrative staff will often write letters to other health care professionals, members and patients, or community partners, it must be done on WI letterhead and using the WI font (Verdana). All signage, posters or advertising must be coordinated by Wellness Institute communication staff. Please ask your Director for details. Also note that all media inquiries should be directed to the WI Communications Coordinator and/or SOGH Communications Manager.

Wellness Institute's Service Excellence Framework

WI values our customers and as a staff, our team continues to have a commitment to outstanding customer service. We've collectively developed the following customer promise.

- We promise professional support, exceptional service and quality facilities to take care of your health.
- We are committed to maintaining a culture of service excellence.
- We exemplify this promise every day.

Below is WI's service excellence framework. It shows that we put the customer first when we develop policies and procedures, we provide training and hold employees accountable, and that we value the customer voice and conduct regular member surveys, satisfaction, and loyalty measures.

Customer service training is made available to all on an on-going basis.

All staff are expected to work within the [Respectful Workplace Policy](http://home.wrha.mb.ca/corp/policy/files/20.10.040.pdf) (<http://home.wrha.mb.ca/corp/policy/files/20.10.040.pdf>) and represent the vision and philosophy of the Wellness Institute by demonstrating a strong customer service philosophy, a positive attitude and image of good health.



Service Excellence Framework

Strategic Decision Making

- Puts Customer first
- Strategic investments focus on customer
- Flexible membership options
- Hours of Operation designed around member needs

Training & Support for Service Excellence

- Workshops
- Standing item
- Staff meetings
- Accountability
- Alignment with customer promise and service standards embedded in all performance appraisals

Customer Voice

- Staff empowered to own complaints
- Member satisfaction surveys
- Service surveys
- Email us / social media

Required Courses for Wellness Staff

Many of the following required courses for Wellness staff are available through eHealth at:

manitoba-ehealth.learnflex.net or by the direct **Learn Flex** link on your desktop.

You will need your SOGH email to login to the Learn Flex system. Please let your manager know as you complete each of the following courses.

Accessibility for Manitobans - Customer Service

This introductory course is required at the time of hire to the Wellness Institute.

It is available in the **Learn Flex** system courses at:

courses/registration >General Training > Accessibility

Personal Health Information Act (PHIA)

All employees must participate in the online webinar to learn more about the Personal Health Information Act and the expectation of health care staff relating to privacy. It is important to note that we are all considered health care staff as we are employees of SOGH.

A webinar is available in the **Learn Flex** system at:

courses/registration > Human Resources > PHIA > PHIA for WRHA > In progress

Once you have completed the webinar, your Manager will ask you to sign a PHIA pledge of confidentiality. It is mandatory for all employees.

Confidentiality:

Please see the following policy and pledge form relating to confidentiality of patients, staff and business operations. <http://home.wrha.mb.ca/corp/policy/files/20.10.030.pdf> All WI staff must sign the pledge form and provide it to their Manager.

CPR

CPR may be required for your position at the Wellness Institute, including mandatory re-training. Refer to the Wellness Institute CPR policy and see your Manager for details.

Hand Hygiene

All employees in clinical areas and kids programs must complete Hand Hygiene training.

A webinar is available in the eHealth **Learn Flex** system at:

courses/registration > Clinical Skills > Routine Practices > Hand Hygiene

Workplace Health & Safety

There is a SOGH Workplace Health and Safety Committee which includes WI staff representation. A copy of the latest minutes and list of committee members is available on the bulletin board outside the staff room. If you have any questions or concerns about the safety of staff or members/ patients at the WI, please discuss with your Manager.

A PowerPoint Presentation is available at: goo.gl/Lo43NX

Workplace Hazardous Materials Information Systems (WHMIS)

WHMIS training is mandatory for all staff.

An online course is available in the eHealth **Learn Flex** system at:

courses/registration > Seven Oaks General Hospital >Occupational and Environmental Safety & Health > WHMIS

Occupational Health and Environmental Safety (OESH)

All new employees must complete [the attached form \(https://bit.ly/2xywSHg\)](https://bit.ly/2xywSHg) and [submit it to the OESH office \(https://bit.ly/2XVvvBz\)](https://bit.ly/2XVvvBz).

Injured Workers Program (IWP)

If you are injured either on the job or while away from work, the Injured Workers Program gives you free fast access to physiotherapy and occupational therapy at the Wellness Institute.

See your Manager for details.

Medical and Building Emergencies

As a certified medical fitness facility, WI has many members and program participants who have health conditions and have a higher risk of experiencing a medical event relative to the general population. Although WI has a thorough screening, assessment and exercise prescription standard, medical emergencies do occur.

In terms of building emergencies such as fire, WI has well established plans to ensure safety in the event of an emergency.

Staff are trained in emergency response when on-boarding at WI, and regular training is provided in departmental staff meetings, email communications, and mock emergencies. A WI Emergency Committee exists to ensure emergency policies are reviewed and updated on a regular basis and to ensure staff are well trained. As a staff, you may be required to certify in CPR annually. See your Manager for details.

It is your responsibility to ensure you know what to do in the case of a medical or building emergency. Please read the red binder regularly and if you have any questions or don't feel confident, please see your Manager.

A powerpoint presentation is available at: goo.gl/rkjyc7

The Emergency Code Binder is available in pdf form at: wellnessinstitute.ca/files/Code_Binder.pdf

Policies

Policies have been developed for procedures involving multiple departments. Wellness Institute specific policies are available on the network at:

<https://home.sogh.mb.ca/policies/>

Facility

We are very proud to have a clean and state-of-the-art facility. In fact, the Wellness Institute invests funds for upgrades to the facility and equipment each year.

To help maintain our facility, we ask that all Wellness staff play a roll in identifying an area of concern, so it can be addressed before members notice it.

Cleaning

If you notice an area of the facility isn't clean, please ask a front desk staff member to page a cleaner to address it.

Repair

Similarly, if you see a broken faucet, burned out light or other part of the facility that needs repair, please let a front desk staff person know so he or she can request a repair. For time sensitive issues, front desk staff can page an on-site Engineer.

For broken fitness equipment, please inform a Wellness Consultant.

Dress Code

Please see the WI dress code policy attached. Your Manager can answer any questions you have.

Parking

Staff parking is available in designated staff lots. To purchase a parking pass, please contact Impark. Please note that staff are NOT permitted to park in the WI member parking lot at any time.

Intralinks

A private intranet site for SOGH staff called Intralinks is available at <http://home.sogh.mb.ca>

It includes access to policies and procedures, referral forms, and departmental information and important SOGH information. Note that in terms of WI, this website is designed to promote WI to SOGH staff and patients. It does not contain WI policies and procedures.

Employee Benefits

SOGH is proud to be a Top Employer for many years consecutively because of its programs and services to support employee health, work life balance, professional development and community involvement.

For more information about the benefits of working at SOGH see:

<http://home.sogh.mb.ca/staff-topemployer.html>

The SOGH Human Resource department manages the following benefits to employees:

- Health benefits
- Dental benefits
- Life insurance
- Pension
- Group RRSP
- Canada Savings Bond Program

For details, please contact Human Resources. Your Manager can help answer any questions you have about your salary, union, work schedule, and sick time.

In addition to a health benefit plan, the Injured Workers Program (IWP) is available to all SOGH employees who are injured on or off the job. IWP allows for free fast access to WI Physiotherapy services or WI Chiropractic Services. Contact the WI Rehabilitation and Sports Injury Clinic for details.

An onsite library is available for educational purposes as well as bursaries and employer sponsored educational opportunities.

The WI also provides perks to its employees. These include the following free facility access for part time and full time staff (see policy attached), as well as a WI staff discount (see policy attached). WI staff are also eligible for the STAR discount program through the WRHA. Please visit: <http://home.wrha.mb.ca/hr/star.php>

The Reward and Recognition Program has been established to honour the staff who provide exceptional service. It marks the extraordinary achievements and contributions of the many staff that extend their efforts beyond the day to day performance of duties.

For more information about thank you cards for fellow employees, and for annual awards, please visit:
<http://home.sogh.mb.ca/staff-rewardrecog.html>

As a Wellness Institute employee, you are eligible for a Health Risk Assessment and Personal Wellness Plan to help you get started on an exercise and healthy lifestyle plan. Participating in the Health Risk Assessment and Wellness Plan will allow you to experience it as a member would and therefore understand the process and how it supports your health and wellness. See your Manager for details.

Learning and Development

There are many resources and opportunities available to employees for career development and personal growth, and you are encouraged to take advantage of these resources to make your experience at the Wellness Institute a challenging and rewarding experience.

You are encouraged to discuss your career goals with your Manager and work together to develop a personal learning and development plan.

Learning and development opportunities include:

- Employer supported workshops and conferences
- Bursary program
- Health Care Leadership Certificate program
- Access to industry specific webinars

Thank you for supporting the health and wellness of our community. Staff are our most valuable asset and we entrust our brand and reputation to you support the health and wellness of our members, participants, patients and community.

Subject:	WI and SOGH Staff Pricing
Origin Date:	January, 2004
Approval Date:	January, 2004
Review/Revision Dates:	September, 2006, June, 2015, December 2016, April 2018
Originating Department:	General Administration
Approved By:	Wellness Institute Expanded Management

1.0 PURPOSE:

To establish a streamlined system for staff pricing and ensure financial viability of Wellness Gear sales and Wellness Institute Programming.

2.0 POLICY:

- 2.1** Wellness Institute staff receive a discount equivalent to cost plus 5% on Wellness Gear items.
- 2.2** There is no discount on consignment items.
- 2.3** SOGH staff who are Wellness Institute Members qualify for the Member discount on services and programs, where offered.
- 2.4** Non-member SOGH staff qualify for Member rates on certain services and programs, including Massage Therapy and Health Education programs. Non-Member SOGH staff do not receive discounts of Adult Fitness, Pilates, Kids' programs, CPR/First Aid, Rehabilitation Services or Self-Management for Chronic Conditions programs.
- 2.5** See SOGH Staff Membership Policy for details on SOGH membership pricing.

Code:

Subject: Dress Code
Origin Date: January 8, 2015
Approval Date: April 8, 2015
Revision Dates:
Originating Department:
Approved By:

1.0 Purpose:

- 1.1 To ensure that our image is consistent and appropriate and identify the expected dress of Wellness Institute employees, the Wellness Institute will adhere to the SOGH Uniform/Dress Policy with the following additional considerations/exceptions.

2.0 Policy:

- 2.1 Uniforms are property of the Wellness Institute and must be returned when employment at the Wellness Institute ceases or status changes to casual.
- 2.2 Uniforms are only to be worn for work-related functions.
- 2.3 Uniforms will be replaced by the employer as needed.
- 2.4 All Wellness Institute staff who have been issued a name tag should wear it at all times.
- 2.5 Hats are not permitted

3.0 Kids' Corner and Birthday Party Service Associates:

- 3.1 A uniform (1 t-shirt) will be provided to all part time employees. Additional t-shirts can be purchased should the employee choose. A t-shirt will be provided to casual staff upon their arrival for their shift.

Subject:	Staff Facility Usage
Policy Number:	WI01.009
Origin Date:	Supersedes previous versions
Approval Date:	November 2014
Revision/Review Date:	November 2014, April 2018, May 2021
Originating Department:	General Administration
Approved by:	Wellness Institute Expanded Management

1.0 Purpose:

- 1.1** To outline and provide direction for Wellness Institute staff; full time, part time, casual and contractors accessing the exercise facilities at the Wellness Institute.

2.0 Procedure:

- 2.1** All Wellness Institute full time and part time staff can access the exercise facilities anytime during the facility hours of operation.
- 2.2** Wellness Institute casual staff that consistently work a minimum of 3 shifts a month can access the exercise facilities anytime during the facility hours of operation.
- 2.3** Wellness Institute casual staff who work less than 3 shifts a month are eligible for the Seven Oaks General Hospital Staff membership rate and can purchase a membership to gain facility access or can use the facility before or after their shift.
- 2.4** Independent Contractors (ie fitness instructors, massage therapists, children's program instructors) who are regularly scheduled to work at least once per week, can access the exercise facilities anytime during the facility hours of operation. Employees who work for vendors contracted by the Wellness Institute do not qualify for free facility access.
- 2.5** Managers and supervisors are responsible for addressing situations with staff when the provisions of this policy are not adhered to.