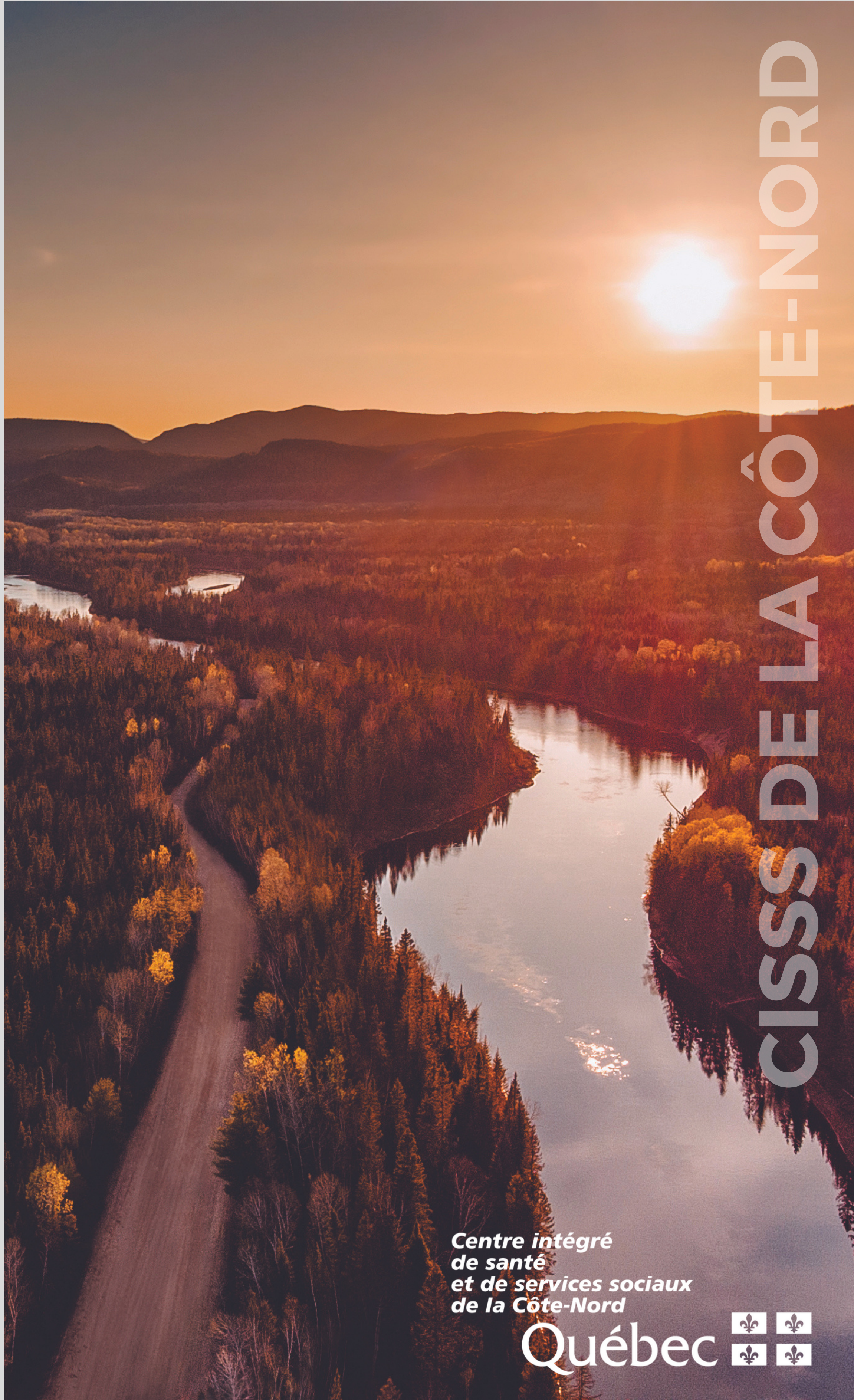


REFERENCE GUIDE

FOR EMPLOYEES



CISSS DE LA CÔTE-NORD

Centre intégré
de santé
et de services sociaux
de la Côte-Nord

Québec 

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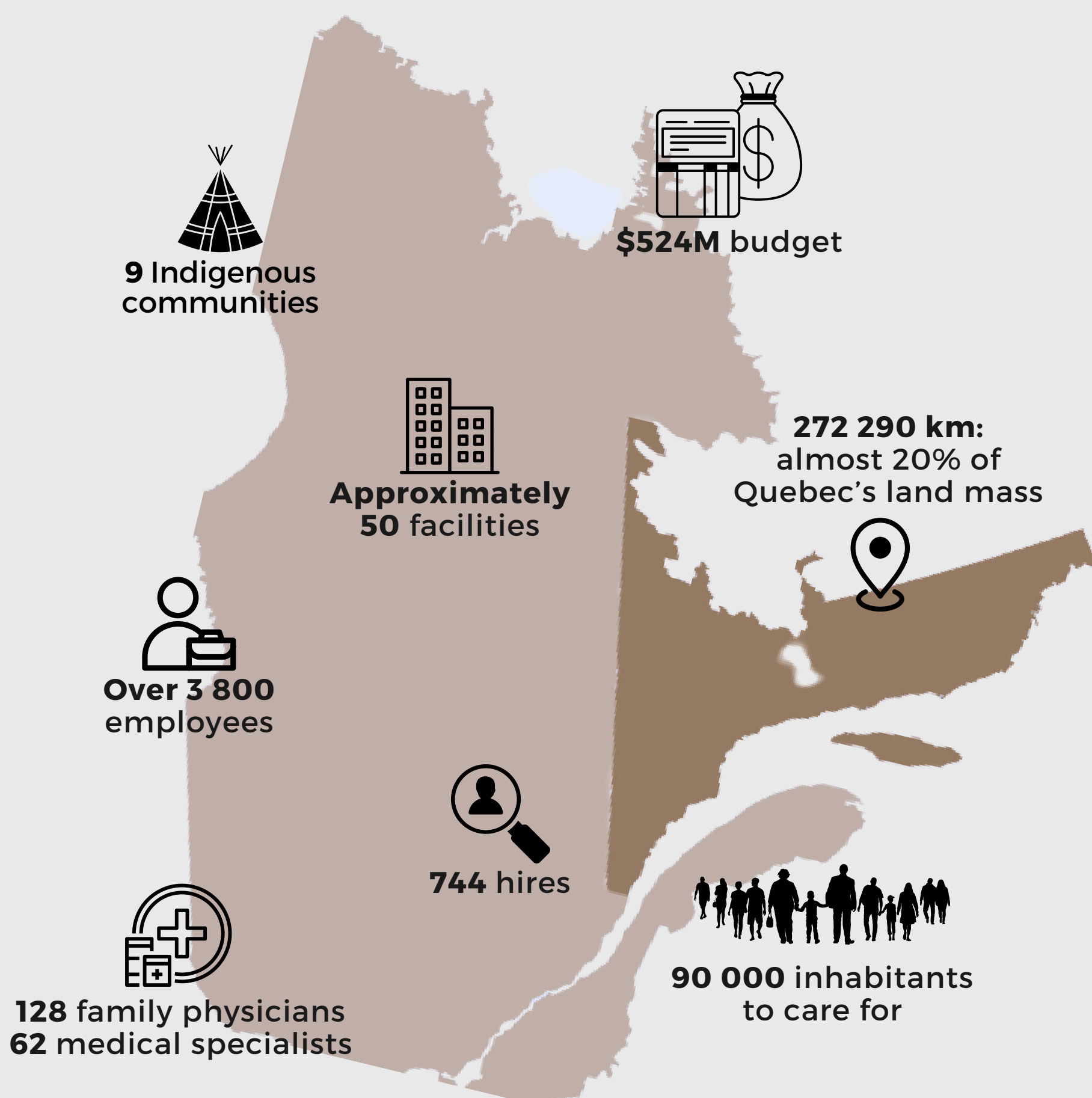
ABOUT US



ABOUT US

OUR TERRITORY

The Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord has around 50 facilities throughout the territory, including hospitals, rehabilitation centres, youth centres, residential and long-term care centres (CHSLD), local community service centres (CLSC), etc.



*Data from the 2022-2023 management report

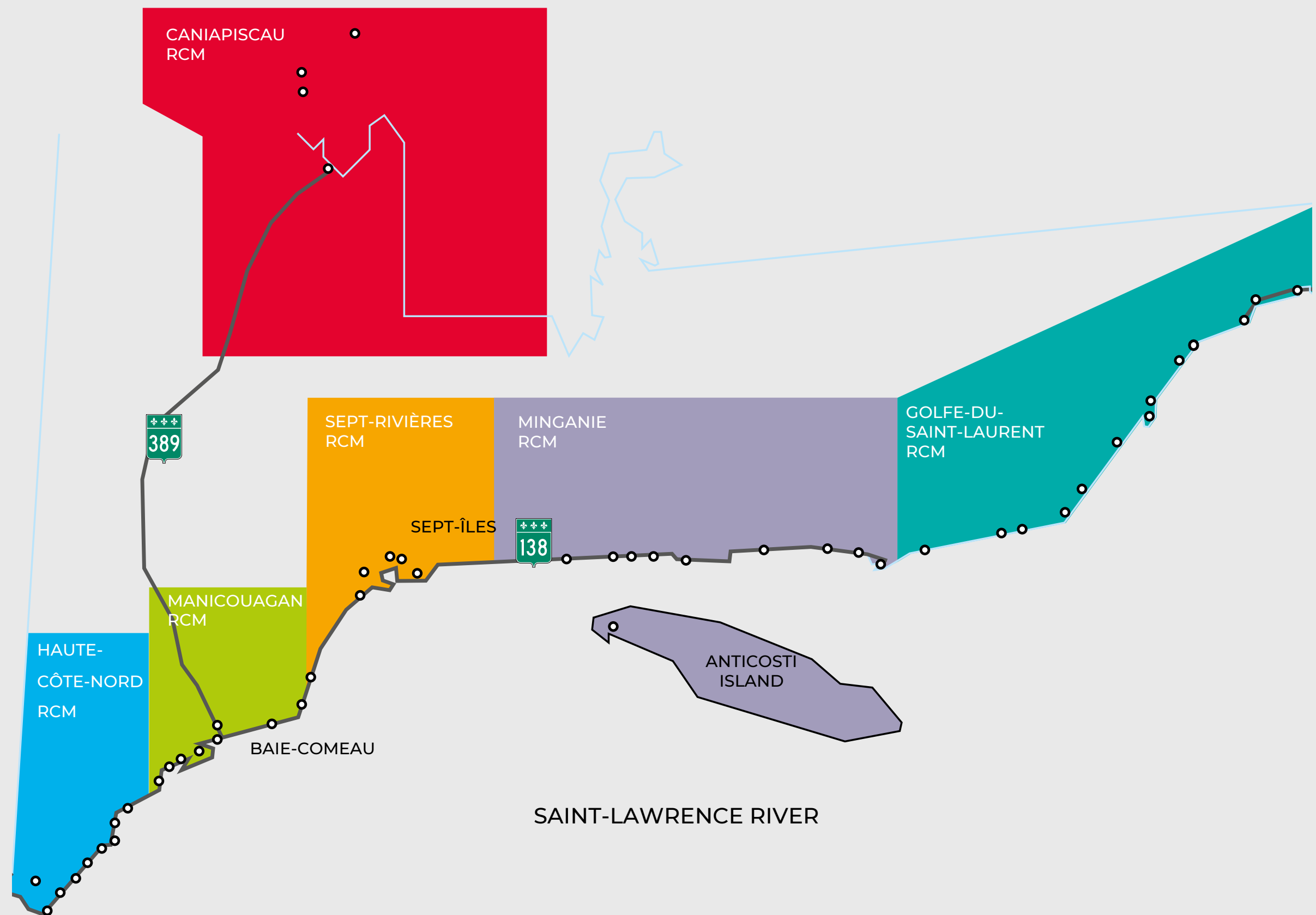
Over 3 800 people work for the health and social services network on the North Shore to provide the population with quality health care and services.

The vast majority of the region's residents speak French, but 60% of residents of the Lower North Shore have English as a first language.

The territory goes from Tadoussac to Blanc-Sablon (nearly 1 300 km of coastline), and includes Anticosti Island and the northern towns of Fermont and Schefferville. The cities of Baie-Comeau and Sept-Îles alone represent half of the population. The other half is spread across about 30 municipalities, including some that are not connected by road.

The region has about 90 000 inhabitants, of which 15% are Indigenous people. The North Shore has eight Innu communities and one Naskapi community, Kawawachikamach, which is served by the CLSC Naskapi, an independent establishment that is not part of the CISSS de la Côte-Nord.

OUR FACILITIES



HAUTE-CÔTE-NORD

- Centre multiservices de santé et de services sociaux des Escoumins
- Centre multiservices de santé et de services sociaux de Forestville
- CHSLD des Bergeronnes
- CLSC de Sacré-Coeur
- CLSC de Tadoussac
- Centre de protection et de réadaptation des Escoumins
- Centre de protection et de réadaptation en dépendance de Forestville

MANICOUAGAN

- Hôpital Le Royer
- CHSLD Boisvert
- CHSLD et centre de réadaptation en dépendance N.-A.-Labrie
- Groupe de médecine de famille universitaire (GMF-U) de Manicouagan et CLSC Lionel-Charest
- CLSC de Franquelin
- CLSC de Godbout
- CLSC Corinne-Vallée-Therrien
- CLSC Marie-Leblanc-Côté
- Aire ouverte de Baie-Comeau
- Centre de protection de l'enfance et de la jeunesse de Baie-Comeau
- Centre de réadaptation pour les jeunes en difficulté d'adaptation Richelieu
- Centre de réadaptation en déficience intellectuelle et en troubles du spectre de l'autisme et de réadaptation en déficience physique de Baie-Comeau
- Résidence spécialisée Iberville

SEPT-RIVIÈRES

- Centre multiservices de santé et de services sociaux de Port-Cartier
- Hôpital de Sept-Îles
- Centre multiservices de santé et de services sociaux de Sept-Îles
- CHSLD de Sept-Îles
- CLSC de Sept-Îles
- Aire ouverte de Sept-Îles
- Centre de protection et de réadaptation en déficience intellectuelle et en troubles du spectre de l'autisme de Sept-Îles

- Centre de réadaptation pour les jeunes en difficulté d'adaptation de Sept-Îles
- Centre de réadaptation en déficience intellectuelle et en troubles du spectre de l'autisme et de réadaptation en déficience physique de Sept-Îles
- Résidence spécialisée Gamache
- La Traversée - Foyer de groupe en santé mentale

MINGANIE

- Centre multiservices de santé et de services sociaux de la Minganie
- CHSLD de Havre-Saint-Pierre
- CLSC de Longue-Pointe-de-Mingan
- CLSC de Baie-Johan-Beetz
- CLSC Victor-Lachance
- CLSC de Natashquan
- CLSC de Rivière-au-Tonnerre
- CLSC de Rivière-Saint-Jean
- CLSC de Port-Menier

GOLFE-DU-SAINT-LAURENT

- Centre multiservices de santé et de services sociaux de la Basse-Côte-Nord
- CLSC de Blanc-Sablon (dentisterie)
- CLSC et CHSLD Donald-G.-Hodd
- CLSC de La Tabatière
- CLSC de Saint-Augustin
- CLSC de Rivière-Saint-Paul
- CLSC de Mutton Bay
- CLSC de Kegaska
- CLSC de Chevery
- CLSC de Tête-à-la-Baleine

CANIAPISCAU

- Centre multiservices de santé et de services sociaux de Fermont
- CLSC de Schefferville
- Centre de protection de l'enfance et de la jeunesse de Kawawachikamach

OUR VISION

“North of what we can become.” “North” obviously references our geographical location, but north is also the direction to follow on a compass. North is always up, so it is a reference to success and excellence.

“What we can become” expresses hope, confidence, healing, and professional and skill development, in a collective or individual way.

OUR VALUES

♥ TRANSPARENCY

♥ RESPECT

♥ APPRECIATION

♥ COLLABORATION

♥ COHESION

OUR MISSION

Maintain, improve and restore the health and well-being of North Shore residents by ensuring access to a range of integrated and quality health services and social services, thus contributing to the social and economic development of the North Shore.

GUIDING PRINCIPLE

At the CISSS de la Côte-Nord, **humanism** means contributing to the individual and collective well-being daily, by prioritizing:

- Everyone’s respect and dignity
- Mutual aid
- Consideration for the reality of others
- Appreciation of the strengths, skills and expertise
- The search for opportunities

PICTURE OF THE REGION

The North Shore is a huge region that is natural and incredibly humane: a welcoming and fulfilling living environment that enables everyone to find their ideal. Making the North Shore your home means having benefits that make a big difference: living stress-free in a dynamic social, cultural and economic environment, receiving the services you want in a timely manner, enjoying an advantageous labour market and even more.

PARTNER USER

The approach of the CISSS de la Côte-Nord aims to provide users with a chance to share their experiences and contribute to the improvement of the care and services offered in a concrete way.

- Working **FOR** the user means that we meet the users’ needs with our skills, resources and social skills.
- Working **WITH** the user means that we encourage a greater autonomy from users and ask for their participation when they receive care or services, by informing them, listening to them, consulting them and involving them.

[LEARN MORE](#)



USERS' COMMITTEES

The mandate of users' committees is to be the guardian of the users' rights. These committees ensure that users are treated with respect for their dignity and recognition of their rights and freedoms. They are an important spokesperson with the establishment.

In addition to local users' committees, the Users' Committee of the CISSS de la Côte-Nord was implemented. It is composed of at least six members elected by the chairpersons of local users' committees and of five representatives of residents' committees.

HEALTH, WELL-BEING AND APPRECIATION PROGRAM

Employee and Family Assistance Program (EFAP)

The assistance program is intended for all employees and their family. Its goal is to ensure their health and well-being, because they are an essential resource for our organization to achieve our goals.

It provides access to a range of resources, support and professional tools. The service is free, confidential and optional, and it can help you find a solution to the difficulties experienced or progress through a change.

The services of a professional are available 24 hours a day, 7 days a week, confidentially. We invite you to use the EFAP to help you solve problems related to your work, health or personal life.

Well-being calendar

The organizational development, training and well-being team of the Direction des ressources humaines, communications et affaires juridiques makes a well-being calendar available to employees.

Each month, you have access to a well-being calendar in the INFO-CISSS that suggests activities that you can do on your own, in teams or even with your family. You can browse through previous months.



Vous n'avez à vous inscrire qu'une seule fois au moyen du code d'invitation :

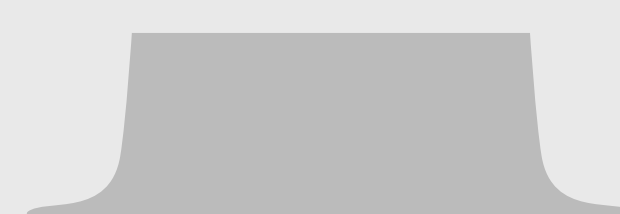
- 1) Rendez-vous à login.lifeworks.com ou téléchargez l'application mobile. Cliquez sur « S'inscrire ».
- 2) Entrez votre code d'invitation :
(Example: If your employee number is 12345, your invitation code will be: CisscN-12345)
- 3) Créez vos informations de connexion (adresse de courriel et mot de passe).

Pour joindre votre PAE :

Numéro sans frais, 24/7 :

En ligne :

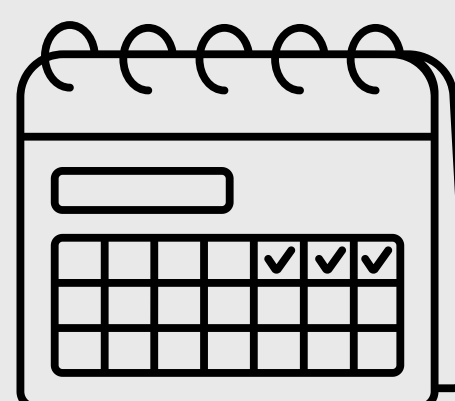
Rendez-vous à login.lifeworks.com ou téléchargez l'application mobile LifeWorks et cliquez sur "S'inscrire"



[LEARN MORE](#)



[LOG IN](#)



[LEARN MORE](#)



6

Peer support network

Watchers are colleagues, both employees and managers, from all directions and job titles, who have listening, empathy, comforting and mutual aid skills. Watchers have a genuine desire to help their colleague take care of themselves.



[LEARN MORE](#)



Psychological support hotline

The purpose of this pilot project is to provide managers and employees with tools to deal with difficult situations. The objective of the support service is to welcome, listen to and support the person who shows signs of psychological distress or symptoms associated with stress, and refer them to the appropriate aid resources. Do not hesitate to contact our psychological support resource worker by telephone or email: lignedesoutien.09cisss@ssss.gouv.qc.ca

INTERNAL HOTLINE: EXTENSION 116666

Appreciation

Appreciation is essential at the CISSS de la Côte-Nord. This appreciation is expressed every day through our interpersonal relationships. We also hold various organizational appreciation activities related to health and well-being (e.g., appreciation activities for years of service and retirement, handing out of appreciation tickets and even more).

FOUNDATIONS OF THE CISSS

Foundations are essential and committed partners that financially contribute to the carrying out of several major projects at the CISSS de la Côte-Nord. They are valuable allies to provide users with quality and safe care and services. The CISSS de la Côte-Nord has five foundations.

[LEARN MORE](#)



ENTRAIDE CAMPAIGN

The Entraide campaign is a province-wide solidarity movement that shows the invaluable generosity of public and parapublic employees and of physicians funded by the Régie de l'assurance maladie du Québec. All donations collected as part of the annual campaign are redistributed to vulnerable people in the region.

Organizations supported by Entraide:

- Centraide Duplessis
- Centraide Haute-Côte-Nord/Manicouagan
- Canadian Red Cross
- 17 organizations from HealthPartners-Québec (Canadian Cancer Society, Heart & Stroke Foundation, Diabetes Québec, Alzheimer Society Federation of Quebec, Parkinson Canada, Association pulmonaire du Québec, etc.)



GETTING READY FOR WORK



GETTING READY FOR WORK



REPLACEMENT ACTIVITIES

The Replacement activities department is a team whose objective is to:

- Ensure an optimal use of the employees' availability, based on the organization's needs.
- Manage schedules and replacements fairly, in respect of the collective agreement.
- Contribute to the accessibility, quality and continuity of care.

The team's responsibility is twofold:

1. Schedule management
2. Replacement activities

Schedule management

Work schedules are made according to the departments' needs and considering the availability expressed by employees. There are 13 schedule periods in a year. For each of these periods, there are important dates to remember, such as for:

- Making changes to your availability
- Asking for days off
- Knowing the release date of the work schedule
- Learning about staff shortage tables

A calendar of replacement activities displays all the important dates to remember. We invite you to consult it on the intranet. Once it is published, your schedule can be consulted from your personal devices using Logibec Web:

Employees are responsible for consulting their schedule for the appropriate dates.

[LEARN MORE](#)



Replacement activities

Part-time workers, recall list workers and people who want to be available for overtime must complete an availability form on their first day of work. Minimum availability requirements vary depending on the applicable local collective agreement.

Respect of expressed availability

Each employee is responsible for respecting the availability expressed to the employer.

Everyone must make sure that they return calls of the replacement activities team within the provided timeframe; otherwise, they risk a work shift rejection. They must also make sure that their contact information is valid, so they can be reached. You can modify your contact information yourself on Logibec Web.

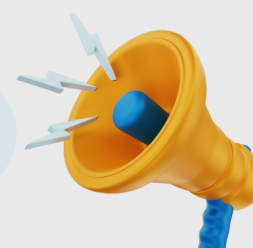


Telephone numbers of the Replacement activities department

You can reach the replacement activities team between 6:00 a.m. and 6:00 p.m. on weekdays, and between 7:00 a.m. and 5:00 p.m. on weekends and holidays. For Minganie and the Lower North Shore, it can be reached from Monday through Friday, from 8:00 a.m. to 4:00 p.m.

TOLL-FREE LINE: 1 833 247-7709, EXT. 112233

WHAT TO DO WHEN I CANNOT COME INTO WORK?



If you are scheduled to work but cannot make it, you must inform your employer of your absence and the length of your absence. Follow this procedure:

Monday to Friday, 8:00 a.m. to 4:00 p.m.

You must call your head of department and speak to them directly. If you do not know your head of department's contact information, call your facility's number and the receptionist will be able to assist you.

Monday to Friday, 4:00 p.m. to 8:00 a.m., weekends and holidays

You must call the coordination or the head of department on duty and speak to them directly.

Absence of over three days

Your manager will ask for a medical certificate to justify your absence.

LOGIBEC TIMESHEET

Your timesheet is available on Logibec. You must consult and complete it every two weeks in order to receive your pay.

- You have access to your timesheet on the Tuesday before the deposit of your pay. You are responsible for completing it.
- Validate and approve your timesheet before 4:00 p.m. on the Monday following the bank deposit. That way, you confirm that the transactions on your timesheet comply with the hours you have worked. After all, this is the invoice that you send to your employer.
- Then, your supervisor will have to approve your timesheet.

Your timesheet is available at two places:

At home



INTERNET



At work



INTRANET



A tutorial is available to help you complete your timesheet.



TUTORIAL



In the Logibec Web application, you can also consult:

- Internal job postings
- Your employee file
- Your schedule
- Your expense accounts
- Your pay statements
- And more



Make sure that you read the news displayed on the home page of the application. Relevant information concerning employees is often shared there.

INTERNAL JOB POSTINGS

There are four job posting periods per year for each job category. It enables employees to apply for positions and obtain a permanent position. The employee must identify their priority interests on positions by entering the appropriate number. Employees have access to the postings for every category for the entire territory through the Logibec Web platform. A best practices guide for internal job postings is available.

LEARN MORE



TECHNOLOGICAL RESOURCES

Windows username

The Windows username provided to you on your first day is a unique identifier used to log into the establishment's network and identify yourself. Your chosen password must remain confidential. This Windows username also lets you access the payroll information system and the Environnement numérique d'apprentissage (ENA) training platform.

Your manager has already requested your access to the various information systems that you will need in the course of your duties. On your first day, ask them for the various access codes.



Email

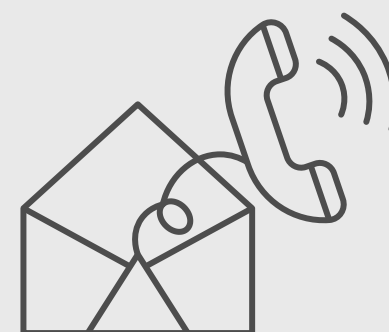
When you are hired, based on your job title, an organizational email address will be created for you. You will find the information regarding the messaging system on the intranet.

[LEARN MORE](#)



Voice mail

A reference sheet regarding voice mail is also available on the intranet.



[LEARN MORE](#)



Internet use

Because of the nature of the information handled by the organization, internet use is regulated by strict rules. For this reason, and as a security measure, some websites may be impossible to access using work computers. However, if you require it for your duties, at the request of your supervisor, a broader access may be granted.

Borrowing computer equipment or booking a meeting room

To book a meeting room or borrow computer equipment, you must ask an IRIS resource reservation agent. You can contact them for more information. The procedure is available on the intranet.

Service requests or computer incidents

At any time, you can use the Requêtes de services application (icon on your computer desktop).

In case of emergency, or for immediate assistance, call the **service centre** of the Direction des ressources informatiques

TOLL-FREE LINE: 1 877 589-8279, OPTION 1

The service centre is open from Monday to Friday, from 7:30 a.m. to 4:30 p.m. (except on holidays).
Outside regular business hours, someone is on duty to respond to emergencies.

PARKING

Parking lots at the Sept-Îles and Baie-Comeau hospitals have a fee for employees and physicians. On your integration day, the functioning and the associated costs will be explained. Parking lots for other facilities in the region are free of charge.



EMPLOYEE CARD

An identity card with a picture of you is produced when you are hired. A passport-style, professional-looking photo should be used.



Wearing it is **mandatory** when you are in a facility, in order to enable users to identify you as a member of staff. The card is used to gain access to facilities of the CISSS, and it is a reference tool with colour codes for emergency measures.

If you lose or break your card, you can make a request to replace it.

English-speaking users of the CISSS de la Côte-Nord are entitled to receive services in English in all our facilities. To help you during your interventions or to guide an English-speaking user, refer to your colleagues with a yellow card sleeve, who speak English.



PROBATION PERIOD

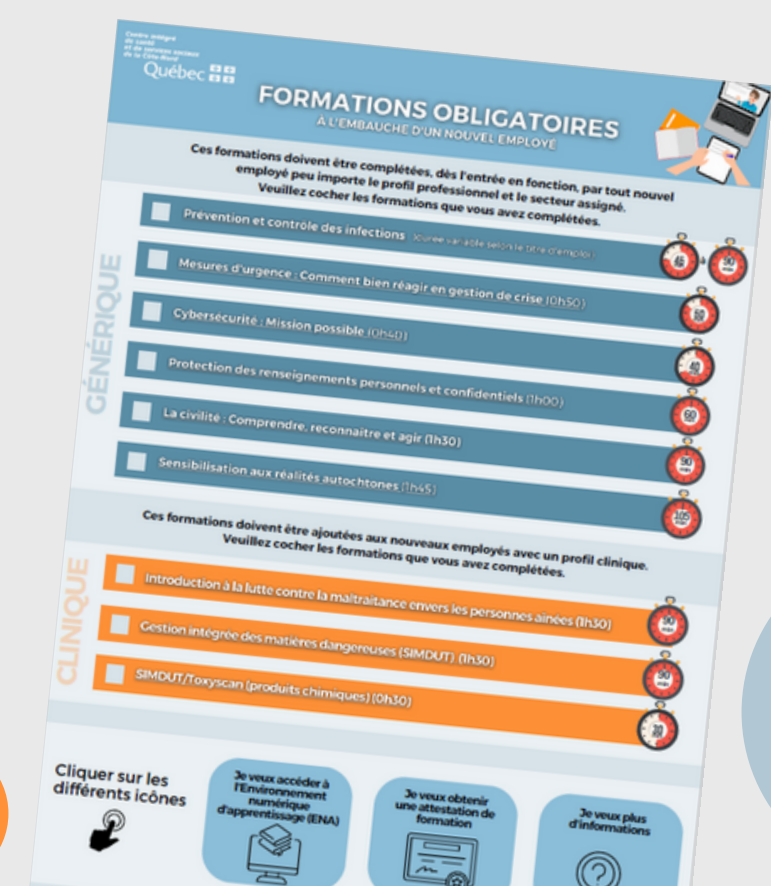
All new employees go through a probation period during which they have to show that they are able to perform the duties of the job. The objectives of this process are to:

- Set expectations
- Define the roles
- Identify and provide the support required
- Evaluate attitudes and work performance
- Meet job requirements

This period varies from 55 to 120 days, based on your union category and job title. The duration is specified on your employment contract.

MANDATORY TRAINING

When you start working, you will have to complete mandatory training courses. We invite you to consult the exhaustive list of the ones that you will have to take based on your job title in the document you received when you were hired. Consult the memo in effect to enter the appropriate code for your training hours on your timesheet.



[LEARN MORE](#)



WORKING SAFELY



WORKING SAFELY



EMERGENCY MEASURES

What are the colour codes

Any employee who witnesses an incident must report it. A general call can be made on the intercom system by a designated person, or using the available means, to inform users and staff members. The colour codes are explained on the back of your employee card.



CODE	EMERGENCY
Blue	Cardiac arrest
Pink	Pediatric cardiac arrest
Yellow	Missing user
White	Violent user
Red	Fire
Black	Bomb, suspicious package
Orange	External disaster
Brown	Chemical spill
Grey	Toxic leak
Green	Evacuation
Silver	Active shooter

What is expected of me?

During your orientation

- ⚠ Memorize the colour codes and their meaning
- ⚠ Learn your facility's emergency number
- ⚠ Ask your supervisor if you have a particular role to play during an emergency

When in the workplace

After witnessing an incident, follow and apply the instructions received during your training.

For more information, consult the intranet or ask your immediate supervisor.



CIVILITY AND PREVENTION OF VIOLENCE AND HARASSMENT

Policy on the promotion of civility and the prevention of harassment

The establishment wants to provide a healthy and civilized work environment, free from any kind of harassment or violence. We invite everyone to adopt behaviours and attitudes that foster respect, understanding, collaboration and courtesy. Violent behaviours, all kinds of harassment (psychological and sexual), intimidation, verbal or physical threats and other inappropriate behaviours, regardless of who engages in them, are not tolerated.

What is civility?

Civility is a set of rules of conduct that aims for the well-being of everyone through simple actions such as:

- Being polite and kind; saying “thank you,” “please” and “sorry”
- Respecting everyone’s right to speak; being open to other people’s ideas
- Being calm and collected
- Collaborating with colleagues



What forms can violence and harassment take in the workplace?

Violence is any abusive, threatening, intimidating or aggressive attitude, speech or behaviour, done with the objective of undermining, dominating, frightening or psychologically or physically harming a person or a group of people. As defined by the Act respecting labour standards, psychological harassment is any vexatious behaviour in the form of repeated and hostile or unwanted conduct, verbal comments, actions or gestures. These behaviours affect the employee’s dignity or psychological or physical integrity, and result in a harmful work environment.

Incivility, violence, harassment and intimidation are **unacceptable** behaviours in the workplace. They can take many forms:

- Making rude, degrading or offensive comments; having an aggressive behaviour
- Isolating, ignoring or excluding someone from a group
- Mocking, belittling or humiliating someone
- Spreading rumours
- Breaking or stealing someone’s property
- Hitting or hurting someone; threatening, intimidating or screaming at someone
- Emailing or posting on social media material that is disrespectful or pornographic
- Discriminating someone over their ethnicity, where they come from, their skin colour, their religion, their language or a disability

What is expected of me?

To maintain a healthy and civilized workplace, health care environment and living environment, free from all forms of harassment or violence, adopt kind, respectful and civil attitudes. When you are hired by the CISSS de la Côte-Nord, you will be asked to formally agree to respect this. If you witness any aggressive, intimidating or harassing behaviours, report them to your immediate supervisor.

What can I do to get more information, or if I am the victim of violence or harassment at work?

If you witness psychological harassment or violence, or if you are victim of these types of behaviour, if possible, speak with the person concerned and ask them to stop. We also encourage you to inform your immediate supervisor. For more information, contact the resource person.

LYNE MONGER: 418 962-2578, EXT. 483267

OCCUPATIONAL HEALTH AND SAFETY

What are my rights and obligations?

As explained in the Act respecting occupational health and safety, every worker has a right to working conditions that have proper regard for their health, safety and physical well-being. Workers must:

- Take the necessary measures to protect their health, safety or physical well-being.
- See that they do not endanger the health, safety or physical well-being of other persons at or near their workplace.
- Participate in the identification and elimination of risks of work accidents or occupational diseases at their workplace.
- Cooperate with the health and safety committee and with any person responsible for the application of this Act and the regulations.
- The tasks you will complete in the course of your duties may potentially expose you to various types of contaminants (such as chemical or biological products). When that is the case, wearing personal protective equipment (PPE) such as an adjusted respiratory protection may be necessary. A fit test and a training session will be provided. For more information, and to know if this applies to you, refer to your immediate supervisor.

For assistance, contact the Occupational health and safety department, available from Monday to Friday between 8:00 a.m. to 12:00 p.m. and between 1:00 p.m. to 4:00 p.m.

TOLL-FREE LINE: 1 833 755-0668

Employee accidents and incidents

What should I do if I see a dangerous situation?

Inform your immediate supervisor. They will do what is necessary to remedy the situation and call upon the prevention team of the Occupational health and safety (OHS) department, if needed.

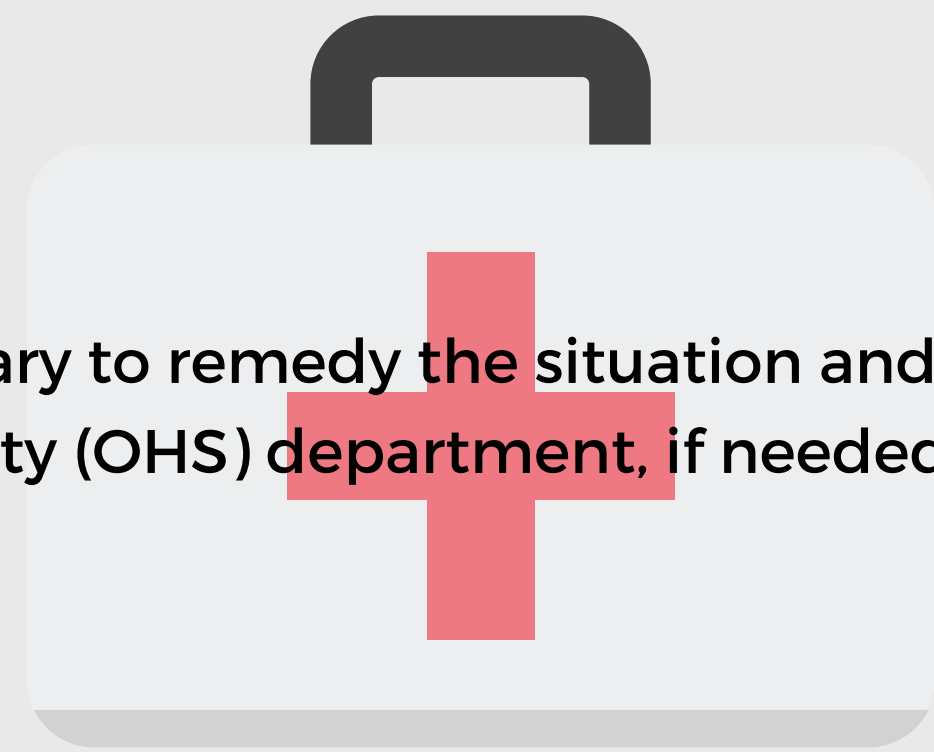
What should I do if I suffer an accident or incident?

1. Inform your manager as quickly as possible.
2. Complete the form to report a work-related accident, incident or disease, available in your work unit or on the intranet under “Prévention au travail.”
3. Give the completed form to your manager.
4. As soon as possible (or within 48 hours), the manager makes sure that the completed form was sent to the OHS department of the Direction des ressources humaines, communications et affaires juridiques.

You must report all accidents and incidents you suffer.

If the accident requires that you take a leave from work, the steps listed above (1 to 4) must be completed. Then, follow these steps:

- Consult a physician quickly. They will complete the CNESST medical statement, which is required when on medical leave.
- If temporary work assignment (light duties) is authorized by your physician, a member of the OHS team will follow up with you.



Prevention and office ergonomics

What should I do to adjust my workstation?

When setting up in your new office, make sure that you are comfortable. Do not hesitate to take some time to adjust your workstation. A proper adjustment helps prevent pain and tension in your neck, shoulders and back. For more information on what to consider when adjusting your workstation, consult “Fiche technique no 16” on the intranet.

You can also make a service request for ergonomics, but you must first have your immediate supervisor’s written authorization. Send that authorization with your request at this address:



Disability insurance

What is the procedure to follow to receive disability benefits?

For leaves of more than four days, follow this procedure:

1. Inform your immediate supervisor or their representative.
2. Inform the Replacement activities department or coordination.
3. Send your medical certificate or your disability insurance claim form to the OHS department.

SSQVT.INVALIDITE.09CISSS@SSSS.GOUV.QC.CA



For a Safe Maternity Experience program (FSME)

The pregnant or breast-feeding worker can benefit from a particular protection. If she works in conditions that are dangerous for her health or for that of the expected or breastfed child, she has a right to be immediately affected to other tasks that are not dangerous or that she can reasonably carry out.

What is the procedure to benefit from this program?

1. Consult a physician after confirmation of your pregnancy and explain your work conditions. If they consider that there is danger, the physician will complete the "Preventive Withdrawal and Reassignment Certificate for a Pregnant or Breast-feeding Worker."
2. Send the certificate to the OHS department as quickly as possible.
3. Inform your immediate supervisor or their representative of your condition.
4. Your supervisor and the OHS department will evaluate the possibility of assigning you to a new affectation. If a reassignment is not possible, you will be placed in preventive withdrawal. At any time during your pregnancy, the employer can bring you back to work if a reassignment becomes available.

Upon reception of your certificate, a member of the OHS team will contact you to inform you of the next steps.

[LEARN MORE](#)



MALTREATMENT

The CISSS advocates benevolence and well-treatment towards users. To that end, the CISSS has developed a policy against maltreatment to enable employees, physicians, volunteers, interns and people working within the establishment to take action when they witness or suspect a situation of maltreatment. We invite you to read the **policy** and to take the **training available** in this regard.

[LEARN MORE](#)



HAND HYGIENE

Hand hygiene is the simplest and most effective way to prevent the transmission of infections. The CISSS has a hand hygiene policy. You can consult it here:

[LEARN MORE](#)



DRESS CODE

All employees must dress properly, i.e., wear clean, decent, safe clothes that reflect a respectful image and comply with good usage rules for a health care establishment.

All employees must follow rules regarding infection prevention and control, risk management, and worker and user health and safety.

The CISSS has a policy regarding dress and appearance in the workplace. You can consult it here:



[LEARN MORE](#)



GETTING INFORMED



GETTING INFORMED



INFORMATION SECURITY AND CONFIDENTIALITY

Everyone who works for the CISSS de la Côte-Nord and uses or accesses the organization's information is concerned by information security and confidentiality.

The management of information security and the protection of personal information are priorities of the establishment. Technology by itself is not enough to ensure security; your participation is essential. The user is responsible for their behaviours when using information assets and they must understand the purpose of the security measures and respect them. Good practices help ensure the accessibility, integrity and confidentiality of information.

Guidelines

All users must at least read these documents:

- Information security policy
- Directive on the use of information assets
- Directive on the management of security incidents
- Escalation procedure of security incidents

[LEARN MORE](#)



Good security practices

Your work environment

- Take reasonable precautions to protect your work environment.
- Lock the drawers and filing cabinets that contain confidential documents.
- Make sure that you do not leave confidential documents on the photocopier, printer or fax machine to ensure proper information management, and retrieve your documents as soon as you can.
- Make sure that you do not leave confidential documents in the recycling bin; use a shredder or the designated locked recycling bins for confidential documents instead (the availability of this service depends on the facility).
- Access information relevant to your tasks and responsibilities only.
- Watch out during conversations: make sure that the conversation remains private.



Your technological environment

- Lock your work session when you leave your workstation.
- Never share your access codes: the user is responsible for all actions taken using them.
- Use a strong password to access electronic information, and do not write it in a place where someone might find it.
- Do not carry confidential information on removable media, such as a USB flash drive.
- When you receive suspicious emails or emails of an unknown origin, do not click links and do not open attachments. When in doubt, contact the service centre of the Direction des ressources informationnelles (DRI).

Security team

The CISSS de la Côte-Nord has an active information security team.

You can also find a large amount of information about information security on the intranet.

- Security committee
- Policies, directives, procedures, etc.
- Security awareness capsules and newsletters
- Security incident report form
- Safe practices

Reporting security incidents

If, at any time, you witness an information security incident that may affect the availability, integrity and/or confidentiality of information, contact the team of the Direction des ressources informationnelles at the following address: confidentialite.securite.09cisss@ssss.gouv.qc.ca.

For an emergency or immediate assistance, contact the **service centre** of the Direction des ressources informationnelles

TOLL-FREE LINE: 1 877 589-8279, OPTION 1

DRUGS AND ALCOHOL

The CISSS de la Côte-Nord has a **zero-tolerance** policy regarding the use, possession, sale or distribution of drugs, alcohol, non-prescribed medication that affects vigilance and other similar substances in the workplace.

You can never come into work under the influence of a substance. This ban also applies to the moments where you are on duty.

If you suffer from a substance-use disorder (drugs, alcohol, medication or any other), you must tell your employer. The employer is committed to supporting you in this and directing you to an appropriate resource.

SOCIAL BENEFITS

Salary classification

If you have questions regarding the salary classification (experience certificate, recognition of prior education, remuneration or seniority), contact the following person:

LUCE VIGNEAULT: 418 538-2212, ext. 542402



Group insurance and retirement

Your **insurance coverage** depends on your category and employment status. The Act respecting prescription drug insurance provides that people under 65 years of age who have access to an insurance plan must opt into it. If you are insured with a spouse, a parent or another employer, a proof of insurance is required to be exempted.



The Government and Public Employees **Retirement** Plan (RREGOP), administered by Retraite Québec, is a mandatory defined benefit pension plan. Contributions are taken directly at source.

If you have questions on group insurance or retirement such as:

- Getting information about retirement pension
- Buying back years of service
- Applying for retirement pension or phased retirement
- Subscribing to or modifying a group insurance plan
- Adding or removing a protection
- Getting information about exemptions
- Knowing the insurance claim process

You can find a summary of insurance plans, complete brochures and subscription forms on the intranet. You can also contact the persons responsible:

For questions regarding group insurance:

HÉLÈNE BOLDUC: 418 589-2038, ext. 252236



For questions regarding retirement:

CLAUDE SIMARD: 418 589-2038, ext. 342931



Leave of absence

To request a planned leave of absence, you must complete a form and send it to your manager. Refer to them for more information. For questions regarding these other types of leave:

- Maternity, paternity and adoption leave
- Unpaid parental leave or part-time unpaid parental leave
- Personal leave (wedding, death, parental responsibility, serving as jury or witness)




CLAUDE SIMARD: 418 589-2038, ext. 342931



- Full-time or part-time unpaid leave (studies, teaching, personal)
- Deferred salary leave
- Schedule arrangements

MYRIAM PARISÉ: 418 538-2212, ext. 542409



	FULL-TIME	PART-TIME
 VACATION LEAVE	<ul style="list-style-type: none">• 1 2/3 days of vacation leave per month, before one year of service• 20 days of vacation leave after one year of service	<ul style="list-style-type: none">• % accumulated instead of vacation leave days
 SICK LEAVE	<ul style="list-style-type: none">• 9.6 days per year	<ul style="list-style-type: none">• % of the wage added to each pay
 STATUTORY HOLIDAYS	<ul style="list-style-type: none">• 13 statutory holidays	<ul style="list-style-type: none">• % of the wage added to each pay

PROOF OF WORK

If you want to obtain:

- Certificate of hours worked (for recognition of credentials)
- Employment confirmation (for a loan, to sign a lease, etc.)

Contact an administration technician at the following address:

DOTATION.09CISSS@SSSS.GOUV.QC.CA



COMMUNICATION TOOLS

In order to keep up with all the relevant information shared with the staff, be sure to follow the CISSS de la Côte-Nord on its various platforms.

Intranet

The intranet is made specifically for employees and it is filled with all the useful information. It can be accessed from inside the establishment, and the information contained is reserved for employees.

[LEARN MORE](#)



INFO-CISSS

The Info-CISSS is the internal newsletter published every three weeks. It provides a lot of information on projects, events and activities going on at the CISSS de la Côte-Nord. It can be accessed on the intranet using any computer and externally through the Facebook group for staff members.

[LEARN MORE](#)



Website of the CISSS de la Côte-Nord

This website comprises a great deal of information intended for the general public, staff of the network and our partners about health services and social services provided in the region. There is also information about the organization of the network, career opportunities, as well as various data, statistics and reports in the “Documentation” section.

[LEARN MORE](#)



Social media

The CISSS de la Côte-Nord is present on various social media. You are specially invited to join the Facebook group called “Personnel du CISSS de la Côte-Nord” to receive relevant information easily and in real time.



[SUBSCRIBE](#)



You are also invited to read the Policy on the Use of Social Media, available on the intranet.

Rules to follow

- Social media and cellphone **prohibited** during work hours, except during breaks and lunchtime
- Respect for **confidentiality** at all times
- Show **loyalty** to the organization: do not talk on behalf of the CISSS, for example
- **Prohibited**: damage to a colleague, a user or the organization
- Use **appropriate language** on the official social media accounts of the CISSS de la Côte-Nord

Employee directory

An online regional directory is available on the intranet, if you need to reach an employee of the CISSS de la Côte-Nord or if you are looking for information on the organization’s various facilities.

[LEARN MORE](#)



Wi-Fi network

A public Wi-Fi network is available inside the organization’s facilities, for users and for employees’ personal devices (CISSS-Public).

UNIONS



Category 1

Les Escoumins - siisneq.esc@ssss.gouv.qc.ca
Forestville- siisneq.for@ssss.gouv.qc.ca
Baie-Comeau - siisneq.bc@ssss.gouv.qc.ca
Port-Cartier - siisneq.pc@ssss.gouv.qc.ca
Sept-Îles - siisneq.si@ssss.gouv.qc.ca
Minganie - siisneq.min@ssss.gouv.qc.ca
Lower North Shore - siisneq.bcn@ssss.gouv.qc.ca
Hématite - siisneq.hem@ssss.gouv.qc.ca



Category 2

categorie2csn09@gmail.com

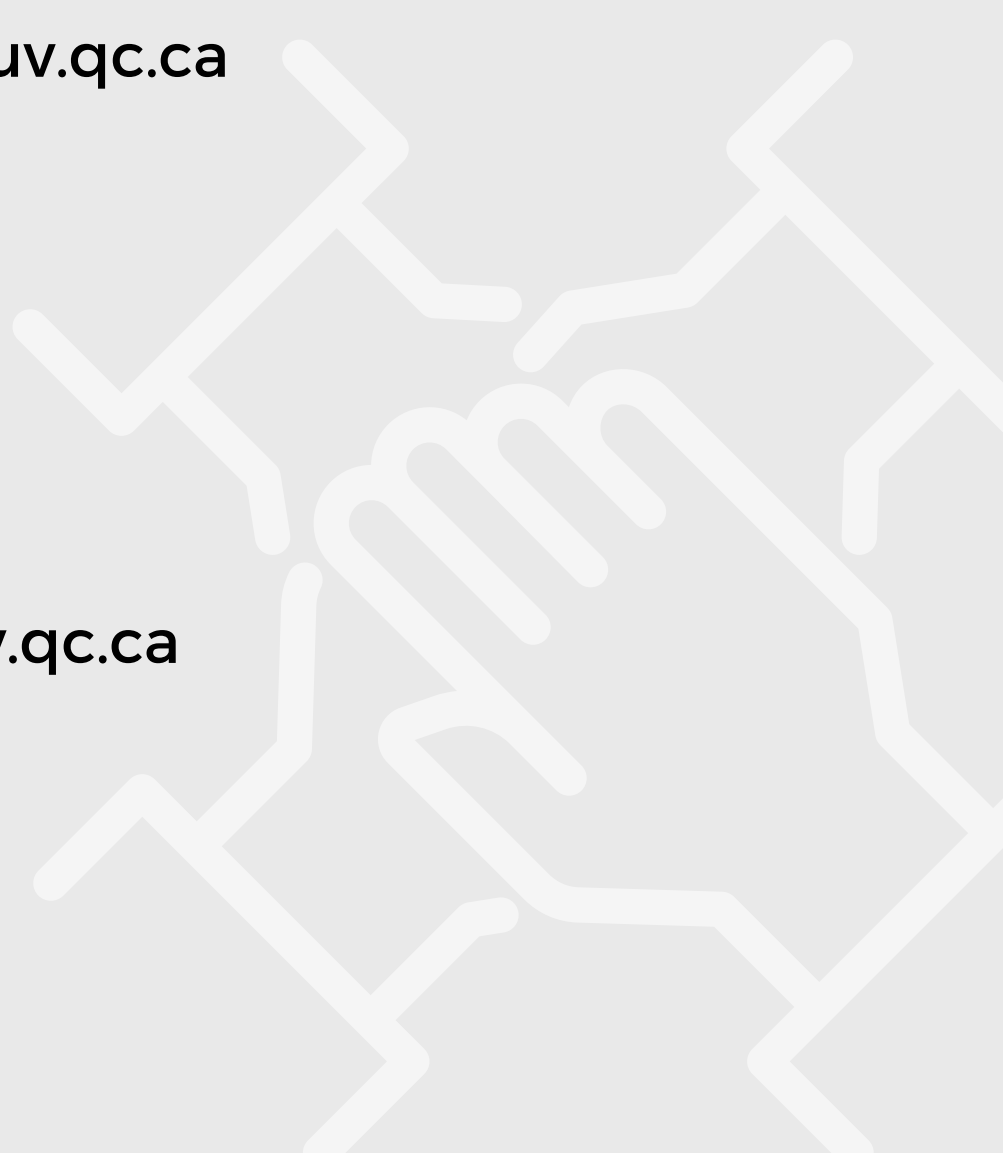
Category 3

csncategorie3.09cisss@ssss.gouv.qc.ca



Category 4

aptscotenord@aptsq.com



EQUAL ACCESS TO EMPLOYMENT PROGRAM

The CISSS de la Côte-Nord applies an equal access to employment program and encourages women, Indigenous people, members of ethnic and visible minorities and people with disabilities to submit their application. Upon request, accommodation measures can be offered to people with disabilities based on their needs.

CONSULT THE GUIDE



EMPLOYEE BENEFITS



By working at the CISSS de la Côte-Nord, you can take advantage of several exclusive discounts and privileges offered by various local businesses. Regularly take a look at the section on the intranet and always keep your employee card on hand to get these benefits!

[LEARN MORE](#)



CROSS-CULTURE AWARENESS

International recruitment is fast growing at the CISSS de la Côte-Nord, which gives us the opportunity to be around people of various cultures within our facilities. Benevolence, empathy and communication are good practices to adopt when cultures meet.

For more information, do not hesitate to consult cross-culture awareness sheets.

[LEARN MORE](#)



Pairing program

Since January 2023, the CISSS de la Côte-Nord has implemented a cross-culture pairing program. This project consists in pairing an employee with a new immigrant resource to facilitate their reception and integration, both in the organization and in the community. We are always looking for dynamic and committed people who want to share their passion for their profession and their environment. It is a voluntary, unpaid process to act as a welcoming colleague with these new resources.

Are you interested to learn more?

[LEARN MORE](#)



INDIGENOUS CULTURE

The Bureau de la collaboration autochtone has a team of interpreters for Innu-aimun and other Indigenous languages, cultural safety companions, liaison officers and an executive advisor. A First Nations hospitality suite was also inaugurated at the Hôpital de Sept-Îles. Finally, a toolbox is available on the intranet.

[LEARN MORE](#)



COMMON ACRONYMS

RAOR: Reception, analysis, orientation and reference

RA: Replacement activities

PO: Personnel officer

PPRO: Planning, programming and research officer

HRO: Human relations officer

AIS: Assistant to the immediate supervisor

HSSA: Health and social services auxiliary

BC: Baie-Comeau

LNS: Lower North Shore

BOD: Board of Directors

CEPI: Candidate to the nursing profession

CEPIA: Candidate to the nursing assistant profession

CH: Hospital

CHSLD: Residential and long-term care centre

CN: Council of Nurses

CISSS: Integrated health and social services centre

CIUSSS: Integrated health and social services university centre

CLSC: Local community service centre

MC: Multidisciplinary Council

CMSSS: Multiservice health and social services centre

EC: Executive Committee

RC: Rehabilitation centre

DG: Direction générale

DITSADP: Direction des programmes de déficience intellectuelle, troubles du spectre de l'autisme et déficience physique

DOFME: Organizational development, training and well-being

DPJ: Direction de la protection de la jeunesse

DProgJ: Direction du programme jeunesse

DRF: Direction des ressources financières

DRHCAJ: Direction des ressources humaines, communications et affaires juridiques

DRI: Direction des ressources informationnelles

DSAPA: Direction du programme de soutien à l'autonomie des personnes âgées

DSI: Direction des soins infirmiers

DSMDI: Direction des programmes santé mentale, dépendance et itinérance

DSMQEPE: Direction des services multidisciplinaires, qualité, évaluation, performance et éthique

DSPEU: Direction des services professionnels et de l'enseignement universitaire

DSPu: Direction de santé publique

DSTHL: Direction des services techniques, de l'hôtellerie et de la logistique

FTE: Full-time equivalent

FER: Fermont

GAMF: Québec Family Doctor Finder

GARE: High-risk pregnancy

FMG: Family medicine group

HSP: Havre-Saint-Pierre

HCN: Haute-Côte-Nord

IDHC: Out-of-Canada graduate nurse

IPSPL: Frontline specialized nurse practitioner

YPA: Youth Protection Act

YCJA: Youth Criminal Justice Act

ARHSSS: Act respecting health services and social services

IL: Independent labour

RCM: Regional county municipality

MSSS: Ministère de la Santé et des Services sociaux

OIIQ: Ordre des infirmières et infirmiers du Québec

HCA: Health care attendant

PC: Port-Cartier

IPC: Infection prevention and control

PED: President and executive director

PAED: President and assistant executive director

PSOC: Community organization support program

RCA: Residential resource with continuous assistance

RAMQ: Régie de l'assurance maladie du Québec

IR: Intermediate resource

LSN: Local services network

NIR: Non-institutional resource

PSR: Private seniors' residence

LR: Labour relations

FTW: Family-type resource

RHA: Report handling and acceptance

CAS: Clinical activity specialist

SI: Sept-Îles

SW: Social worker

FMU: Family medicine unit

IFRU: Intensive functional rehabilitation unit

ICU: Intensive care unit



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Centre intégré de santé
et de services sociaux
de la Côte-Nord

Centre administratif

Centre de protection de l'enfance
et de la jeunesse de Baie-Comeau

Corélo

Québec

Entrée
principale



Stationnement
handicapés
et visiteurs