



Exciting News! We are Growing!

Total Care Home Care Services is thrilled to announce that we are opening a new office in St. John's and surrounding area! Our goal is to bring the same high standard of care and service that our clients and families have come to trust. We are committed to building strong connections - supporting clients, families, and future team members with the same dedication that has made Total Care a leader in home care. This expansion is an exciting step toward helping us continue to set the standard for quality home care throughout Newfoundland.

If you know someone looking for work in this area, please refer them through our Caribou Rewards Program for an opportunity for you to earn up to \$523!

Hand Hygiene

We want to say thank you for your compliance with hand hygiene. Because of you, we have gone from 36% training compliance to 83%. If you have not completed your hand hygiene, please complete the training so we can make this number to be 100%



Thank you to everyone who joined us for our Employee Christmas Party. It was a wonderful evening of good food, great company, and festive fun! Guests enjoyed a delicious traditional turkey dinner, along with fantastic entertainment provided by the Southwest Arm Lions Club (Clareville) and Best Kind Trio (Bonavista). The night also featured an exciting door prize and beautifully put together gift baskets, adding to the holiday cheer! We'd love to hear what you thought!

How did you enjoy the food and entertainment? Any suggestions for next year's party?

Please share your feedback (likes and dislikes) by emailing the chair of our Rec Committee

(rn@totalcarenursing.ca). As a thank you, all employees who respond will receive Caribou Reward Points.

Workforce Survey

In February we will be sending out our annual Workforce survey and the purpose of our survey is to ensure that you have a workplace that fits your needs. Please complete this survey. If we receive a 60% response overall, we will make a draw for a \$150 gift card

EMPLOYEES OF THE MONTH



AUGUST 2025
ROXANNE



SEPTEMBER 2025
TAMMY KEOUGH



OCTOBER 2025
PEGGY PHILLIPS



NOVEMBER 2025
CATHY GREENING



Donning and Doffing – PPE

"Correctly putting on and taking off personal protective equipment is essential to prevent the spread of germs and keep everyone safe, including yourself"

- Before you begin, remove personal items (watches, jewelry)
- Tie back long hair
- Perform hand hygiene

Donning (Putting on):

1. Gown (fully cover the front from neck to knees, securing at neck and waist)
2. Mask (secure and fit snugly over nose and mouth; perform seal check if using a N95)
3. Eye Protection (place face shield over face)
4. Gloves (ensure gloves cover the cuffs of gown)

Doffing: (Taking off):

1. Gloves (grasp outside of one glove and peel off, hold removed glove in gloved hand and slide fingers under remaining glove and peel off. Dispose)
2. Perform hand hygiene
3. Gown (unfasten ties, pull gown away from neck and shoulders turning inside out and roll into a bundle. Dispose)
4. Perform hand hygiene
5. Face shield (remove by handling strap only. Dispose)
6. Mask (Remove using ear loops. Do not touch front of mask. Dispose)
7. Perform Hand Hygiene

- Never place used PPE on household surfaces
- Perform hand hygiene between tasks
- Dispose of PPE according to agency policies
- Change PPE if it becomes wet, torn or visibly soiled
- Review your visual cue card of donning and doffing on a regular – located on your nametag



Did you Know – Low Level Disinfecting

As per the “Centers for Disease Control and Prevention cleaning and disinfecting reusable medical equipment such as hospital beds, lifts and other reusable equipment, help reduce the risk of healthcare associated infections by removing pathogens and preventing their transmission between clients and staff. This is why it is so important to follow the low-level disinfectant guidelines as part of your client’s care plan



Did you know we have an Employee Referral Program here at Total Care?

What's the benefit of a Home Support Worker making a referral?

Help clients and your community access more of the care they need and earn extra cash rewards for yourself

Earn up to \$523 for each successful referral!

Referral Step	Amount
Share a job posting	100 points (\$1) and 1 draw ticket Up to a maximum of \$5 and 5 draw tickets/month
Friend applies	200 points (\$2)
Friend completes orientation	1,000 points (\$10)
Friend completes first shift	1,000 points (\$10)
Friend actively works 240 hours	25,000 points (\$250)
Friend actively works 480 hours	25,000 points (\$250)



Group Registered Retirement Savings Plan (RRSP) Now Available to All Employees

What Is a Group RRSP?

A Group RRSP is a retirement savings plan that allows you to contribute directly from your paycheck. Your savings grow over time and help support your long-term financial goals — whether that's retirement, buying a home, or planning for the future.

Why Participate?

- ✓ Simple payroll deductions – contributions come straight from your pay
- ✓ Tax advantages – RRSP contributions can reduce your taxable income
- ✓ Flexible contribution amounts – you choose what works for you
- ✓ Automatic saving – no need to remember to transfer money
- ✓ Long-term financial security – invest in your future with confidence

Even small contributions can make a big difference over time.

Who Can Join?

All employees will be able to enroll voluntarily

- Participation is completely optional
- You may start, stop, or adjust contributions as needed

Why We're Offering This

At Total Care, We Care — not only about the work you do today, but about your well-being tomorrow.

Offering a Group RRSP is one way we aim to support our employees beyond the workplace and help build financial stability for the future.

Interested?

Call, email or come see us to get started!

If you have questions in the meantime, please contact HR.





Years of Service 2025

20 YEARS



15 YEARS



10 YEARS



5 YEARS



Retirement

This year, we extend our heartfelt congratulations to employees as they begin their well-earned retirement. Each of these remarkable individuals has dedicated years of service to caring for others, making a lasting difference in the lives of our clients, families, and team members. Their compassion, commitment, and hard work have helped shape the caring culture we are proud of today. As they move into this next chapter, we thank them for their invaluable contributions and wish them good health, happiness, and many wonderful moments ahead. (Not pictured, Lovelet Young and Ivy Baker-Spurrell

