

REFERENCE GUIDE

FOR NEW EMPLOYEES OF THE CISSS DE LA CÔTE-NORD



WWW.CISSS-COTENORD.GOUV.QC.CA

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

Québec 

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ABOUT US



The CISSS de la Côte-Nord

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), clinics, CLSCs, etc.

Over 3 500 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 90 700 residents speak French, but 60% of residents of the Lower North Shore have English as a first language, and 18% of the population is indigenous (2019 statistical data).

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

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

Planetree: A person-centered approach

The CISSS de la Côte-Nord is part of the French-speaking Planetree Network, of which one of the objectives is to offer employees better quality of life at work and to improve the experience of users who receive care and services.

At the CISSS de la Côte-Nord, this approach called “Planetree: a person-centered approach” translates concretely into:

- 🌱 A regional committee whose objective is to improve the experience of employees and users
- 🌱 The development of a charter of values so that its values live on in the organization
- 🌱 The importance of considering surveys and comments made by users after a care episode

- 
- An interest in consulting employees when requesting changes
 - An openness to provide schedules and work conditions that allow for a better work life and family life balance
 - The involvement of partner users in the various services and projects
 - The development of various ways to provide a safe and high quality work environment (civility campaign, prevention project to improve the work climate, professional development program, etc.)

For more information and tools, consult the [intranet](#).

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** 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 (<https://www.cisss-cotenord.gouv.qc.ca/en/your-cisss/health-care-and-services-partnership/>).

Health, well-being and appreciation program

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.

Appreciation activities for years of service and retirement

Every year, activities are organized to celebrate years of service and retirements. These activities let us acknowledge and honor employees who celebrate their 15, 20, 25, 30, 35 and even 40 years of service, as well as retired employees.

Annual activities to give out appreciation tickets

This activity is carried out in all facilities of the CISSS. It lets each employee give an appreciation certificate to the person or people of their choice, to highlight, thank and recognize the actions and qualities they appreciate in the identified person.

Other activities

Other activities, to celebrate Christmas for example, are organized in the different facilities by the social clubs. Ask your immediate supervisor to know the local culture of your facility on that subject.

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, depending 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 responsibilities 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

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: <https://grhpaie09.ciasss-cotenord.gouv.qc.ca/>. Every worker is responsible for consulting their schedule for the appropriate dates.

Replacement activities

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

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 availability yourself on Logibec Web.

Telephone number 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 3:00 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. Here is the number to call:

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

What to do when I cannot 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. Here is the number to call:

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

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 you, regardless of the computer you are using. 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. For all questions regarding your Windows username, call 1 877 589-8279, option 1.

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, an organizational email address will be created for you. You will find the information regarding the messaging system on the [intranet](#).

Voice mail

A reference sheet regarding voice mail is also available on the [intranet](#).

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](#) app (icon on your computer desktop). In case of emergency, or for immediate assistance, call the service centre of the Direction des ressources informatiques at 1 877 589-8279, option 1.

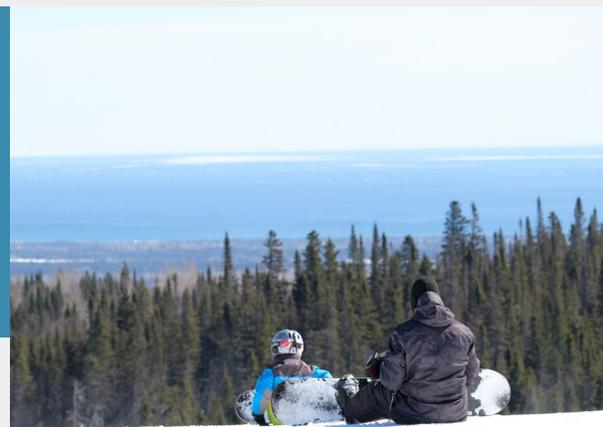
The service centre is open from Monday to Friday, from 7:30 a.m. to 4:30 p.m. (except on holidays). Outside regular business hours, someone is on duty to answer to emergencies.



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.

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 the 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 or lost user
White	Violent user
Red	Fire
Black	Bomb or suspicious object
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 harassment prevention

What is the policy for the promotion of civility and harassment prevention?

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 calm and collected
-  Being open to other people’s ideas
-  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 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 handicap

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 invite you to inform your immediate supervisor.

For more information

Contact Lyne Monger at 418 962-2578, ext. 483267.

Maltreatment

The CISSS promotes kindness and well-treatment toward its users. To do so, the CISSS has adopted a policy to combat maltreatment of users, so that every employee, physician, volunteer, intern and person who works in the establishment can intervene when they witness or suspect abuse. You are invited to read the [policy](#) and follow the [training session](#) (French only) on that subject.

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 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.

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 Health, safety and quality of work life department (HSQWL), 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 or incident, available in your work unit
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 HSQWL 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:

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

Prevention and office ergonomics

What can 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: 09.psrt.ssqvt@ssss.gouv.qc.ca.

Disability insurance

What are the criteria to be eligible to disability insurance?

To be eligible to receive disability benefits, you must demonstrate that your medical condition meets the three following criteria:

1. A disability that results from a disease, including an accident or complication from a pregnancy, an organ or bone marrow donation or a condition related to family planning.

AND

2. That requires a medical follow-up.

AND

3. That makes the employee completely unable to accomplish their usual work tasks or any other similar job associated with a similar income (refer to the collective agreement) offered by the employer.

What is the procedure to follow to receive disability benefits?

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

1. Inform your immediate supervisor or their representative.
2. Inform the Replacement activities department or coordination.
3. Send your medical note or your disability insurance claim form to the Health, safety and quality of work department (HSQWL).

When your medical note is received, a member of the HSQWL team will contact you to get some additional information and inform you of the next steps.

These steps are essential to the proper processing of your claim, and to make sure that the disability insurance benefits are paid to you in the required time. The benefits are not paid automatically; the criteria set up in the applicable collective agreements must be respected. The disability insurance claim form can be found on the [intranet](#).

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 situation. If they consider that there is danger, the physician completes the "Preventive Withdrawal and Reassignment Certificate for a Pregnant or Breast-feeding Worker".
2. Send the certificate to the Health, safety and quality of work life department (HSQWL) as quickly as possible.
3. Inform your immediate supervisor or their representative of your condition.
4. Your supervisor and the HSQWL will evaluate the possibility of assigning you to a new affectation.

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

Employee and Family Assistance Program (EFAP)

The EFAP provides assistance when going through difficult times that affect your functioning, regardless of whether these difficulties are personal or professional. The service is confidential and offered free of charge. Visit travaillsantevie.com or call 1 800 361-2433 to learn about the services offered and

Towards a smoke-free establishment!

The CISSS de la Côte-Nord will be a smoke-free environment by 2022. The two rehabilitation centres for young persons with adjustment problems, in Baie-Comeau and Sept-Îles, have been 100% smoke-free since May 1, 2019.

In facilities that are not yet smoke-free, remember that:

-  Smoking and vaping are prohibited within a 9-metre radius of any door, openable window or air intake linked to a closed space where smoking is prohibited.
-  Smoking and vaping are prohibited in public spaces.
-  Smoking is prohibited inside the establishment, except in specially designated smoking rooms for users (no staff member, family or volunteer).
-  The use of tobacco, electronic cigarette or any other inhaled tobacco replacement product by staff members is prohibited in the course of their duties when in the presence of users or residents.

Under the Tobacco control act, fines may be given for the following offences:

-  Smoking in a place where it is prohibited: from \$250 to \$750
-  Tolerating that a person smoke in a place where it is prohibited: from \$500 to \$12 500

Hand hygiene

Hand hygiene is the simplest and most effective way to prevent the transmission of infections.

When is the right moment to wash your hands?

Hand hygiene is important in day-to-day life: before eating, after using the bathroom, after blowing your nose, etc. However, for health care workers, there are four specific moments related to the exercise of their duties that must be closely considered:

-  Before any contact with a user or their environment
-  Before an aseptic procedure
-  After a risk of contact with biological fluids or after removing gloves
-  After any contact with a user or their environment

Do you know the recommendations regarding hand hygiene?

You can wash your hands with a hydroalcoholic solution at any time. However, it is essential that you wash your hands with soap and water in situations such as these:

-  When hands are visibly soiled or after using the bathroom
-  After contact with a user or environment that is contaminated by a pathogen and that can generate spores (*C. difficile*): rubbing action and rinsing are required to get rid of spores
-  After contact with gastroenteritis

Other important moments to wash your hands:

-  When entering and leaving the facility
-  When entering and leaving a department
-  Before meals
-  After using the bathroom
-  After coughing or blowing your nose

Complementary measures that favour infection prevention:

-  Keep your nails short (ideally under 5 mm) and without nail polish to help keep a better hand hygiene
-  Avoid wearing artificial nails (false nails)
-  Avoid wearing jewellery (rings, bracelets) because hand contamination is increased by wearing rings, so removing them is strongly suggested

Hands problems?

- Use lukewarm water: very hot or very cold water may lead to dermatitis
- Hydrate your hands regularly
- When drying your hands, avoid rubbing and tap them instead

Washing hands, simple and effective!



msss.gouv.qc.ca/grippe

Santé
et Services sociaux
Québec

Disinfecting your hands



**RUB YOUR HANDS TOGETHER UNTIL THEY ARE DRY;
DO NOT USE PAPER TOWELS.**

Québec.ca

Votre
gouvernement

Québec

GETTING INFORMED



Confidentiality and information security

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 read at least these documents:

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

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. For any information, or if you have concerns, you can reach the team at 1 877 589-8279, option 1.

An information security and confidentiality committee is in place. You can reach it by email at: confidentialite.securite.09cisss@ssss.gouv.qc.ca.

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 service centre of the DRI as quickly as possible: 1 877 589-8279, option 1. A [security incident report form](#) is also available.

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 support you in this, and to direct you to an appropriate resource.

Social benefits and proof of work

Salary classification

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

FOR THE ENTIRE TERRITORY	REFERENCE	CONTACT INFORMATION
Remuneration, recognition of experience or prior education, seniority	Luce Vigneault	418 538-2212, ext. 542402

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 the administration technician that corresponds to your work category:

CATEGORY	REFERENCE	CONTACT INFORMATION
1	Julie Larouche	418 962-2572, ext. 414446
2	Chantale Dallaire	418 589-2038, ext. 342261
3 and 4	Mylène Gaudreault	418 766-2572, ext. 442710

Group insurance and retirement

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 person responsible:

FOR THE ENTIRE TERRITORY	REFERENCE	CONTACT INFORMATION
Pension plan (phased retirement request, buying back years of service, retirement pension request)	Claude Simard	418 589-2038, ext. 342931
Group insurance	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)
- 😊 Full-time or part-time unpaid leave (studies, teaching, personal)
- 😊 Deferred salary leave

Contact the person responsible:

FOR THE ENTIRE TERRITORY	REFERENCE	CONTACT INFORMATION
Long-term leaves (unpaid leave of more than 30 days, part-time unpaid leave, deferred salary leave, organization of working time, compassionate care leave, study leave)	Myriam Parisée	418 538-2212, ext. 542409
Parental leave	Claude Simard	418 589-2038, ext. 342931
Bereavement leave	Claude Simard	418 589-2038, ext. 342931

Communication tools

Intranet

<http://cissscotenord.intranet.reg09.rtss.qc.ca/>: This website 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.

Website of the CISSS Côte-Nord

<http://www.cisss-cotenord.gouv.qc.ca/>: This website can be accessed from anywhere and the information it contains is mainly aimed at the general population.

Info-CISSS

The Info-CISSS is an internal newsletter published every two weeks. It provides a lot of information on events and activities going on at the CISSS de la Côte-Nord, news, accomplishments, information from foundations and organizations related to the health and social services network, etc. It can be accessed on the intranet using any computer, and it is posted on bulletin boards in some facilities.

Social media

The CISSS de la Côte-Nord is present on various social media, such as Facebook (the public page for the [Centre intégré de santé et de service soaicua de la Côte-Nord](#), and three private groups: [Personnel du CISSS de la Côte-Nord](#), [Recrutement médical Côte-Nord](#) and [Recrutement – Étudiants en soins infirmiers](#)), [YouTube](#), [Instagram](#) and [LinkedIn](#).

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.

You are also invited to read the Policy on the Use of Social Media, available on the [intranet](#).

Rules to follow

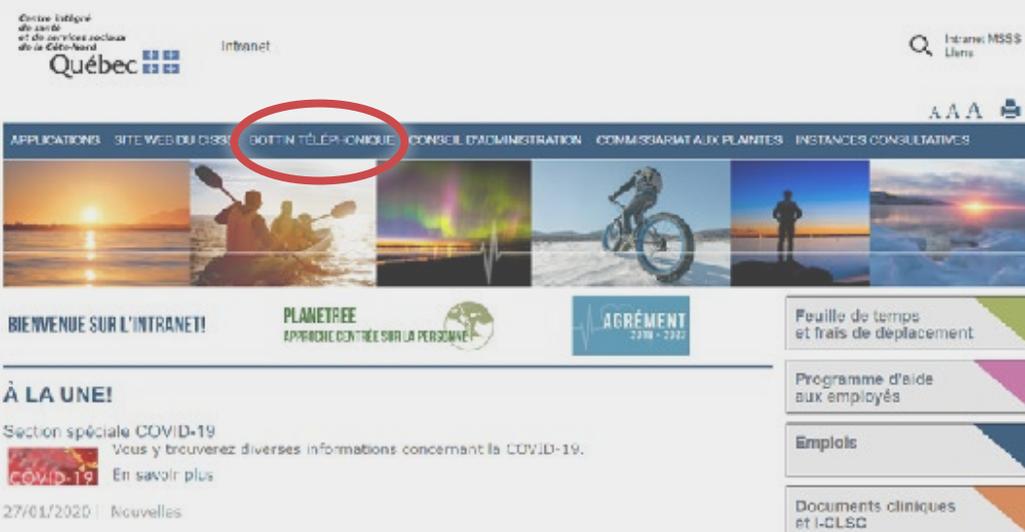
- 👤 The use of social media for personal use is prohibited during work hours, but allowed during breaks or at lunchtime.
- 👤 You must, at all times, safeguard the confidentiality of the organization’s confidential documents and show loyalty to the establishment in your actions.
- 👤 Outside the organization and outside work hours, social media users must behave at the best of their judgment, and with loyalty. It is therefore prohibited to:
 - Disclose personal information about users, or images and videos that would allow one to directly or indirectly identify them.
 - Disclose personal information about colleagues, or images and videos that would allow one to directly or indirectly identify them, without first getting the permission of all involved.
 - Post offensive, hurtful or slanderous comments towards colleagues or users.
 - Attack the reputation of a colleague, a user or the organization.
 - Post confidential information obtained in the course of your duties.
 - Post confidential or strategic information or documents that belong to the organization on social media
 - Express an opinion or post a document in the name of the organization, without being authorized to do so by the Head office

Wi-fi network

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

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.





www.cisss-cotenord.gouv.qc.ca



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

**Centre intégré
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