

Proposal in response to

RFP No. Doc4735839097

City of Toronto RFP for Agency Staffing Solutions for RNs, RPNs,
and PSWs

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2.2 Technical Proposal Content

Letter of Introduction

Dear Evaluation Committee Members,

On behalf of TLC Alert Nursing & Home Care, I am pleased to submit our comprehensive proposal to provide professional recruitment services for the City of Toronto. With **30 years of dedicated experience** in Ontario's healthcare sector, TLC Alert has a proven track record of delivering exceptional staffing solutions tailored to the unique needs of **long-term care** and community health settings.

Our proposal emphasizes TLC Alert's strengths in leveraging advanced technologies and adhering to rigorous compliance standards. Through platforms like **NextCrew**, which supports real-time scheduling and attendance tracking, and **Surge Learning**, which ensures continual staff training and certification compliance, we provide seamless, tech-enabled staffing solutions that are scalable and responsive.

Key highlights of our offering include:

- **Extensive Talent Pool:** With over 600 pre-vetted healthcare professionals, including Registered Nurses (RNs), Registered Practical Nurses (RPNs), and Personal Support Workers (PSWs), we ensure consistent staffing coverage across diverse care environments. See **Appendix E.1**.
- **Commitment to Compliance:** Our proactive quality assurance measures ensure all staff meet the requirements of the **Fixing Long-Term Care Act, 2021**, and Ontario Regulation 246/22.
- **Resident-Centered Care:** Our focus on cultural competence and dementia-specific training, such as **Gentle Persuasive Approach (GPA)**, aligns with the City of Toronto's priorities for respectful and responsive care.
- **Emergency Preparedness:** With a 24/7 on-call team and a robust Business Continuity Plan, TLC Alert guarantees uninterrupted services, even in high-demand or crisis situations.

As your partner, TLC Alert will uphold the City of Toronto's vision for quality care and operational excellence. We are confident that our **advanced systems, dedicated leadership team, and proven methodologies** position us to exceed expectations in staffing services. Thank you for considering our proposal. We look forward to the opportunity to support the City of Toronto in its mission to provide exemplary care. Please do not hesitate to reach out to me directly for further discussion or clarification.

Sincerely,



Monica Gokool
Vice-President of Operations
TLC Alert Nursing & Home Care

Subsection 1 - Executive Summary

For 30 years, TLC Alert Nursing & Home Care has been a leader in healthcare staffing, specializing in long-term care and community health across Ontario. Our proven experience, advanced technology, and commitment to compliance uniquely position us to provide exceptional recruitment services tailored to the City of Toronto's needs.

Our proposal highlights our ability to deliver reliable, tech-enabled solutions that ensure seamless staffing operations and exceptional resident care. By leveraging platforms like **NextCrew** for real-time scheduling and attendance tracking and **Surge Learning** for continuous training and certification compliance, we deliver a modern approach that meets today's healthcare challenges.

Key Features of Our Proposal:

- **Decades of Expertise:** With 30 years of experience, TLC Alert has built a reputation for reliability and responsiveness, ensuring staffing solutions that meet the unique demands of long-term care facilities.
- **Technology-Driven Solutions:** Advanced systems, including NextCrew and Surge Learning, enable efficient scheduling, proactive compliance monitoring, and transparent reporting.
- **Scalable Workforce:** Our pre-vetted talent pool of over 600 Registered Nurses (RNs), Registered Practical Nurses (RPNs), and Personal Support Workers (PSWs) provides flexible staffing options to meet both routine and emergency needs.
- **Compliance Excellence:** Every staff member meets the requirements of the **Fixing Long-Term Care Act, 2021**, Ontario Regulation 246/22, and the City's policies, with ongoing monitoring.
- **Resident-Centered Focus:** Training in **Gentle Persuasive Approach (GPA)** and cultural competence ensures staff deliver compassionate, respectful, and high-quality care.
- **Emergency Response:** TLC Alert takes pride in maintaining an **in-house 24/7 on-call team**, ensuring that urgent staffing requests are handled directly by our dedicated staff rather than outsourced phone services. This approach enables us to consistently achieve **response times of under 1 hour** for emergency shift fulfillment.
- **Accountability Through Reporting:** Monthly fill-rate analysis and detailed compliance reporting provide transparency and actionable insights.

Our **decades of experience** combined with a **forward-thinking, tech-enabled approach** make TLC Alert the ideal partner for the City of Toronto. We are committed to delivering responsive, high-quality staffing services that align with the City's operational and care priorities.

Subsection 2 - Supplier Profile

Corporate Profile and History

TLC Alert Nursing & Home Care has been a leading provider of healthcare staffing solutions for nearly three decades. Our extensive experience includes delivering customized and comprehensive staffing for hospitals, long-term care facilities, retirement homes, correctional facilities, and private residences.

- **Date Established:** 1995
- **Products and Services Offered:**
 - **Facility Staffing Solutions:**
 - Registered Nurses (RNs), Registered Practical Nurses (RPNs), and Personal Support Workers (PSWs) for ER, ICU/CCU, NICU, L&D, OBS, Med/Surge, Mental Health Unit, Pediatrics, O/R, Withdrawal Management Unit, and correctional facilities.
 - **Private Care in Hospitals and Nursing Homes:**
 - One-on-one, compassionate care tailored to individual needs.
 - **Home Care Services:**
 - Support for independence and dignity within the comfort of home.
- **See Appendix B for Corporate Profile and Accreditation information.**
- **Total Number of Employees:**
 - Over 800 pre-vetted healthcare professionals, including:
 - 150 Registered Nurses (RNs)
 - 200 Registered Practical Nurses (RPNs)
 - 250 Personal Support Workers (PSWs)
 - 600+ Pre-Vetted Talent Pool
- **Major Clients:**
 - Responsive Group, Inc.
 - Extendicare Canada, Inc.
 - St. Joseph's Care Group
- **Business Solutions Partners:**
 - **NextCrew:** Real-time staffing and scheduling technology for efficient workforce management.
 - **Surge Learning:** Quality Risk Management, Compliance tracking and professional development to maintain exceptional standards of care.

Corporate Structure

TLC Alert Nursing & Home Care operates independently with no parent companies, subsidiaries, or affiliates. This autonomy allows us to focus solely on providing superior healthcare staffing solutions without external constraints.

Financial and Operational Stability

Our long-standing partnerships with healthcare facilities across Ontario reflect our financial strength, operational base, and market share. With offices in Toronto, Simcoe, and Muskoka, TLC Alert is strategically positioned to deliver consistent and reliable services, including in rural and remote locations.

Commitment to Diversity

TLC Alert Nursing & Home Care prioritizes diversity and equity within our workforce and operations. **See Appendix I** for further detail and supporting documents.

- **Supplier Diversity Policy:**
 - Actively promotes equitable procurement opportunities by partnering with vendors and subcontractors from underrepresented groups.

- **Employment Diversity Policy:**
 - Inclusivity-focused hiring practices ensure a workforce that reflects the diverse communities we serve.
 - Ongoing cultural competence training supports understanding and responsiveness to client needs.
- **Results:**
 - Approximately **50%** of TLC Alert's workforce represents diverse communities.

Certification as a Diverse Supplier

TLC Alert is actively pursuing certification through recognized Supplier Diversity Organizations to expand its commitment to equitable practices. Supporting documentation will be provided upon request.

Subsection 3 – Experience and Qualifications of the Supplier

TLC Alert Nursing & Home Care brings **30 years of proven experience** in delivering healthcare staffing services tailored to the unique needs of long-term care homes and similar facilities. Established in 1995, our organization has consistently provided high-quality staffing solutions across diverse settings, including hospitals, retirement homes, correctional facilities, and private residences.

LTC Experience

TLC Alert has successfully partnered with **long-term care homes of comparable scope and complexity**. Our experience includes providing Registered Nurses (RNs), Registered Practical Nurses (RPNs), and Personal Support Workers (PSWs) to facilities such as:

- **Extendicare Canada, Inc.** (Ontario)
- **Responsive Group, Inc.**
- **Hogarth Riverview Manor** (Thunder Bay, ON)

We have maintained consistent **98%+ fill rates**, even during critical periods such as the COVID-19 pandemic, ensuring uninterrupted staffing to meet client needs. Our team is experienced in managing fluctuating demands, complex care environments, and emergency staffing requirements.

Accreditation Status

TLC Alert is currently in the process of achieving **Accreditation Canada** certification, with plans to complete this rigorous process by 2025. This commitment demonstrates our alignment with national standards of excellence in healthcare staffing and operational practices. **See Appendix B** for further information and supporting documentation.

In the meantime, our operations adhere to provincial and industry-specific compliance standards, including the **Fixing Long-Term Care Act (2021)** and Ontario Regulation 246/22. TLC Alert also utilizes advanced platforms, including **Surge Learning** for compliance

tracking and **NextCrew** for scheduling and workforce management, to ensure operational efficiency and regulatory alignment.

Distinctive Capabilities

- **Specialized Knowledge:** Our team has extensive experience in dementia care, mental health crisis intervention, and culturally responsive care—essential skills for long-term care environments.
- **Technology-Driven Operations:** Leveraging platforms such as NextCrew and Surge Learning, we provide real-time staffing updates, compliance monitoring, and transparent reporting.
- **Proven Results:** Demonstrated ability to adapt to emergencies, sustain high performance, and meet or exceed client expectations.

TLC Alert's longstanding partnerships with long-term care facilities and our proactive pursuit of Accreditation Canada status position us as a reliable and qualified supplier, fully capable of meeting the requirements of this contract.

Subsection 4 - Proposed Staff Team and Resources

Key Staff

Below is a list of key staff that TLC Alert Nursing & Home Care proposes for this work, along with their professional qualifications, related project experience, and specific duties and responsibilities. See **Appendix C for Organizational Chart**; and, **Appendix E for Supplemental Talent Pool and Staff breakdown**.

- **Ajaz Mohammed, Business Development and Client Relations Manager**
 - **Education/Qualifications:** Bachelors in Commerce, as well as Postgraduate Diploma in Business Marketing and Sales.
 - **Experience:** Over seven years of expertise in healthcare staffing, sales, client relations, and home care services. Proficient in developing client-centric strategies and delivering tailored solutions for long-term care homes and healthcare facilities.
 - **Related Project Experience:** Led key client accounts for long-term care homes and community healthcare providers, focusing on seamless service delivery and compliance with provincial healthcare standards. Managed end-to-end staffing operations, incident reporting, and strategic growth initiatives.
 - **Responsibilities:**
 - Develops and nurtures client relationships, ensuring service excellence and alignment with organizational goals.
 - Identifies new business opportunities and implements strategies to expand service offerings.
 - Oversees incident reporting and investigation processes to promote accountability and risk mitigation.

- Ensures adherence to healthcare policies, fostering a culture of safety and compliance.
 - Collaborates with stakeholders to enhance operational efficiency and resolve client concerns effectively.
- **Sharron Brock, Clinical Practice Manager**
 - **Qualifications:** Registered Nurse (RN), completed through dedicated RN and RPN programs, with extensive practical experience in clinical quality management and compliance.
 - **Related Project Experience:** Over 12 years in long-term care, leading quality assurance programs, compliance audits, and implementing risk mitigation practices aligned with provincial regulations.
 - **Responsibilities:** Manages quality assurance programs, conducts audits, oversees clinical training initiatives, and investigates and resolves clinical concerns to ensure high standards of care.
- **Siobhan Reid, Recruiting and Staffing Manager**
 - **Qualifications/Experience:** 18 years experience in the healthcare field.
 - **Related Project Experience:** 10+ years in healthcare recruitment, with expertise in credential verification, scheduling, and maintaining talent pools.
 - **Responsibilities:** Leads recruitment, oversees credential verification, and ensures alignment with contract requirements.
- **Samantha Difebo, Staffing and Scheduling Coordinator**
 - **Qualifications/Experience:** Bachelor's Degree in Business Administration, certification in Digital Scheduling and Resource Management. Currently enrolled in Joint Health and Safety Committee certification. Over three years of experience in healthcare operations.
 - **Related Project Experience:** Expertise in scheduling and resource management, including the use of NextCrew for shift allocation and real-time adjustments. Supports hiring and workforce management by coordinating interviews, managing candidate pipelines, and ensuring schedules align with organizational needs.
 - **Responsibilities:** Coordinates staffing schedules, manages attendance tracking, and ensures timely fulfillment of all shifts. Supports recruitment activities, resolves scheduling conflicts, and addresses employee concerns regarding shifts.

- **Karthik Pursothama, Finance Manager**

- **Qualifications/Experience:** Master's in Social Work, Bachelor's Degree in Commerce, and certifications in Financial Management and Reporting. Currently pursuing PCP compliance certification.
- **Related Project Experience:** 5+ years of experience in financial operations within the healthcare sector.
- **Responsibilities:** Manages invoicing, resolves disputes, payroll, and ensures financial reporting compliance.

- **Jennifer Frank, Office Manager**

- **Qualifications:** 30 years of professional experience in healthcare operations, including recruiting, scheduling, and staff training.
- **Related Project Experience:** Managed WSIB cases, investigated complaints, and prepared reports for senior management in healthcare environments.
- **Responsibilities:** Oversees daily operations, resolves client and staff concerns, and ensures compliance with healthcare laws and regulations.

Total Number of Current Employees

TLC Alert Nursing & Home Care employs a diverse and experienced workforce actively engaged within the last 3 months. See **Appendix E.1** for further information.

- **Administrative Staff:** 14
- **Registered Nurses (RNs):** 50
- **Registered Practical Nurses (RPNs):** 75
- **Personal Support Workers (PSWs):** 52
 - **Total Active Personnel:** 177
- **Additional Talent Pool:** 644
 - **TOTAL:** 835

Gentle Persuasive Approach (GPA) Training

TLC Alert ensures that staff are equipped with Gentle Persuasive Approach (GPA) training to enhance their ability to provide care for residents with dementia and responsive behaviors. Of our 177 active personnel, 26 have completed GPA training, representing **15%** of the workforce.

We aim to build this number to **100% within the next 12 months**, and can ensure that all staff assigned to the City of Toronto will have been trained.

Screening and Certifications

TLC Alert guarantees **100% verified compliance** for all staff through our **NextCrew database**, which is continually updated and monitored to ensure alignment with all screening and certification requirements. These are mandatory requirements for employment and include:

- **Clear Vulnerable Sector Screening** completed within the past 6 months.

- **Current CPR Certification** for all staff.
- **Compliance with City of Toronto immunization and tuberculosis screening requirements**, including:
 - Tdap or proof of immunity.
 - Varicella or proof of immunity.
 - MMR or proof of immunity.
 - Negative 2-step Tuberculosis Skin Test or chest x-ray.
 - COVID immunization, where applicable.
- **Annual flu vaccination or Tamiflu compliance** during influenza outbreaks.

Experience and Knowledge

TLC Alert guarantees that **100% of our staff** possess the required experience and knowledge necessary to work in long-term care homes in Ontario. This includes:

- Experience working with populations within long-term care homes, including older adults, cognitive impairments, responsive behaviors, and chronic disease conditions.
- Familiarity with and adherence to the **Fixing Long-Term Care Act, 2021**, City of Toronto policies and procedures, and resident care plans.

Logistical Requirements

1. **Technical Skills and Uniform Standards:**
 - Staff will have knowledge and skills with electronic documentation systems and electronic medication administration records (E-MAR).
 - Staff will wear agency-issued photo identification, uniforms, and closed-toe shoes at all times.
2. **Operational Requirements:**
 - Staff will sign in and out using the City of Toronto Home's on-site time sign-in sheet.
 - Staff will complete the City of Toronto's **General Orientation Contractors Guide** and sign the declaration prior to commencing their first shift (training costs covered by TLC Alert).

TLC Alert acknowledges these operational requirements and guarantees that **all personnel will be fully prepared to follow and enact these items upon commencement of the project**. This includes ensuring readiness through orientation, training, and compliance with all City and facility-specific standards.

Subsection 5 - Education and Training

Training Compliance for Policies and Procedures

TLC Alert Nursing & Home Care ensures that all staff provided to the City of Toronto are fully trained and compliant with the required hospital policies and procedures, including but not limited to:

- **General City Human Resource and Administrative Policies:** Safety policies, clinical protocols, immunization and vaccination policies, flu vaccination policies, tuberculosis testing, and Non-Violent Crisis Intervention training.
- **Regulatory and Legal Standards:** Compliance with the Occupational Health and Safety Act, WSIB requirements, and Hazardous Material Handling procedures.

- **Infection Prevention and Control (IPAC):** Staff are trained extensively on infection control procedures, personal protective equipment (PPE) usage, and adherence to IPAC standards.
- **Certification and Testing:** Staff undergo mandatory certifications, including Mask Fit Testing, client privacy and confidentiality protocols, and handling of hospital records.
- **Department-Specific Policies:** Training is tailored to include equipment and software specific to individual departments where staff are placed.

See **Appendix D & E.2** for further detail. *TLC Alert will provide certificates of compliance for all training and certifications upon request.*

Reporting on Training Completion

Upon request, TLC Alert will provide the City with a detailed report of staff who have completed the required training. This report will categorize staff by role (Registered Nurse, Registered Practical Nurse, or Personal Support Worker) and include documentation verifying their completion of the necessary training modules and certifications.

Cost Responsibility

TLC Alert assumes full financial responsibility for ensuring that all staff are trained and certified in alignment with the City of Toronto's requirements. This includes covering costs for any additional training, certifications, or onboarding sessions mandated by the City.

Ensuring Training Compliance and Record Maintenance

TLC Alert utilizes the **NextCrew platform** to track and manage all training records, certifications, and compliance data. This system:

- Maintains real-time records of completed training and certifications.
- Automates alerts for renewal deadlines, ensuring that no staff member falls out of compliance.
- Generates detailed, customizable compliance reports for audit purposes.

Additionally, we can attest that staff would be required to complete and acknowledge the **City of Toronto's Contractor Guide** training prior to their first shift. All signed declarations and training completion records are stored within our NextCrew system and made available for review upon request.

By leveraging **technology and rigorous internal controls**, TLC Alert guarantees the highest standard of training compliance and readiness for all supplied personnel.

Subsection 6 - Approach and Methodology

Complaints Escalation Process and Resolution

TLC Alert Nursing & Home Care employs a human-centered, technology-driven, and efficient process for addressing concerns raised by the City of Toronto regarding personnel. Under the leadership of the Client Relations Manager, this approach ensures that complaints are navigated to resolution promptly and effectively, supported by a robust audit and quality assurance framework.

In addition to handling complaints, TLC proactively mitigates potential issues through regular audits conducted by Team Leaders under the direction of the Clinical Manager. This ensures continuous quality assurance and service delivery improvements. See **Appendix F** for further information.

General Complaints Process Overview:

- 1. Complaint Submission and Logging:**
 - Concerns are typically submitted via email or phone to TLC's Client Relations Manager.
 - Complaints are immediately acknowledged and logged in NextCrew's Real-Time Incident Tracking Module for tracking and resolution.
 - Clinical concerns are documented in the Quality Risk Management Tool within Surge Learning, ensuring comprehensive and accurate documentation.
- 2. Complaint Assignment:**
 - Complaints are triaged and assigned to the appropriate manager:
 - **Scheduling issues** are referred to the Staffing Coordinator.
 - **Clinical or critical incidents** are escalated to the Clinical Practice Manager.
 - **Administrative or WSIB issues** are directed to the Office Manager.
 - **Finance and payroll-related complaints** are handled by the Finance Manager.
- 3. Acknowledgment:**
 - All complaints are acknowledged immediately, with preliminary steps initiated immediately to address the issue within 2 hours.
- 4. Investigation Process:**
 - The assigned manager conducts an investigation in collaboration with the involved caregiver(s) and the facility.
 - Incident reports are requested from caregivers and logged in NextCrew for centralized tracking and monitoring.
 - Conversations with the facility ensure a thorough understanding of the underlying circumstances, maintaining a non-biased approach.
 - For clinical concerns, Surge Learning provides access to personnel records, training history, and compliance certifications to support the investigation.
- 5. Resolution and Reporting:**
 - Investigation results and corrective actions are tracked in NextCrew or Surge Learning and communicated back to the City within 48 hours.
 - **Critical Incidents:** For critical concerns, an initial update is provided within 4 hours, with follow-up resolutions communicated promptly thereafter.

Key Personnel Responsible:

- **Ajaz Mohammed, Client Relations Manager**
 - **Role:** First point of contact. Receives and logs complaints in the Quality Risk Management Tool. Coordinates resolution or escalates to the appropriate manager based on the nature of the complaint.
- **Samantha Difebo, Staffing Coordinator**

- **Role:** Addresses and resolves staffing-related complaints, ensuring timely acknowledgment and resolution.
- **Sharron Brock, Clinical Practice Manager**
 - **Role:** Oversees clinical and critical complaints. Investigates issues, collaborates with the Director of Care, and implements resolutions, including staff training and follow-up.
- **Jennifer Frank, Office Manager**
 - **Role:** Manages administrative and WSIB-related complaints. Ensures proper documentation and resolution using digital tools.
- **Karthik Pursothama, Finance Manager**
 - **Role:** Resolves finance and payroll complaints, ensuring corrective measures are enacted and recorded.

Communication with the City of Toronto Homes Regarding Supplier Personnel Concerns

TLC Alert is committed to addressing concerns raised by the City about supplier personnel in a proactive, transparent, and efficient manner. Our streamlined process ensures timely resolutions while maintaining strong relationships and accountability.

Process:

- The **Client Relations Manager** or **Clinical Practice Manager** oversees communication with the City, ensuring concerns about personnel are logged, investigated, and resolved efficiently.
- Concerns are logged in **NextCrew** for tracking, ensuring a comprehensive audit trail of all communication and actions taken.

Incident Investigation Process

When the City initiates an investigation involving TLC Alert personnel or operations, TLC ensures full cooperation and representation to facilitate a transparent and thorough process.

- **Notification and Assignment:**
The concern is communicated by the City and logged in **NextCrew**. Relevant TLC personnel are identified, notified, and assigned within 1 hour.
- **Preparation:**
Staff records, compliance certifications, and training history are retrieved from **Surge Learning** to provide the necessary documentation for the City's investigation. TLC ensures all requested information is available to facilitate the process.

Meeting Participation:

TLC personnel, including managers or assigned representatives, are present during all City-led interviews or meetings involving TLC staff. This applies to both in-person and virtual meetings to ensure accurate representation and support for personnel being interviewed. TLC provides immediate responses to inquiries and facilitates communication to resolve concerns promptly.

- **Documentation and Follow-Up:**
Findings from the investigation are documented in **NextCrew**, and any actions or

resolutions are tracked to ensure compliance and accountability. TLC commits to providing the City with any additional documentation or follow-up requested within 48 hours.

Response Times:

- **Acknowledgment of Concerns:** Within 2 hours.
- **Resolution Updates:**
 - General concerns: Full resolution within 24-48 hours.
 - Critical incidents: Initial update within 4 hours, with ongoing updates until resolution.

Supplier's Personnel Expectations:

- Respond promptly to City-initiated concerns within 1 hour of notification.
- Participate in investigative meetings as required and adhere to all City protocols.

Invoicing Process

TLC Alert Nursing & Home Care ensures a seamless, transparent, and efficient invoicing process by leveraging advanced technology and proactive communication to maintain accuracy and accountability.

Process Overview:

- **Invoice Generation:** All billing is automated through the NextCrew platform, which ensures precise calculations, detailed breakdowns, and streamlined reporting.
- **Submission Timeline:** Invoices are issued semi-monthly and provided to the City within 10 business days after the close of the invoicing period.
- **Dispute Resolution:** Any discrepancies are resolved within 2 business days. The NextCrew platform maintains a comprehensive audit trail, ensuring accountability and transparency throughout the process.

Key Personnel Responsible:

- **Karthik Pursothama, Finance Manager**
 - **Role:** Oversees the preparation, reconciliation, and submission of invoices. Ensures timely resolution of disputes and accuracy in all financial reporting, leveraging advanced tools for efficiency.

Invoice Components:

Our invoices provide a comprehensive overview of services rendered, including:

- Detailed breakdown of services (e.g., RN, RPN, PSW) with hours worked and associated hourly rates.
- Summary of total costs, payment terms, and any applicable adjustments.

For reference, a sample invoice is included in **Appendix K.1**.

Processes to Manage Disruptions

TLC Alert Nursing & Home Care employs advanced technology, comprehensive planning, and adaptable systems to proactively manage disruptions and ensure seamless continuity of operations across all client engagements.

Policy on Managing Disruptions to Business Operations:

- **Business Continuity Plan (BCP):**
TLC Alert's BCP ensures uninterrupted operations through robust backup staffing pools, real-time scheduling capabilities via NextCrew, and predefined response protocols.
- **Rapid Communication:**
Disruption notifications are communicated to relevant stakeholders within 1 hour of identification. Updates are tracked and managed through NextCrew's integrated tracking system to ensure transparency and accountability.
- **Adaptable Staffing Models:**
Scalable staffing strategies are designed to address market fluctuations, maintain flexibility, and achieve consistent fulfillment rates exceeding 98%, even during periods of high demand.
- **See Appendix J for further information.**

Examples of Preparedness:

- **Technology Investments:**
NextCrew is leveraged for real-time scheduling and rapid redeployment of staff, while Surge Learning supports compliance tracking and advanced training, ensuring operational resilience.
- **Emergency Response Practices:**
Backup staffing pools and on-call coordinators are in place to handle unexpected gaps or sudden demand surges.
- **COVID-19 Response and Future-Proofing:**
 - Enhanced infection control training for staff through Surge Learning.
 - Expanded remote scheduling capabilities to maintain service continuity during public health crises.

By combining digital platforms, rigorous planning, and proactive risk management, TLC Alert guarantees reliable service delivery even in unforeseen circumstances.

Key Personnel:

- **Ajaz Mohammed, Client Relations Manager:**
Coordinates communication and workflow efficiency during disruptions, utilizing NextCrew's automation tools to streamline processes and minimize downtime.
- **Sharron Brock, Clinical Practice Manager:**
Provides oversight for clinical cases requiring expertise. Utilizes Surge Learning data to ensure personnel certifications and compliance standards are maintained during disruptions.

This robust framework ensures TLC Alert remains a trusted partner, capable of navigating disruptions while maintaining quality and consistency.

Subsection 7 – Scheduling

Scheduling Process for Nurses and PSWs

TLC Alert Nursing & Home Care uses the **NextCrew Scheduling Platform** to manage scheduling for RNs, RPNs, and PSWs. This platform provides real-time scheduling, ensures transparency, and allows for efficient communication between TLC Alert and the City of Toronto Homes.

I. **Ensuring shift attendance**

Attendance is tracked using NextCrew's geo-enabled system, requiring staff to check in and out electronically. Real-time alerts notify administrators if attendance is not logged, allowing immediate action to resolve issues.

Staffing Communication and Fulfillment

Relationships between the home and the Supplier are managed through a dedicated Staffing Coordinator who is also supported by an after hour in house on-call support coordinator. Requests are most received via email and in urgent circumstances TLC has a dedicated phone line and an on-call email address. Staffing requests are supported as follows:

1) **Advance requests:**

Homes can place staffing requests up to **30-60 days in advance** to ensure proactive planning.

2) **Cut-off for shift requests:**

Requests can be submitted anytime.

3) **Timeline to confirm shifts:**

a) **Standard Shifts:** Confirmation is provided within **2 hours**.

b) **Emergency Shifts:** Confirmation is provided within **1 hour**.

4) **Shift Cancellation Terms:**

TLC Alert acknowledges and agrees to the deliverables' shift cancellation terms as outlined in **Section 3.1.2 of the RFP**. Specifically:

- **Facility Cancellations:** Cancellations made by the facility at least **two (2) hours prior to the scheduled shift start time** will not incur charges.
- **Supplier Cancellations:** TLC Alert guarantees that any unavoidable cancellations will be communicated at least **four (4) hours in advance**. Immediate efforts will be made to secure a qualified replacement to ensure minimal disruption.

5) **No-Show Terms:**

TLC Alert confirms agreement with the no-show deliverables terms specified in **Section 3.1.2**, including:

- Credit for any hours agreed upon but not provided due to no-shows.
- Assumption of costs for overtime incurred by the client as a direct result of the no-show.

- Guarantee of prompt communication and immediate replacement, with full accountability logged and tracked in the NextCrew platform.

Shift Fulfillment Communication

TLC Alert ensures transparent and efficient communication with Homes regarding shift fulfillment. Attendance is tracked using NextCrew's **geo-enabled system**, requiring staff to clock in and out electronically. Real-time alerts notify administrators of any missing attendance, enabling immediate resolution. Fulfillment updates are shared via email to maintain accurate tracking and ensure quality assurance.

Proven Service Capacity and Reliability

TLC Alert ensures consistent, reliable services through a strong talent pool, advanced technology, and data-driven performance management.

- **Fill Rate:** Achieving an average of **98%+ fill rates** across all facilities.
- **Talent Pool:** Access to over **600 pre-vetted healthcare professionals**, including RNs, RPNs, and PSWs.
- **Reporting:** Monthly fill-rate and performance reports are generated to ensure transparency and track improvement areas.

Metric	Details
Average Fill Rate	98%+ across all facilities.
Talent Pool Availability	Over 600 pre-vetted staff ready for deployment.
Monthly Reporting	Comprehensive fill-rate and staffing analysis.

By leveraging **NextCrew's scheduling platform**, TLC Alert ensures proactive planning, efficient communication, and continuous improvement in meeting the City of Toronto's staffing needs.

Subsection 8: Business Processes

Demand-Supply Planning and Forecasting

TLC Alert Nursing & Home Care utilizes **data-driven planning** to ensure alignment between demand and supply. By leveraging historical trends, staffing patterns, and predictive analytics through the **NextCrew platform**, we anticipate needs effectively and allocate resources to meet fluctuating demands. Key aspects include:

- **Proactive Planning:** Adjustments are made for seasonal peaks, such as flu season or holiday periods.
- **On-Demand Staffing Pool:** A workforce of over **600 pre-vetted healthcare professionals** ensures scalability and flexibility.

- **Real-Time Adjustments:** NextCrew provides insights into upcoming gaps, enabling timely responses to anticipated shortages.

End-to-End Resource Request Process

Regular Business Hours

1. **Submission:** Requests are submitted via phone, email, or directly.
2. **Acknowledgment:** All requests are acknowledged within **30 minutes**.
3. **Matching:** Staff are selected based on qualifications, certifications, and proximity to the Home.
4. **Confirmation:** Fulfillment confirmation is provided within **2 hours**.

Statutory Holidays

- The same streamlined process is followed, with fulfillment teams available 24/7 to handle staffing needs during holidays.

Urgent or Short-Notice Requests

- Requests are acknowledged within **15 minutes** and fulfilled within **1 hour**, leveraging the on-call staffing pool.

Extended/Multiple Shift Deployments

- Dedicated staff teams are assigned to ensure continuity and consistency in care.
- Coordinators maintain communication with the Home to address feedback and needs during long-term assignments.

Requests for Overtime or Extended Hours

- Approval is sought from the Home before assigning staff to work beyond their standard shift duration.
- Shift adjustments are logged in **NextCrew**, ensuring compliance and tracking.

Cut-Off Time for Shift Requests

- Homes can submit requests anytime, including last minute shift requests, allowing for flexibility.

Timeline for Fulfillment Confirmation

- **Standard Shifts:** Confirmation provided within **2 hours**.
- **Emergency Shifts:** Fulfillment confirmed within **1 hour**.

Communication for Attendance Issues

- **Proactive Monitoring:** NextCrew alerts the TLC Alert team if a staff member does not check in on time.

- **Resolution:** Replacement staff are dispatched immediately, and the Home is notified of the adjustment within **15 minutes**.

Process for Managing Cancellations of Shift Resourcing Requests

TLC Alert Nursing & Home Care adheres to a transparent, technology-driven process for managing shift cancellations, **aligned with contractual deliverables outlined in Section 3.2.1.**

By TLC Alert (Supplier):

- **Initiation:** Cancellation requests are logged in the NextCrew system, ensuring real-time tracking and transparency.
- **Notice Period:** TLC Alert provides a minimum of 4 hours' notice for cancellations, including efforts to secure qualified replacements immediately.
- **Replacement Process:** Prompt communication with the Home is established to confirm replacement staff availability or next steps.
- **Escalation Measures:** Persistent issues are addressed by leadership to avoid recurrence, ensuring accountability.

By the City:

- **Initiation:** Cancellations should be directed to TLC Alert's Staffing Coordinator or the designated on-call contact via email to maintain proper records.
- **Notice Period:** Cancellations made at least 2 hours prior to the shift will incur no charges. Late cancellations may result in fees based on the agreed terms.
- **Documentation:** All cancellation communications are tracked in NextCrew, maintaining a formal audit trail.

Proven Capacity for Consistent Service Delivery

1. **Extensive Talent Pool:**
 - TLC Alert maintains a workforce of over **600 pre-vetted healthcare professionals**, including Registered Nurses (RNs), Registered Practical Nurses (RPNs), and Personal Support Workers (PSWs).
 - This scalability ensures flexibility to meet routine, emergency, and high-demand periods without disruptions.
2. **Performance Metrics and Analytics:**
 - TLC Alert employs **monthly fill-rate analysis** to monitor and optimize service delivery. This ensures consistent staffing fulfillment rates, providing actionable insights for continuous improvement.
 - A typical fill-rate report includes metrics like shift fulfillment rates by role, facility, and time period, ensuring transparency and accountability.

Example of Fill Rate Analysis:

Metric	Details
Overall Fill Rate	96.2% (120 shifts fulfilled out of 125 requested).

Role Breakdown	RNs: 100% (50/50) RPNs: 94% (47/50) PSWs: 92% (23/25).
Facility Breakdown	Facility A: 98% (60/61) Facility B: 95% (30/32) Facility C: 94% (30/32).
Discrepancies	5 unfulfilled shifts: 2 RPN shifts due to late cancellations, 3 PSW shifts due to unexpected demand.
Recommendations	Increase PSW availability for weekend shifts. Strengthen backup pool for RPNs to mitigate cancellations.

3. Emergency Preparedness:

- TLC Alert maintains a **24/7 on-call internal staffing team** to address urgent needs.
- Backup staffing pools and robust communication protocols ensure rapid response to emergencies, with an average shift fulfillment time of **under 1 hour** for critical requests.

Commitment to Continuous Improvement

Through the combination of advanced platforms like **NextCrew** and **Surge Learning**, proactive performance monitoring, and transparent reporting, TLC Alert ensures consistent, high-quality service delivery. Our commitment to leveraging technology and maintaining operational excellence allows us to exceed client expectations and deliver results reliably, even during peak demand or challenging circumstances.

This **technology-driven, forward-thinking approach** positions TLC Alert as a trusted partner capable of meeting and exceeding contractual requirements.

Subsection 9 - Reporting

TLC Alert Nursing & Home Care acknowledges the reporting requirements outlined in the RFP and will adhere to them throughout the contract term. We will provide, upon request, ad hoc reports segmented by:

- **Role:** Registered Nurse (RN), Registered Practical Nurse (RPN), Personal Support Worker (PSW).
- **Facility:** Long-term care home served.
- **Shift:** Day, evening, night, weekend, or holiday shifts.

Reporting Metrics

- **Cancellation Rate:** Defined as cancellations of resources within 2 hours of the shift start, measured as a percentage of all resource requests within the reporting period.
- **Monthly Fill Rate Analysis:** Defined as the percentage of resource requests successfully filled within the reporting period.

Monthly Usage Reports

TLC Alert will provide detailed monthly usage reports upon request, including:

- Role-specific and facility-specific usage data.
- Cost summaries and breakdowns.

We confirm that TLC Alert will adhere to the City's requirements for cancellation rate tracking, monthly fill rate analysis, and usage reporting. A **sample monthly usage report is included in Appendix F.**

Subsection 10 - References

TLC Alert Nursing & Home Care provides the following references, each demonstrating our extensive experience in delivering staffing solutions for projects of comparable nature, size, and scope. All references may be contacted directly, and full reference details, including contact information, are available in **Appendix A.**

1. Muskoka Landing Long-Term Care Home (Jarlette Health Services)

- **Location:** Huntsville, ON
- **Snapshot:** Partnering since 2017, TLC Alert has provided Registered Nurses (RNs), Registered Practical Nurses (RPNs), and Personal Support Workers (PSWs) to meet ongoing staffing needs, achieving an **average fill rate of 98%**. During emergency periods, including the pandemic, we maintained uninterrupted care by rapidly deploying qualified personnel.

2. Wellington Park Care Centre (Responsive Group, Inc)

- **Location:** Burlington, ON
- **Snapshot:** Active partnership since 2021, supplying RNs, RPNs, and PSWs across various units. We have successfully supported the center during high-demand periods, ensuring a **fill rate exceeding 96%**. TLC Alert also implemented dementia-specific training for PSWs to enhance resident care quality.

3. Hogarth Riverview Manor (St Joseph's Care Group)

- **Location:** Thunder Bay, ON
- **Snapshot:** Since 2019, TLC Alert has provided **daily staffing for up to 25 shifts**, maintaining a 97% fill rate during the pandemic to ensure uninterrupted operations. As one of Ontario's largest long-term care facilities, Hogarth benefits from our ongoing compliance support with provincial standards.

Appendices

Appendix A – Compliance Attestation and References

Compliance Attestation

TLC Alert Nursing & Home Care attests to its compliance with all requirements set forth in the RFP documents. Further documentation and evidence of compliance are available upon request. Below is a summary of our adherence to key requirements:

1. Staff Training and Certification:

TLC Alert ensures that all healthcare personnel meet or exceed the following requirements:

- Comprehensive training in hospital and City of Toronto policies, including safety, clinical practices, IPAC, and PPE usage.
- Current CPR certification and clear Vulnerable Sector Screening completed within six months.
- Compliance with all immunization and tuberculosis screening requirements.

2. Insurance Requirements:

We confirm that we will maintain or secure insurance coverage that meets or exceeds the minimum requirements outlined in the RFP prior to the start of the contract.

3. Adherence to City Policies:

All personnel will complete mandatory orientation and training as required in the **City of Toronto's Contractor Guide**, ensuring alignment with policies and procedures, including electronic documentation and compliance systems.

4. Reporting and Metrics:

TLC Alert will provide ad hoc and monthly reports detailing usage, cancellation rates, and fill rates, as specified in Subsection 9 of the RFP.

5. Service Continuity:

Our advanced scheduling systems, including **NextCrew**, ensure timely fulfillment of staffing needs, with robust mechanisms to handle emergency and urgent requests.

6. Reference Verification:

Below are detailed references demonstrating our capacity and experience. Contact and additional information can be found in **Appendix G**.

References

1. Muskoka Landing Long-Term Care Home

Reference Client Organization: Muskoka Landing Long-Term Care Home

Location: Huntsville, Ontario

Contact Information:

- **Contact Person:** [Name Available Upon Request]
- **Title:** Administrator

- **Address:** 65 Rogers Cove Drive, Huntsville, ON P1H 2L9
- **Phone Number:** (705) 789-9555
- **Email Address:** pjagota@jarlette.com

Client's URL: <https://www.jarlette.com/long-term-care/muskoka-landing>

Size and Nature of Business:

Muskoka Landing is a 96-bed long-term care facility providing services for older adults requiring 24/7 care.

Number of Years of Engagement: Four years.

Project Description:

TLC Alert Nursing & Home Care provides staffing solutions, including RNs, RPNs, and PSWs, ensuring 24/7 care for residents.

Services Provided:

- Scheduled and emergency staffing.
- Compliance with infection control protocols during COVID-19.
- Specialized care services for individuals with cognitive impairments.

Timing and Duration:

Continuous staffing support since 2019.

Project Scope and Scale:

Staffing solutions for a medium-sized long-term care facility with significant pandemic-related challenges.

2. Wellington Park Care Centre

Reference Client Organization: Wellington Park Care Centre

Location: Burlington, Ontario

Contact Information:

- **Contact Person:** Maria Clarke
- **Title:** Executive Director
- **Address:** 802 Hager Avenue, Burlington, ON L7S 1X2
- **Phone Number:** 905-637-3481 Ext. 211
- **Email Address:** maria.clarke@wellingtonparkcarecentre.ca

Client's URL: <https://wellingtonparkcarecentre.ca>

Size and Nature of Business:

A 75-bed care facility focusing on comprehensive long-term care for seniors.

Number of Years of Engagement: Three years.

Project Description:

TLC Alert provides consistent and reliable staffing services to meet resident needs.

Services Provided:

- Deployment of RNs, RPNs, and PSWs.
- Support for residents with chronic conditions and complex medical needs.

Timing and Duration:

Ongoing support since 2021.

Project Scope and Scale:

Medium-scale care facility requiring regular staffing and training compliance.

3. Hogarth Riverview Manor

Reference Client Organization: Hogarth Riverview Manor (St. Joseph's Care Group)

Location: Thunder Bay, Ontario

Contact Information:

- **Contact Person:** Marianne Kulp, RN HBSN, MN
- **Title:** Associate Administrator
- **Address:** 300 Lillie Street North, Thunder Bay, ON P7C 4Y7
- **Phone Number:** (807) 625-1110
- **Email Address:** [Available Upon Request]

Client's URL: www.sjcg.net

Size and Nature of Business:

Ontario's largest long-term care facility, providing comprehensive care for residents.

Number of Years of Engagement: Over five years.

Project Description:

TLC Alert Nursing & Home Care supplies high-quality, experienced staff to meet the demands of this large-scale long-term care facility.

Services Provided:

- Emergency staffing during the COVID-19 pandemic.
- Comprehensive training and compliance verification.

Timing and Duration:

Continuous staffing support since 2018.

Project Scope and Scale:

Large-scale facility with over 300 residents requiring tailored staffing solutions and training.

Appendix B: Corporate Profile & Accreditation

B.1 TLC Alert Corporate Profile Report (1602995 ONTARIO LIMITED):

Transaction Number: APP-A10642209210
Report Generated on December 03, 2024, 11:41



Ministry of Public and
Business Service Delivery

Profile Report

1602995 ONTARIO LIMITED as of December 03, 2024

Act
Type
Name
Ontario Corporation Number (OCN)
Governing Jurisdiction
Status
Date of Incorporation
Registered or Head Office Address

Business Corporations Act
Ontario Business Corporation
1602995 ONTARIO LIMITED
1602995
Canada - Ontario
Active
January 13, 2004
33 Harbour Square, Suite 1020, Toronto, Ontario, M5J 2G2,
Canada

Certified a true copy of the record of the Ministry of Public and Business Service Delivery.

V. Quintanilla W.

Director/Registrar

This report sets out the most recent information filed on or after June 27, 1992 in respect of corporations and April 1, 1994 in respect of Business Names Act and Limited Partnerships Act filings and recorded in the electronic records maintained by the Ministry as of the date and time the report is generated, unless the report is generated for a previous date. If this report is generated for a previous date, the report sets out the most recent information filed and recorded in the electronic records maintained by the Ministry up to the "as of" date indicated on the report. Additional historical information may exist in paper or microfiche format.

Page 1 of 8

Active Director(s)

Minimum Number of Directors	1
Maximum Number of Directors	10

Name	MEERA GUPTA
Address for Service	33 Harbour Square, 1020, Toronto, Ontario, M5J2G2, Canada
Resident Canadian	Yes
Date Began	December 01, 2010

Certified a true copy of the record of the Ministry of Public and Business Service Delivery.

V. Quintanilla W.

Director/Registrar

This report sets out the most recent information filed on or after June 27, 1992 in respect of corporations and April 1, 1994 in respect of Business Names Act and Limited Partnerships Act filings and recorded in the electronic records maintained by the Ministry as of the date and time the report is generated, unless the report is generated for a previous date. If this report is generated for a previous date, the report sets out the most recent information filed and recorded in the electronic records maintained by the Ministry up to the "as of" date indicated on the report. Additional historical information may exist in paper or microfiche format.

Page 2 of 8

Active Officer(s)

Name
Position
Address for Service
Date Began

MEERA GUPTA
President
33 Harbour Sq, 1020, Toronto, Ontario, M5J2G2, Canada
December 01, 2010

Name
Position
Address for Service
Date Began

MEERA GUPTA
Secretary
33 Harbour Sq, 1020, Toronto, Ontario, M5J2G2, Canada
December 01, 2010

Name
Position
Address for Service
Date Began

MEERA GUPTA
Treasurer
33 Harbour Sq, 1020, Toronto, Ontario, M5J2G2, Canada
December 01, 2010

Certified a true copy of the record of the Ministry of Public and Business Service Delivery.

V. Quintanilla W.

Director/Registrar

This report sets out the most recent information filed on or after June 27, 1992 in respect of corporations and April 1, 1994 in respect of Business Names Act and Limited Partnerships Act filings and recorded in the electronic records maintained by the Ministry as of the date and time the report is generated, unless the report is generated for a previous date. If this report is generated for a previous date, the report sets out the most recent information filed and recorded in the electronic records maintained by the Ministry up to the "as of" date indicated on the report. Additional historical information may exist in paper or microfiche format.

Corporate Name History

Name

Effective Date

1602995 ONTARIO LIMITED

January 13, 2004

Certified a true copy of the record of the Ministry of Public and Business Service Delivery.

V. Quintanilla W.

Director/Registrar

This report sets out the most recent information filed on or after June 27, 1992 in respect of corporations and April 1, 1994 in respect of Business Names Act and Limited Partnerships Act filings and recorded in the electronic records maintained by the Ministry as of the date and time the report is generated, unless the report is generated for a previous date. If this report is generated for a previous date, the report sets out the most recent information filed and recorded in the electronic records maintained by the Ministry up to the "as of" date indicated on the report. Additional historical information may exist in paper or microfiche format.

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Active Business Names

Name	TLC ALERT NURSING & HOME CARE SERVICES
Business Identification Number (BIN)	210878799
Registration Date	August 17, 2011
Expiry Date	August 14, 2026
Name	TLC ALERT NURSING & HOME CARE SERVICES
Business Identification Number (BIN)	1000929856
Registration Date	June 20, 2024
Expiry Date	June 19, 2029

Certified a true copy of the record of the Ministry of Public and Business Service Delivery.

V. Quintanilla W.

Director/Registrar

This report sets out the most recent information filed on or after June 27, 1992 in respect of corporations and April 1, 1994 in respect of Business Names Act and Limited Partnerships Act filings and recorded in the electronic records maintained by the Ministry as of the date and time the report is generated, unless the report is generated for a previous date. If this report is generated for a previous date, the report sets out the most recent information filed and recorded in the electronic records maintained by the Ministry up to the "as of" date indicated on the report. Additional historical information may exist in paper or microfiche format.

Expired or Cancelled Business Names

Name
Business Identification Number (BIN)
Status
Registration Date
Expired Date

WORK WELL HEALTH CANADA
230262941
Inactive - Expired
March 13, 2013
March 12, 2018

Name
Business Identification Number (BIN)
Status
Registration Date
Expired Date

TLC NURSING SERVICE
140047697
Inactive - Expired
January 13, 2004
January 12, 2009

Name
Business Identification Number (BIN)
Status
Registration Date
Expired Date

TLC ALERT NURSING & HOME CARE SERVICE
160259370
Inactive - Expired
March 06, 2006
March 05, 2011

Certified a true copy of the record of the Ministry of Public and Business Service Delivery.

V. Quintanilla W.

Director/Registrar

This report sets out the most recent information filed on or after June 27, 1992 in respect of corporations and April 1, 1994 in respect of Business Names Act and Limited Partnerships Act filings and recorded in the electronic records maintained by the Ministry as of the date and time the report is generated, unless the report is generated for a previous date. If this report is generated for a previous date, the report sets out the most recent information filed and recorded in the electronic records maintained by the Ministry up to the "as of" date indicated on the report. Additional historical information may exist in paper or microfiche format.

Document List

Filing Name	Effective Date
CIA - Notice of Change PAF: MEERA GUPTA	December 06, 2023
Annual Return - 2022 PAF: MEERA GUPTA	October 19, 2023
BCA - Articles of Amendment	March 27, 2023
Annual Return - 2020 PAF: MEERA GUPTA - DIRECTOR	March 07, 2021
CIA - Notice of Change PAF: MEERA GUPTA - DIRECTOR	January 11, 2021
Annual Return - 2019 PAF: MEERA GUPTA - DIRECTOR	February 09, 2020
Annual Return - 2018 PAF: MEERA GUPTA - DIRECTOR	February 17, 2019
Annual Return - 2017 PAF: MEERA GUPTA - DIRECTOR	February 11, 2018
CIA - Notice of Change PAF: MEERA GUPTA - DIRECTOR	January 04, 2018
Annual Return - 2016 PAF: MEERA GUPTA - DIRECTOR	February 19, 2017
CIA - Notice of Change PAF: MEERA GUPTA - DIRECTOR	February 24, 2016
Annual Return - 2015 PAF: MEERA GUPTA - DIRECTOR	February 20, 2016
Annual Return - 2014 PAF: MEERA GUPTA - DIRECTOR	February 14, 2015

Certified a true copy of the record of the Ministry of Public and Business Service Delivery.

V. Quintanilla W.

Director/Registrar

This report sets out the most recent information filed on or after June 27, 1992 in respect of corporations and April 1, 1994 in respect of Business Names Act and Limited Partnerships Act filings and recorded in the electronic records maintained by the Ministry as of the date and time the report is generated, unless the report is generated for a previous date. If this report is generated for a previous date, the report sets out the most recent information filed and recorded in the electronic records maintained by the Ministry up to the "as of" date indicated on the report. Additional historical information may exist in paper or microfiche format.

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Annual Return - 2013 PAF: MEERA GUPTA - DIRECTOR	February 15, 2014
Annual Return - 2012 PAF: MEERA GUPTA - DIRECTOR	February 09, 2013
Annual Return - 2011 PAF: MEERA GUPTA - DIRECTOR	February 18, 2012
Annual Return - 2010 PAF: MEERA GUPTA - DIRECTOR	February 19, 2011
Annual Return - 2008 PAF: VINOD GUPTA - DIRECTOR	March 07, 2009
Annual Return - 2007 PAF: VINOD GUPTA	March 16, 2008
Annual Return - 2006 PAF: VINOD GUPTA	March 03, 2007
Annual Return - 2005 PAF: VINOD GUPTA	April 01, 2006
Annual Return - 2004	August 24, 2005
Annual Return - 2004 PAF: VINOD GUPTA - DIRECTOR	March 19, 2005
BCA - Articles of Incorporation	January 13, 2004

All "PAF" (person authorizing filing) information is displayed exactly as recorded in the Ontario Business Registry. Where PAF is not shown against a document, the information has not been recorded in the Ontario Business Registry.

Certified a true copy of the record of the Ministry of Public and Business Service Delivery.

V. Quintanilla W.

Director/Registrar

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B.2 TLC Alert Corporate Profile Report (1072798 ONTARIO LIMITED):

Transaction Number: APP-A10621407172
Report Generated on November 11, 2024, 13:56



Ministry of Public and
Business Service Delivery

Profile Report

1072798 ONTARIO LIMITED as of November 11, 2024

Act
Type
Name
Ontario Corporation Number (OCN)
Governing Jurisdiction
Status
Date of Incorporation
Registered or Head Office Address

Business Corporations Act
Ontario Business Corporation
1072798 ONTARIO LIMITED
1072798
Canada - Ontario
Active
March 11, 1994
33 Harbour Square, Suite 1020, Toronto, Ontario, M5J2G2,
Canada

Certified a true copy of the record of the Ministry of Public and Business Service Delivery.

V. Quintanilla W.

Director/Registrar

This report sets out the most recent information filed on or after June 27, 1992 in respect of corporations and April 1, 1994 in respect of Business Names Act and Limited Partnerships Act filings and recorded in the electronic records maintained by the Ministry as of the date and time the report is generated, unless the report is generated for a previous date. If this report is generated for a previous date, the report sets out the most recent information filed and recorded in the electronic records maintained by the Ministry up to the "as of" date indicated on the report. Additional historical information may exist in paper or microfiche format.

Page 1 of 8

Active Director(s)

Minimum Number of Directors	1
Maximum Number of Directors	5

Name	MEERA GUPTA
Address for Service	33 Harbour Sq, 1020, Toronto, Ontario, M5J2G2, Canada
Resident Canadian	Yes
Date Began	March 11, 1994

Certified a true copy of the record of the Ministry of Public and Business Service Delivery.

V. Quintanilla W.

Director/Registrar

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Page 2 of 8

Active Officer(s)

There are no active Officers currently on file for this corporation.

Certified a true copy of the record of the Ministry of Public and Business Service Delivery.

V. Quintanilla W.

Director/Registrar

This report sets out the most recent information filed on or after June 27, 1992 in respect of corporations and April 1, 1994 in respect of Business Names Act and Limited Partnerships Act filings and recorded in the electronic records maintained by the Ministry as of the date and time the report is generated, unless the report is generated for a previous date. If this report is generated for a previous date, the report sets out the most recent information filed and recorded in the electronic records maintained by the Ministry up to the "as of" date indicated on the report. Additional historical information may exist in paper or microfiche format.

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Corporate Name History

Name

Effective Date

1072798 ONTARIO LIMITED

March 11, 1994

Certified a true copy of the record of the Ministry of Public and Business Service Delivery.

V. Quintanilla W.

Director/Registrar

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Active Business Names

Name
Business Identification Number (BIN)
Registration Date
Expiry Date

TLC ALERT NURSING & HOME CARE SERVICES
1000926963
June 18, 2024
June 17, 2029

Certified a true copy of the record of the Ministry of Public and Business Service Delivery.

V. Quintanilla W.

Director/Registrar

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Expired or Cancelled Business Names

Name	TLC ALERT NURSING & HOME CARE SERVICES
Business Identification Number (BIN)	160074704
Status	Inactive - Expired
Registration Date	January 19, 2006
Expired Date	January 18, 2011
Name	TLC ALERT NURSING & HOME CARE SERVICES
Business Identification Number (BIN)	270912926
Status	Inactive - Expired
Registration Date	August 23, 2017
Expired Date	August 22, 2022
Name	TLC ONTARIO
Business Identification Number (BIN)	200268605
Status	Inactive - Expired
Registration Date	March 10, 2010
Expired Date	March 09, 2015
Name	TLC ALERT NURSING & HOME CARE SERVICES
Business Identification Number (BIN)	210878823
Status	Inactive - Expired
Registration Date	August 17, 2011
Expired Date	August 16, 2016
Name	HIGHER SONG
Business Identification Number (BIN)	140577701
Status	Inactive - Expired
Registration Date	May 13, 2004
Expired Date	May 12, 2009
Name	TLC NURSING SERVICES
Business Identification Number (BIN)	220793749
Status	Inactive - Expired
Registration Date	July 27, 2012
Expired Date	July 26, 2017

Certified a true copy of the record of the Ministry of Public and Business Service Delivery.

V. Dumitriu-W.

Director/Registrar

This report sets out the most recent information filed on or after June 27, 1992 in respect of corporations and April 1, 1994 in respect of Business Names Act and Limited Partnerships Act filings and recorded in the electronic records maintained by the Ministry as of the date and time the report is generated, unless the report is generated for a previous date. If this report is generated for a previous date, the report sets out the most recent information filed and recorded in the electronic records maintained by the Ministry up to the "as of" date indicated on the report. Additional historical information may exist in paper or microfiche format.

Document List

Filing Name	Effective Date
CIA - Notice of Change PAF: MEERA GUPTA	December 05, 2023
Annual Return - 2023 PAF: MEERA GUPTA	October 17, 2023
BCA - Articles of Amendment	March 27, 2023
CIA - Notice of Change PAF: MEERA GUPTA - DIRECTOR	January 11, 2021
Annual Return - 2020 PAF: MEERA GUPTA - DIRECTOR	November 08, 2020
Annual Return - 2019 PAF: MEERA GUPTA - DIRECTOR	November 03, 2019
Annual Return - 2018 PAF: MEERA GUPTA - DIRECTOR	November 11, 2018
CIA - Notice of Change PAF: MEERA GUPTA - DIRECTOR	January 04, 2018
Annual Return - 2017 PAF: MEERA GUPTA - DIRECTOR	November 05, 2017
Annual Return - 2016 PAF: MEERA GUPTA - DIRECTOR	November 06, 2016
Annual Return - 2015 PAF: MEERA GUPTA - DIRECTOR	November 10, 2015
Annual Return - 2014 PAF: MEERA GUPTA - DIRECTOR	November 01, 2014
Annual Return - 2013 PAF: MEERA GUPTA - DIRECTOR	November 16, 2013

Certified a true copy of the record of the Ministry of Public and Business Service Delivery.

V. Chintanilla W.

Director/Registrar

This report sets out the most recent information filed on or after June 27, 1992 in respect of corporations and April 1, 1994 in respect of Business Names Act and Limited Partnerships Act filings and recorded in the electronic records maintained by the Ministry as of the date and time the report is generated, unless the report is generated for a previous date. If this report is generated for a previous date, the report sets out the most recent information filed and recorded in the electronic records maintained by the Ministry up to the "as of" date indicated on the report. Additional historical information may exist in paper or microfiche format.

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Annual Return - 2012 PAF: MEERA GUPTA - DIRECTOR	November 06, 2012
Annual Return - 2011 PAF: MEERA GUPTA - DIRECTOR	November 19, 2011
Annual Return - 2010 PAF: MEERA GUPTA - DIRECTOR	October 30, 2010
Annual Return - 2008 PAF: VINOD GUPTA	January 03, 2009
Annual Return - 2007 PAF: VINOD GUPTA	December 22, 2007
Annual Return - 2006 PAF: VINOD GUPTA	December 09, 2006
Annual Return - 2005 PAF: VINOD GUPTA	February 18, 2006
Annual Return - 2003 PAF: VINOD GUPTA	December 18, 2004
Annual Return - 2002 PAF: VINOD GUPTA	December 13, 2003
Annual Return - 2001 PAF: VINOD GUPTA - OFFICER	December 15, 2002
Annual Return - 2000 PAF: VINOD GUPTA - OFFICER	December 24, 2001
BCA - Articles of Incorporation	March 11, 1994

All "PAF" (person authorizing filing) information is displayed exactly as recorded in the Ontario Business Registry. Where PAF is not shown against a document, the information has not been recorded in the Ontario Business Registry.

Certified a true copy of the record of the Ministry of Public and Business Service Delivery.

V. Chintanilla W.

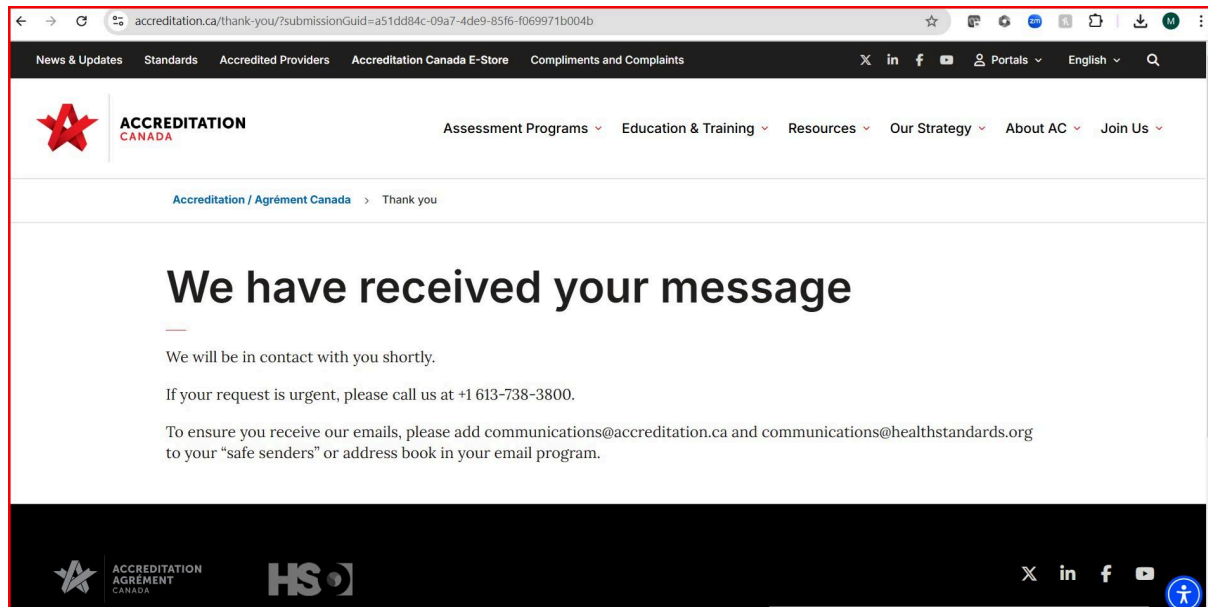
Director/Registrar

This report sets out the most recent information filed on or after June 27, 1992 in respect of corporations and April 1, 1994 in respect of Business Names Act and Limited Partnerships Act filings and recorded in the electronic records maintained by the Ministry as of the date and time the report is generated, unless the report is generated for a previous date. If this report is generated for a previous date, the report sets out the most recent information filed and recorded in the electronic records maintained by the Ministry up to the "as of" date indicated on the report. Additional historical information may exist in paper or microfiche format.

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B.3 Accreditation Status

TLC Alert Nursing & Home Care Services is **actively engaged in the application process with Accreditation Canada**. As part of this process, we have diligently refined our internal processes and procedures to align with Accreditation Canada's rigorous standards. We have initiated the process with Accreditation Canada as referenced by confirmation screen below:



This effort underscores our commitment to achieving excellence in care delivery. **We anticipate completing the accreditation process within 12 months and obtaining full Accreditation Canada recognition by the end of 2025.** Documentation related to our ongoing application and alignment efforts is available upon request.

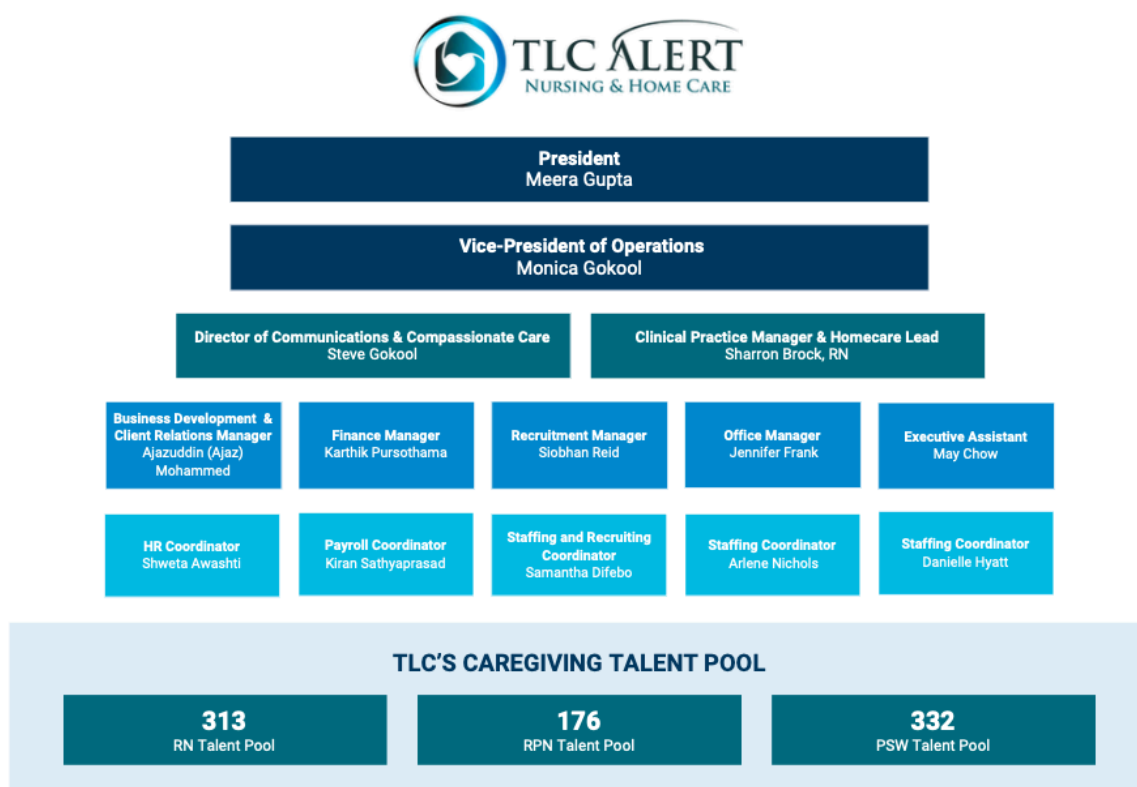
B.4: Additional Certifications

TLC Alert Nursing & Home Care maintains a comprehensive approach to professional development and staff qualifications, ensuring alignment with the City of Toronto's expectations and provincial standards. The following certifications and training initiatives demonstrate our commitment to advanced care and continuous staff development:

- **Positive Approach to Care (PAC) Certification:** A new initiative under consideration to complement or enhance Gentle Persuasive Approach (GPA) training, addressing the specific needs of dementia care residents.
- **Advanced Training Modules:** Includes mental health crisis management, culturally responsive care practices, and mobility and fall prevention strategies. These programs are implemented as part of ongoing staff development efforts.
- **Specialized Healthcare Modules:** Focuses on emerging areas such as advanced dementia care techniques and innovative resident engagement practices. Training schedules are tailored to address evolving needs in long-term care.

These additional certifications highlight TLC Alert’s forward-thinking approach to preparing staff for the unique challenges and opportunities within the City of Toronto’s long-term care environment.

Appendix C: Organizational Chart



Appendix D: Proof of Compliance with Training and Certifications

D.1 Compliance Rates for Mandatory Training

TLC Alert Nursing & Home Care ensures that all staff maintain current certifications and training in compliance with City of Toronto and provincial requirements. The table below summarizes our compliance rates, renewal frequencies, and descriptions for each mandatory training program:

Training Program	Compliance Rate	Renewal Frequency	Description
WHMIS Certification	100%	Annual	Ensures all staff are trained in the safe handling and management of hazardous materials.
CPR and First Aid Certification	100%	CPR: Every 3 years, BLS: Annual	All staff maintain current certifications, tracked and renewed via the NextCrew platform.
Infection Prevention and Control (IPAC) Certification	100%	As required by guidelines	Covers infection prevention, hygiene standards, and management of infectious diseases, per Ontario guidelines.
FLTCA Compliance Training	100%	Ongoing	Includes resident rights, infection control measures, and emergency response protocols.
Dementia Care Certification (GPA)	15%	Ongoing	Specialized training on communication techniques and behavioral strategies for dementia care.

D.2 Certification Monitoring Process

TLC Alert Nursing & Home Care ensures full compliance with mandatory certification requirements through a structured and automated monitoring process, leveraging the NextCrew platform to maintain up-to-date records and ensure regulatory alignment. Key elements of this process include:

- **Automated Certification Tracking:** The Surge Learning platform tracks all staff certifications, including expiration dates for CPR, WHMIS, GPA, and IPAC training. Automated reminders are sent to staff prior to expiration, ensuring timely renewals and uninterrupted compliance.
- **Real-Time Compliance Monitoring:** Management receives monthly reports detailing current compliance rates, upcoming certification expirations, and staff training progress. These reports provide actionable insights to proactively address any gaps.
- **Regulatory Audit Readiness:** Certification records are maintained in a centralized, audit-ready format. This ensures swift accessibility during regulatory inspections or when requested by the City of Toronto.
- **Ongoing Oversight:** The Clinical Practice Manager oversees the certification monitoring process, ensuring alignment with provincial guidelines and addressing any issues flagged by the Surge Learning system.

D.3 Detailed Certification Validation Process

Description:

This section provides a comprehensive overview of the processes used to validate certifications and ensure compliance with City of Toronto and provincial standards. This proactive approach guarantees that all staff meet necessary qualifications and remain in good standing.

Step 1: Initial Verification During Recruitment

RNs and RPNs:

- Use the College of Nurses of Ontario (CNO) 'Find a Nurse' tool to verify each candidate's licensure.
- Validate the following details:
 - Category of registration (e.g., RN or RPN).
 - Class of registration (General Class only).
 - Current registration status (must be active and in good standing).
 - CNO registration number and initial registration date.
- Immediately disqualify candidates with expired, suspended, or restricted licenses.

PSWs:

- Our in-house recruitment team personally calls and verifies each PSW candidate's credentials.
- Confirm certification from Ontario-accredited colleges listed on OntarioColleges.ca.
- Validate the following through direct communication and verification:
 - Completion of required training hours and clinical placements.
 - Authenticity of transcripts and certification documents.
- PSW candidates undergo a thorough review process, ensuring their qualifications meet provincial standards.

Step 2: Documentation Collection

- Collect and securely store the following mandatory documents:
 - Licensure or certification proof (e.g., CNO verification or PSW certification).
 - CPR and First Aid certifications (must be current).
 - Vulnerable Sector Screening (VSS) clearance.
 - Immunization records, including proof of TB testing.
 - N95 mask fit test certification.
- Store all documents in our **NextCrew platform**, enabling secure and ongoing compliance tracking.

Step 3: Continuous Monitoring

- Conduct quarterly audits of staff licenses to ensure continued compliance.
- Use automated reminders in our HR software to flag upcoming license expiration dates.

- Collaborate with CNO and other regulatory bodies to address changes in staff members' registration statuses.

Step 4: Renewal and Reverification

- Notify staff 60 days before any license or certification expiry date.
- Require submission of renewed documents within 30 days of notification.
- Reverify documents with CNO or relevant accrediting bodies to confirm active and valid statuses.

Step 5: Documentation Review Prior to Assignment

- Before assigning shifts, verify that:
 - All required documents are current, uploaded, and reviewed.
 - Staff members meet all regulatory and facility-specific requirements.
- Place a hold on assignments for any staff member with incomplete or expired documentation until compliance is achieved.

Step 6: Compliance Reporting

- Provide clients with detailed compliance reports as requested, including:
 - Total number of fully compliant staff, segmented by role (e.g., RN, RPN, PSW).
 - Any lapses identified and corrective measures taken.
 - Summary of upcoming license expirations and renewal statuses.

Certification/Requirement	Validation Method
College of Nurses of Ontario (CNO) Licensing	Verified via CNO "Find a Nurse" tool.
PSW Certifications (OntarioColleges.ca)	Cross-referenced with OntarioColleges.ca listings for accredited PSW programs.
NACC Certifications	Validated through the National Association of Career Colleges graduate database.
TDSB and School Board Institutions	Verified directly with issuing organizations for equivalent educational standards.
CPR Certifications	Recorded in compliance tracking platform, renewed every 3 years (or annually for BLS).
Immunizations and N95 Mask Fit Testing	Verified during onboarding and tracked in compliance systems.

Appendix E: Supplemental Talent Pool and Staff Numbers

E.1 Total Employees Overview

Role	Active Employees	Supplementary Talent Pool	Specializations
Registered Nurses (RNs)	50	150	Mental health crisis management
Registered Practical Nurses (RPNs)	75	200	Clinical care and specialized support
Personal Support Workers (PSWs)	65	250	Dementia care, palliative care, and culturally responsive services

This resource pool provides flexibility and scalability to manage varying staffing needs, including emergencies and periods of high demand.

E.2 Compliance with Mandatory Certifications and Training

TLC Alert ensures all clinical staff meet the City of Toronto's expectations for training and certifications, including:

- WHMIS
- CPR and First Aid
- Infection Prevention and Control (IPAC)
- Fixing Long-Term Care Act (FLTCA) compliance training

All records are managed using the Surge Learning platform, which tracks renewal dates and ensures up-to-date certifications. See **Appendix D**.

E.3 Future Training Goals

TLC Alert has outlined the following goals to enhance its training programs:

- Achieving 100% GPA training compliance for staff by December 31, 2025.
- Expanding training offerings to include PAC modules as a complement to GPA.
- Introducing advanced courses in cultural competence, crisis intervention, and resident safety.

Appendix F: Staffing Operations and Reporting

F.1 End-to-End Resource Request Process

TLC Alert Nursing & Home Care's resource request process ensures efficient and reliable staffing for the City of Toronto's long-term care facilities.

- **Request Submission:** Facilities can submit staffing requests via email, phone, or the NextCrew platform, available 24/7.
- **Acknowledgment Timelines:** Requests are acknowledged within 30 minutes during regular hours and within 1 hour after hours or on statutory holidays.
- **Candidate Matching:** Staff qualifications, certifications, availability, and proximity are verified using the NextCrew platform. Priority is given to appropriately certified candidates (e.g., GPA-certified PSWs for dementia-focused facilities).
- **Confirmation and Deployment:** Staff assignments are confirmed within 2 hours for standard requests and 1 hour for emergencies. Real-time updates are provided to ensure smooth operations.
- **Issue Resolution:** Any gaps or delays are addressed immediately, and replacements are dispatched as needed.

F.2 Emergency Staffing Protocols

Description:

Emergency staffing requests are handled as a priority, with acknowledgment within 15 minutes. Coordinators assign pre-vetted on-call staff for deployment within 3 hours and 59 minutes to meet critical shift demands. Follow-up communication ensures facilities receive updates throughout the process.

Contents:

- Process flow for receiving and fulfilling emergency staffing requests.
- Key timelines: acknowledgment (15 minutes), deployment (within 3 hours and 59 minutes).
- Replacement staff protocol for unforeseen gaps.

Frequency:

As needed, in response to emergency staffing requests.

F.3: Sample Reports

This section contains detailed summaries or placeholders for the following reports. Where a descriptive overview is provided, actual reports can be supplied upon request.

F.3.1 Monthly Usage Report

Description:

This report, generated using the NextCrew platform, provides a comprehensive overview of staffing utilization across all facilities to ensure transparency and track performance. The report allows for real-time monitoring and detailed analysis of key metrics, enabling proactive decision-making and service adjustments.

Contents:

- Shifts scheduled, fulfilled, and unfulfilled.
- Role-based breakdowns (RN, RPN, PSW) and shift types (day, evening, night).
- Facility-specific performance metrics.
- Observations and trends to predict future staffing needs.

Frequency:

Monthly.

Sample Monthly Usage Report:

Facility	Role	Shift Type	Shifts Fulfilled	Hours Worked	Cost	Notes and Observations
LTC Facility A	RN	Day	118	944	\$XX.xx	Staffing exceeded targets
LTC Facility A	RPN	Day	88	756	\$XX.xx	No major issues
LTC Facility A	PSW	Evening	138	1,104	\$XX.xx	Emergency requests met
LTC Facility B	RN	Night	79	632	\$XX.xx	Seamless weekend staffing
LTC Facility B	RPN	Weekend	59	504	\$XX.xx	Full compliance achieved
LTC Facility B	PSW	Weekend	98	792	\$XX.xx	Flexible scheduling used

LTC Facility C	RN	Day	73	584	\$XX.xx	Proactive rescheduling
LTC Facility C	RPN	Holiday	49	420	\$XX.xx	Smooth coordination
LTC Facility C	PSW	Day	78	624	\$XX.xx	Resident satisfaction up
Total	All		780	6,360	\$XX.xx	High fulfillment rates achieved across all facilities. Emergency shifts were met on time, and unfulfilled shifts accounted for less than 2%, mainly due to last-minute cancellations.

This sample highlights the consistency and reliability of TLC Alert's staffing services. Our data-driven approach enables us to continuously improve performance and ensure compliance with client expectations. Let us know if additional breakdowns or tailored reports are needed.

F.3.2 Cancellation Rate Report

Contents:

- Percentage of shifts canceled within 2 hours compared to total shifts scheduled.
- Categorization of cancellation reasons.
- Impact analysis on resident care.
- Recommendations to mitigate cancellations.
- Includes anonymized, actual report data.

F.3.3 Incident Reporting and Root Cause Analysis Report

Description:

This report provides a summary of incidents, analyzes underlying causes, and documents actions taken to prevent future occurrences.

Contents:

- Summary of reported incidents (falls, medication errors, near misses).
- Root cause analysis for each incident.
- Documentation of corrective measures and updated procedures.
- Quarterly trend analysis to address recurring issues.

Frequency:

Quarterly.

F.3.4 Compliance Tracking Report

Description:

Tracks compliance with certifications such as CPR, WHMIS, GPA, and FLTCA training to ensure staff readiness and regulatory alignment.

Contents:

- Rates of completed mandatory training modules.
- Alerts for upcoming renewals.
- Facility-specific summaries with metrics.

Frequency:

Monthly.

Appendix G: Insurance and Risk Management

TLC Alert Nursing & Home Care confirms its commitment to maintaining or securing insurance coverage that meets or exceeds the minimum requirements outlined in the RFP. Prior to the start of the contract, TLC Alert will ensure the following insurance policies are active:

- **Professional Liability Insurance:** \$10,000,000 per claim to cover any professional errors or omissions.
- **Commercial General Liability Insurance:** \$10,000,000 per occurrence, providing coverage for bodily injury, property damage, tenant liability, and non-owned automobile incidents.
- **Cybersecurity and Data Breach Insurance:** \$10,000,000 to protect against financial losses from cyber incidents, including data breaches and ransomware attacks.

- **Workers' Compensation Insurance:** Coverage meeting all provincial requirements for workplace injuries, including medical expenses, rehabilitation, and lost wages.
- **Umbrella Liability Insurance:** \$10,000,000 to provide additional financial protection beyond standard liability policies.

We will provide Certificates of Insurance to demonstrate compliance and ensure all policies remain valid for the duration of the contract. TLC Alert is committed to maintaining these coverages without interruption to align with the City of Toronto's operational and risk management standards.

Appendix H: Conflict of Interest and Ethical Compliance

H.1 Conflict of Interest Declaration

Description:

TLC Alert Nursing & Home Care Services affirms that no conflicts of interest exist that could impede our ability to fulfill the requirements of this engagement. This declaration is provided in good faith to ensure transparency and maintain ethical standards throughout the proposal and contract period.

Statement:

- TLC Alert has conducted an internal review to confirm the absence of any financial, personal, or professional relationships with City of Toronto employees, officials, or affiliates that could compromise objectivity.
- We pledge to disclose and address any potential conflicts of interest promptly should they arise during the course of the contract.

Authorized signatory:



Monica Gokool

Vice President, Operations
TLC Alert Nursing & Home Care

H.2 Transparency and Objectivity Commitments

Description:

TLC Alert is committed to maintaining transparency, impartiality, and objectivity in all interactions with the City of Toronto.

Commitments:

- Immediate disclosure of any potential or actual conflicts of interest to the City.
- Collaboration with the City to resolve any identified conflicts in accordance with applicable guidelines.

- Adherence to strict confidentiality standards, ensuring the City's interests are prioritized throughout the contract period.
- Periodic assessments during the contract term to identify and mitigate emerging risks of conflict.

H.3 Ethical Standards and Accountability Policies

Description:

Our organization operates under a comprehensive Code of Ethics designed to uphold the highest standards of integrity and accountability.

Policies:

- **Integrity:** Honesty and fairness are central to all business operations and client interactions.
- **Accountability:** TLC Alert takes full responsibility for its actions and ensures adherence to all applicable laws and regulations.
- **Confidentiality:** Staff are bound by non-disclosure agreements to safeguard sensitive information, including resident data, City policies, and operational insights.
- **Continuous Improvement:** Regular training and internal audits ensure all staff members are informed and compliant with ethical standards.

Monitoring:

- Dedicated Compliance Officer to oversee ethical practices and address any concerns.
- Quarterly reviews of ethical standards and compliance activities.

Note: If additional documentation is requested by the City to further demonstrate compliance, TLC Alert is prepared to provide such materials promptly.

Appendix I: Diversity, Equity, and Inclusion

Appendix I: Diversity, Equity, and Inclusion

I.1 Supplier Diversity Policy

Description:

TLC Alert Nursing & Home Care Services is committed to fostering inclusivity and equity within its procurement practices. Our Supplier Diversity Policy emphasizes equitable access to opportunities for businesses owned by women, minorities, veterans, persons with disabilities, and LGBTQIA+ individuals.

Policy Overview:

- Actively promote subcontracting opportunities for certified diverse suppliers.
- Ensure equitable access to procurement opportunities through outreach and training programs.

- Evaluate diversity goals annually to ensure alignment with organizational objectives.

Supporting Documentation:



I. Supplier Diversity Policy

Purpose

TLC Alert Nursing and Homecare Services Inc. recognizes the importance of fostering inclusivity and equal opportunity within its supply chain. This policy outlines our commitment to actively promoting diversity in subcontracting opportunities and building long-term relationships with diverse suppliers.

Policy Statement

TLC Alert is committed to:

1. Creating and maintaining an active Supplier Diversity Program to support the inclusion of businesses owned by women, minorities, veterans, persons with disabilities, and members of the LGBTQIA+ community.
2. Ensuring equitable access to subcontracting opportunities for diverse suppliers in our procurement processes.
3. Reporting measurable outcomes to demonstrate the success and impact of our supplier diversity initiatives.

Implementation

- **Supplier Outreach:** Establish partnerships with diverse supplier networks and actively identify qualified suppliers through industry events, certifications, and outreach programs.
- **Equitable Access:** Include diverse suppliers in bid opportunities and evaluate them equitably.
- **Training and Support:** Provide resources and training to help diverse suppliers meet compliance, quality, and performance expectations.

Accountability and Results

- **Tracking and Reporting:** Collect and analyze data to track the participation of diverse suppliers and the financial value of contracts awarded.
- **Goals and Progress:** Set annual diversity targets and publicly share progress through reports.
- **Partnerships:** Collaborate with industry diversity advocacy organizations to ensure best practices.

¹ TLC Alert 2024

I.2 Employment Diversity Policy

Description:

Our Employment Diversity Policy highlights TLC Alert's proactive approach to cultivating an inclusive workplace, recognizing that a diverse workforce enhances innovation and service delivery.

Policy Overview:

- Recruitment strategies target underrepresented groups through community networks and specialized organizations.
- Hiring practices incorporate unconscious bias training and structured interviews for equitable candidate evaluation.
- Internal mentorship and leadership development programs focus on advancing underrepresented employees.

Supporting Documentation

II. Diverse Hiring Policy

Purpose

TLC Alert Nursing and Homecare Services Inc. values the strength of a diverse workforce and recognizes that inclusivity drives innovation and improved service delivery. This policy outlines our proactive approach to recruiting, hiring, and retaining a diverse talent pool. TLC Alert takes into consideration the diversity requirements of the clients it deploys staffing to.

Policy Statement

TLC Alert is committed to:

1. Promoting diversity and inclusion throughout our hiring, employment and placement practices.
2. Ensuring equitable hiring processes and eliminating barriers to employment for underrepresented groups.
3. Demonstrating tangible results in fostering a diverse and inclusive workplace.

Implementation

- **Recruitment Practices:**
 - identifying and recruiting skilled professionals from diverse talent pools, including job boards, professional networks, colleges, and community outreach programs.
 - Partner with organizations that support underrepresented groups in employment.
 - Advertise job postings in diverse community networks and platforms.
- **Bias-Free Hiring:**
 - Train hiring managers on unconscious bias and inclusive hiring practices.
 - Use structured interviews and evaluation criteria to promote fairness.
 - Ensuring candidates meet the qualifications and certifications required
- **Retention and Development:**
 - Develop mentorship and leadership programs targeting underrepresented groups.
 - Foster an inclusive workplace culture through diversity training and employee resource groups (ERGs). Managing relationships with staff to ensure long-term availability and satisfaction, including offering competitive benefits, training, and development opportunities.

Accountability and Results

- **Data Collection and Analysis:** Monitor hiring demographics and employee retention rates to evaluate success.
- **Annual Reporting:** Publish an annual diversity hiring report that highlights progress and areas for improvement.
- **Recognition and Incentives:** Acknowledge team efforts and achievements in promoting diversity within the organization.

Compliance and Risk Management

- Adhering to labor laws, (Employment Standards Act 2000) CRA tax regulations, and industry standards for workforce management.

I.3 Diversity Initiatives

Description:

TLC Alert's initiatives aim to foster an inclusive organizational culture and support equity-focused growth.

Key Initiatives:

- Collaboration with community organizations to support recruitment from equity-seeking groups.
- Employee mentorship programs designed to develop leadership pathways for diverse talent.
- Continuous diversity training for all employees to promote cultural competence and anti-discrimination awareness.

Documentation: DEI Policy provided below.



Diversity, Equity, and Inclusion in the Workplace Policy

Intent

TLC Alert Nursing & Homecare (TLC Alert) is dedicated to promoting diversity, equity, and inclusion in the workplace by providing an atmosphere free from barriers where no one is denied opportunities for reasons unrelated to their abilities. We celebrate and welcome the diversity of all employees, stakeholders, and external personnel. This policy has been adopted to foster an environment that respects people's dignity, ideas, and beliefs. We demonstrate our commitment to this by providing a supportive work environment and a culture that welcomes and encourages equal opportunities for all employees. The company will comply with all applicable legislation in pursuit of these endeavours.

Definitions

Dignity: Being treated respectfully.

Discrimination: Treating people unequally or making a distinction based on legally protected grounds that results in a burden, obligation, or disadvantage that is not imposed on others or which limits access to opportunities, benefits, and advantages available to other members of society.

Diversity: The variety of unique dimensions and characteristics that we all possess.

Equity: Fair access to opportunities.

Inclusion: Creating a culture that embraces, values, and respects differences.

Microaggressions: Everyday slights, insults, or insensitive actions that may be intentionally or unintentionally offensive and are directed at people who belong to marginalized groups.

Protected grounds: The characteristics that an employer must not use as reasons to discriminate against an individual or group under human rights legislation. Sometimes called prohibited grounds, these often include race, colour, creed, ethnic or national origin, religion,

sex, gender identity, gender expression, sexual orientation, family status, marital status, age, and disability, but protected grounds may differ by jurisdiction.

Unconscious bias: The inclinations or assumptions that we all have that operate without our awareness and can include stereotypes and prejudices towards certain individuals or groups.

Guidelines

TLC Alert is committed to observing and following relevant human rights, equity, and privacy legislation to prevent discrimination based on any protected grounds. Employees will not be negatively impacted by any actions or decisions relating to hiring, compensation, promotion, benefits, job assignments, transfers, layoffs, return from layoffs, or company-sponsored programs or events due to a protected ground that they may have.

TCL Alert will ensure that accommodations are made for individuals who require them. Individuals are encouraged to let the TCL Alert management team know of any required accommodations.

Cultural Competence

All employees and stakeholders of TLC Alert must respect the differences of others and treat everyone with dignity. TLC Alert will strive to build a culturally competent workforce by providing training about diversity, equity, and inclusion, encouraging positive attitudes towards cultural differences, raising awareness of unconscious biases and the harmful effects of prejudice, discrimination, and microaggressions, and working to eliminate such aggressions in the workplace.

Training

TLC Alert may use various training initiatives to foster cultural competencies. Every employee and manager will receive training around diversity, equity, and inclusion as part of their onboarding. Training programs offered:

- Building Cultural Competence in Health Care (Long Term Care)
- DEI at Work
- Cultural Competence and Indigenous Cultural Safety

Recruitment

TLC Alert is dedicated to recruiting and retaining a qualified workforce. By valuing a diverse workforce, TLC Alert is committed to hiring practices that are fair and equitable and will always hire the most qualified candidate for a position. A protected ground will not be used against an individual during the hiring process. The company will ensure that the search and hiring processes are fair and equitable so that each candidate has a fair opportunity throughout the process regardless of any protected ground they may have.

Succession Planning

The Women's Leadership Intensive is committed to developing and promoting staff fairly and equitably. Development opportunities will be offered equitably among employees as they become available and when reasonably possible. Personnel decisions will be made based on the qualifications and performance of employees and upon successful completion of the internal application process. A protected ground will not be used against an individual in consideration for a promotion.

Complaint Process

If an employee feels that this policy has been breached, they may file a verbal or written complaint with the HR Coordinator. Attempts should be made to reach a resolution on an individual level or with the employee's direct manager before filing a formal complaint; however, if the employee does not feel comfortable approaching the individual or their manager about the matter, they may contact the HR Coordinator directly. The complaint will be reviewed and addressed confidentially.

Occurrences of violence or harassment should be reported in accordance with TLC Alert's [Workplace Harassment & Violence Policy and Prevention](#)

Acknowledgement and Agreement

I, (employee name), acknowledge that I have read and understand the Diversity, Equity, and Inclusion in the Workplace Policy of TLC Alert Nursing & Homecare. Further, I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules or procedures outlined in this policy, I may face disciplinary action up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____

Templates and policies from HRdownloads.com are provided for clients of our service. Customers may use this document as is, or as a starting point for their own documents. HRdownloads.com assumes no responsibility for the enforcement or effectiveness of its templates and policies. Always consult legal counsel before implementing any new policies or procedures at your organization.

Appendix J: Business Continuity and Disaster Preparedness

J.1 Business Continuity Plan Overview

Description:

TLC Alert Nursing & Home Care has a comprehensive Business Continuity Plan (BCP) to ensure uninterrupted operations during emergencies or disruptions. The plan includes strategies to maintain high-quality care and compliance with regulatory requirements, even in challenging circumstances.

Key Elements:

- On-call staffing pool with over 600 pre-vetted healthcare professionals for rapid deployment.
- Real-time scheduling capabilities using the NextCrew platform.

- Communication protocols to ensure consistent updates to stakeholders during incidents.

Supporting documentation available upon request.

J.2 Emergency Staffing Protocols

Description:

TLC Alert ensures seamless service delivery during emergencies through specialized staffing protocols.

Key Features:

- **Rapid Response:** Requests submitted via email, on-call, or phone are acknowledged within 15 minutes.
- **Deployment Timeline:** Staffing requests fulfilled within 1 hour for emergency needs.
- **Communication:** Facilities are updated throughout the process to ensure transparency and accountability.

Frequency:

Emergency staffing readiness is monitored continuously, with regular updates to resource allocation plans.

J.3 Remote Operations Capabilities

Description:

TLC Alert's centralized scheduling and coordination systems are fully accessible remotely, ensuring operational continuity during localized disruptions.

Capabilities:

- Use of cloud-based tools for real-time scheduling, attendance monitoring, and shift reassignments.
- Remote access to key operational systems through secure VPN technology.
- Ongoing staff training to support remote processes and maintain efficiency.

Frequency:

Remote capabilities are tested bi-annually to ensure readiness.

J.4 Incident Response and Recovery Protocols

Description:

Our incident response framework provides clear, actionable steps to address disruptions and ensure swift recovery.

Protocols:

- Immediate notification to facility administrators upon identification of an issue.
- Deployment of additional on-call staff to mitigate gaps in service.
- Structured recovery plans that prioritize restoring normal operations efficiently.

Frequency:

Incident management protocols are reviewed and updated quarterly.

J.5 Risk Mitigation Strategies

Description:

Proactive risk management strategies help minimize disruptions and maintain service quality during emergencies.

Strategies Include:

- **Preventative Measures:** Regular assessments of staffing pools, technology, and operational workflows to identify vulnerabilities.
- **Backup Systems:** Redundant scheduling and communication systems to ensure uninterrupted operations.
- **Training Drills:** Simulations conducted quarterly to prepare staff for various emergency scenarios.

J.6 Tailored Continuity Plans for Toronto's Facilities

Description:

Customized continuity plans would be drafted to address the specific needs and priorities of Toronto's long-term care facilities.

Key Features:

- **Facility-Specific Needs Assessment:** Identify unique operational requirements for each location.
- **Collaborative Planning:** Work closely with facility administrators to align on protocols and expectations.
- **Periodic Updates:** Plans are reviewed semi-annually to incorporate evolving needs and regulatory changes.

Frequency:

Continuity plans are updated semi-annually and following major incidents or regulatory changes.


Note: The Business Continuity Plan document is attached below for reference. Additional supporting materials, including drill results and risk assessment reports, are available upon request.

Appendix K: Supporting Documentation

K.1 Sample Invoice

Description: The attached invoice is an example of a standard billing document used by TLC Alert Nursing & Home Care to ensure clarity and transparency in invoicing practices. This sample includes:

- A breakdown of services provided.
- Detailed hours worked and associated staff rates.
- Total costs and payment terms.



1020-33 Harbour Square
Toronto ON, M5J 2G2

Facility Name
Street
Province
Postal Code

Invoice for pay period:

Invoice Date: 0X/0X/0X0X
0X/0X/0X0X - 0X/0X/0X0X
Invoice Number : XXXXX

Total Result Rows : 4

Date	Nurse Name	Position	Clock-In/Clock-Out Time	Break	Reg Hours	OT Hours	Total Hours	Reg Rate	OT Rate	Total Amount	Note
0X/0X/0X0X	Jane Doe RN	RN	0X:0X AM - 0X:0X PM	N/A	XX.XX	XX.XX	XXX.XX	\$XX.XX	\$XXX.XX	\$XXX.XX	N/A
0X/0X/0X0X	Jane Doe RN	RN	0X:0X AM - 0X:0X PM	N/A	XX.XX	XX.XX	XXX.XX	\$XX.XX	\$XXX.XX	\$XXX.XX	N/A
0X/0X/0X0X	Jane Doe RN	RN	0X:0X AM - 0X:0X PM	N/A	XX.XX	XX.XX	XXX.XX	\$XX.XX	\$XXX.XX	\$XXX.XX	N/A
0X/0X/0X0X	Jane Doe RN	RN	0X:0X AM - 0X:0X PM	N/A	XX.XX	XX.XX	XXX.XX	\$XX.XX	\$XXX.XX	\$XXX.XX	N/A

Payment is due within 10 days of the invoice date
Please Remit payment to: 1020-33 Harbour Square Toronto, ON M5J 2G2

Thank You For Your Business!

Total Hours: \$XX.XX | Reg Hours: \$XX.XX | OT Hours: \$XX.XX

Sub Total: \$XXXX.XX

HST: \$XXX.XX

Total:

\$XXXX.XX

This document highlights TLC Alert's commitment to accurate and comprehensive financial reporting for its clients.

K.2 Proof of Operating Licenses

Description: TLC Alert Nursing & Home Care holds active licenses permitting operations as a temporary help agency. Below are screenshots confirming the issuance and validity of these licenses as per the Ministry of Labour, Training and Skills Development in Ontario.

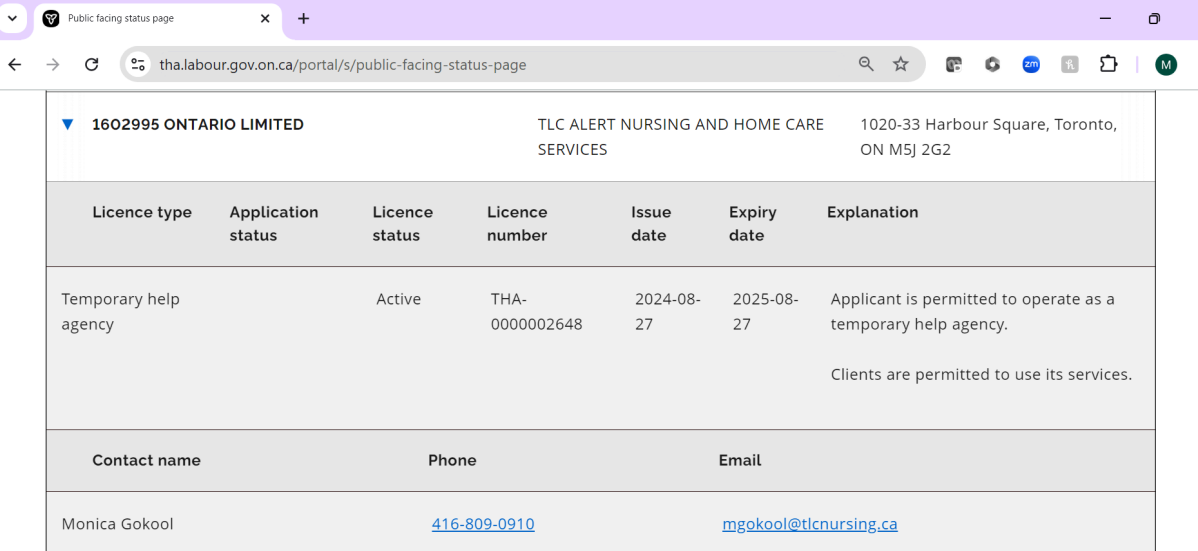
Details Included:

- **Legal Name:** 1602995 Ontario Limited and 1072798 Ontario Limited
- **Operating Name:** TLC Alert Nursing & Home Care Services
- **License Type:** Temporary Help Agency
- **License Numbers:** THA-0000002511 and THA-0000002648
- **Status:** Active
- **Issue Dates:** August 22, 2024, and August 27, 2024

- **Expiry Dates:** August 22, 2025, and August 27, 2025
- **Contact Name:** Monica Gokool, Vice-President of Operations

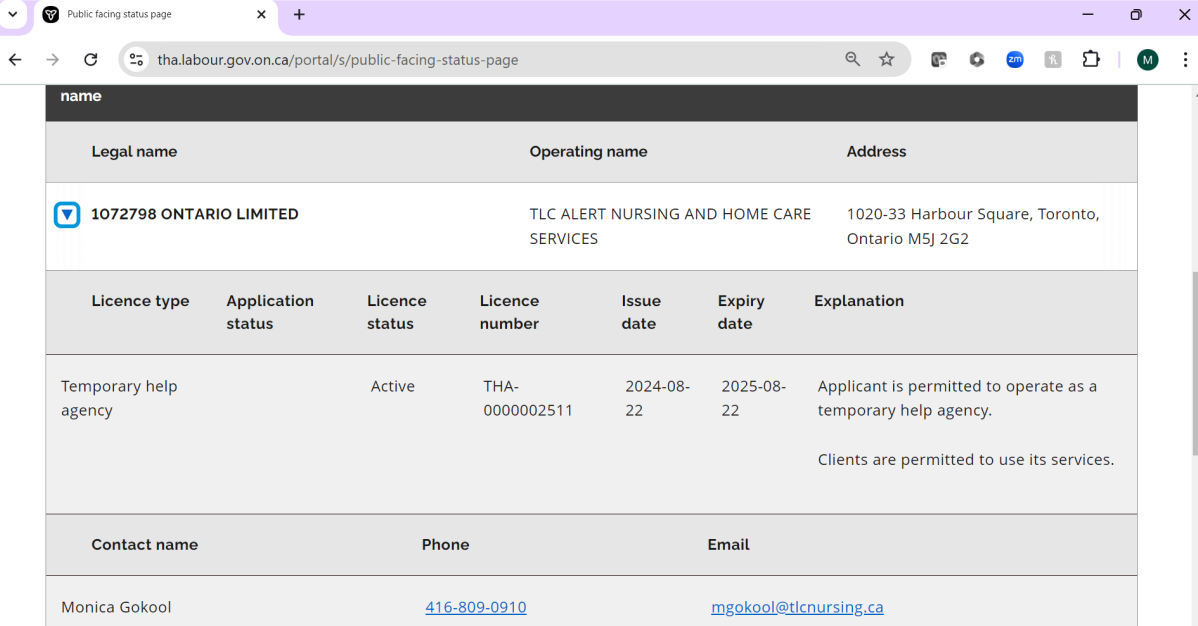
Visual Evidence (below):

The following screenshots display TLC Alert Nursing & Home Care Services' active operating licenses issued by the Ministry of Labour, Training and Skills Development in Ontario, confirming compliance and authorization to operate as a temporary help agency.



This screenshot shows the public-facing status page for 1602995 Ontario Limited. The page displays the company's legal name, operating name, and address. Below this, a table lists the company's active operating licenses. The table has columns for Licence type, Application status, Licence status, Licence number, Issue date, Expiry date, and Explanation. The licence is for a Temporary help agency, issued on 2024-08-27, and expires on 2025-08-27. The explanation states that the applicant is permitted to operate as a temporary help agency and that clients are permitted to use its services. At the bottom, the contact information for Monica Gokool is provided, including her phone number (416-809-0910) and email address (mgokool@tlcnursing.ca).

1602995 ONTARIO LIMITED			TLC ALERT NURSING AND HOME CARE SERVICES		1020-33 Harbour Square, Toronto, ON M5J 2G2	
Licence type	Application status	Licence status	Licence number	Issue date	Expiry date	Explanation
Temporary help agency		Active	THA-0000002648	2024-08-27	2025-08-27	Applicant is permitted to operate as a temporary help agency. Clients are permitted to use its services.
Contact name		Phone		Email		
Monica Gokool		416-809-0910		mgokool@tlcnursing.ca		



This screenshot shows the public-facing status page for 1072798 Ontario Limited. The page displays the company's legal name, operating name, and address. Below this, a table lists the company's active operating licenses. The table has columns for Licence type, Application status, Licence status, Licence number, Issue date, Expiry date, and Explanation. The licence is for a Temporary help agency, issued on 2024-08-22, and expires on 2025-08-22. The explanation states that the applicant is permitted to operate as a temporary help agency and that clients are permitted to use its services. At the bottom, the contact information for Monica Gokool is provided, including her phone number (416-809-0910) and email address (mgokool@tlcnursing.ca).

1072798 ONTARIO LIMITED			TLC ALERT NURSING AND HOME CARE SERVICES		1020-33 Harbour Square, Toronto, Ontario M5J 2G2	
Licence type	Application status	Licence status	Licence number	Issue date	Expiry date	Explanation
Temporary help agency		Active	THA-0000002511	2024-08-22	2025-08-22	Applicant is permitted to operate as a temporary help agency. Clients are permitted to use its services.
Contact name		Phone		Email		
Monica Gokool		416-809-0910		mgokool@tlcnursing.ca		

K.3 Caregiver Incident Report:



Tel: 416-661-3456
Fax: 416-987-5941
Email: info@tlcnursing.ca
Website: <https://www.tlcnursing.ca>

Location of the Incident *

Street Address

Address Line 2

City

Province

Postal

If facility, please indicate room number in Line 2

Date (DD-MMM-YYYY) *

Time* (HH:MM)

AM/PM* that incident occurred

Names of People Involved in Incident *

Include all participants including residents. This is a Mandatory field, if you do not know the names, type Unknown

Witnesses *

List names and if possible contact information for all witness to the incident. This is a Mandatory field, if you do not know the names, type Unknown or None

Description of Incident *

Provide as much detail as possible



Tel: 416-661-3456
Fax: 416-987-5941
Email: info@tlcnursing.ca
Website: <https://www.tlcnursing.ca>

In accordance with policies and Ministry requirements Incident Reports are completed for:

Complaints

Human Rights Violations Employee Harassment

Work Place Injuries - staff or client

All fields marked with a **Red *** are mandatory. If you do not have the information, type "Unknown" or "None"

Date Report Completed (DD-MMM-YYYY)*

Employee Name *

First

Last

Phone *

Phone *

Mobile Home

Email *

Client *

If private client write their full name. If Facility, write the full name



Tel: 416-661-3456
Fax: 416-987-5941
Email: info@tlcnursing.ca
Website: <https://www.tlcnursing.ca>

Employee Comments

*** I acknowledge that I have read and understood the information contained herein and that all information provided is accurate to the best of my knowledge.**

Signature- _____

.....

Action

This section is completed by TLC Alert Nursing & Home Care Management

Check all that apply:

WSIB Form 7

Notify Public Health

Policy Revision

Verbal warning

Probation

Dismissal

Written warning

Suspension

Other

Explain:

Detailed Actions:



Tel: 416-661-3456
Fax: 416-987-5941
Email: info@tlcnursing.ca
Website: <https://www.tlcnursing.ca>

Date Action Completed: (DD-MMM-YYYY)*: _____

Completed By: (include full name and title): _____

Retain Copies on File: _____

K.4 Employee Evaluation Form



EMPLOYEE BEHAVIOURAL
EVALUATION FORM - Employer

Employee:	Supervisor:
Position:	Position:
Date of Evaluation Review:	Period of Evaluation: YY/MM/DD - YY/MM/DD

In preparation for this employee review process, the supervisor acknowledges the following:

The following policies and reference documents have been reviewed and/or distributed:

- ☐ Employee Behavioral Evaluation Form - Employee Self-Evaluation
- ☐ A copy of the employee's employment contract and roles/responsibilities
- ☐ TLC Alerts Employee Handbook
- ☐ TLC Alert's Privacy Policy
 - [TLC Alert | Privacy-policy-hrd-docx.docx](#)
- ☐ DEI in the Workplace Policy
 - [TLC | HR Download template: diversity-equity-and-inclusion-in-the-workplace-policy.docx](#)
- ☐ Understanding of TLC Alert's core values and behavioral qualities sought after (Listed below)

TLC ALERT CORE VALUES

Compassion • Dignity • Equity • Integrity • Independence

Our PSWs, RPNs, RNs, and NPs possess the following qualities:

- Respectful and compassionate
- Good time management skills
- Outstanding communication and interpersonal skills
- Strong work ethic
- Physical endurance

EMPLOYER OBSERVATIONS

<p>ATTITUDE</p> <ul style="list-style-type: none"> <input type="checkbox"/> Positive work ethic. Very enthusiastic. Ability to overcome obstacles with ease <input type="checkbox"/> More than average interest and enthusiasm for the job. Desire to face obstacles with support <input type="checkbox"/> Satisfactory amount of interest and enthusiasm. Occasionally enthusiastic. Overcomes obstacles with support and guidance. <input type="checkbox"/> Little interest or enthusiasm for the job. Lack of initiative or cooperation to face obstacles <p>INITIATIVE</p> <ul style="list-style-type: none"> <input type="checkbox"/> Self-starter; seeks additional work; identifies and takes ownership of business development opportunities and/or client care needs. <input type="checkbox"/> Acts voluntarily in most matters. Collaborates with team members on business opportunities and/or client care needs <input type="checkbox"/> Acts voluntarily in routine matters. Requires coaching and/or support to identify business opportunities and/or client care needs <input type="checkbox"/> Relies on others. Must be given direction on what to do frequently. Generally waits for direction. <p>TIME MANAGEMENT</p> <ul style="list-style-type: none"> <input type="checkbox"/> Does an outstanding job of planning and organizing work. <input type="checkbox"/> Usually organizes work adequately. <input type="checkbox"/> Does a below-average amount of planning and organizing. Frequently fails to organize and plan work effectively. <input type="checkbox"/> Consistently fails to organize and plan work effectively. <p>ABILITY TO LEARN</p> <ul style="list-style-type: none"> <input type="checkbox"/> Excellent. <input type="checkbox"/> Above average. <input type="checkbox"/> Average. <input type="checkbox"/> Below average. <input type="checkbox"/> Poor. 	<p>JUDGEMENT</p> <ul style="list-style-type: none"> <input type="checkbox"/> Very good. Decisions are based on a complete analysis of problems leading to favorable or positive outcomes. <input type="checkbox"/> Uses good common sense. Usually makes good decisions leading to favorable or positive outcomes. <input type="checkbox"/> Judgment is satisfactory in routine situations. <input type="checkbox"/> Judgment is often undependable. <input type="checkbox"/> Uses poor judgment often leading to regrettable decisions. <p>DEPENDABILITY</p> <ul style="list-style-type: none"> <input type="checkbox"/> Reliable in any situation. <input type="checkbox"/> Reliable in most situations. <input type="checkbox"/> Reliable in routine situations. <input type="checkbox"/> Somewhat unreliable; frequently needs supervision. <input type="checkbox"/> Unreliable; requires close supervision. <p>RELATIONSHIP WITH STAFF</p> <ul style="list-style-type: none"> <input type="checkbox"/> Always works well with others. Excellent team worker. <input type="checkbox"/> Congenial, helpful. Works well with associates. Relations with others are good under normal circumstances. <input type="checkbox"/> Challenging to work with at times; difficulties with co-workers. <input type="checkbox"/> Argumentative and causes friction among co-workers. <p>RESPONSE TO SUPERVISION</p> <ul style="list-style-type: none"> <input type="checkbox"/> Expresses appreciation and takes prompt action on suggestions. <input type="checkbox"/> Willingly accepts suggestions and criticism from the supervisor. <input type="checkbox"/> Satisfactorily accepts suggestions and criticisms. <input type="checkbox"/> Reluctantly accepts suggestions and criticism from the supervisor. <input type="checkbox"/> Responds negatively to suggestions and criticism from the supervisor.
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<p>QUALITY OF WORK</p> <ul style="list-style-type: none"> <input type="checkbox"/> Completes work thoroughly with very few errors. <input type="checkbox"/> Good work that is usually thorough with few errors. <input type="checkbox"/> Work usually passes review with an average number of errors. <input type="checkbox"/> Work performed carelessly with frequent errors. <p>QUANTITY OF WORK</p> <ul style="list-style-type: none"> <input type="checkbox"/> Highly exceeds performance expectations of the position. <input type="checkbox"/> Exceeds performance expectations of the position. <input type="checkbox"/> Meets performance expectations of the position. <input type="checkbox"/> Moderately meets performance expectations of the position. <input type="checkbox"/> Fails to meet performance expectations of the position. 	<p>COMMUNICATION SKILLS</p> <p>Oral</p> <ul style="list-style-type: none"> <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Needs Improvement <input type="checkbox"/> N/A <p>Written</p> <ul style="list-style-type: none"> <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Needs Improvement <input type="checkbox"/> N/A <p>PROFESSIONAL CONDUCT</p> <ul style="list-style-type: none"> <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Needs Improvement <input type="checkbox"/> N/A <p>PUNCTUALITY / TIMELINESS</p> <ul style="list-style-type: none"> <input type="checkbox"/> Regular <input type="checkbox"/> Irregular
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EMPLOYER OBSERVATION NOTES

Specifically noted, job function-related examples on behavioural evaluation criteria:

ATTITUDE	JUDGEMENT
INITIATIVE	DEPENDABILITY

ABILITY TO LEARN	RELATIONSHIP WITH TEAM
RESPONSE TO SUPERVISION	COMMUNICATION SKILLS

OVERALL PERFORMANCE RATING

- ☐ Excellent
☐ Above average
☐ Satisfactory Needs Improvement
☐ Unsatisfactory

SUMMARY OF EMPLOYEE'S STRENGTHS
SUMMARY OF AREAS FOR DEVELOPMENT

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THE FOLLOWING SECTION <u>MUST</u> BE COMPLETED AND THEN SIGNED BY BOTH THE <u>EMPLOYEE</u> AND THE <u>EMPLOYER</u>:	
Has the evaluation been discussed with the employee? Yes No	
Employee's Comments: (Please also attach a copy of Employee Self-Evaluation)	
Supervisor's Name(s):	
Supervisor's Signature:	Date:
Employee's Name:	
Employee's Signature:	Date:

Copy to be provided to the employee for their records, original document must be retained in the employee file at head office.