



EMPLOYEE HANDBOOK

The Book of Care



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MESSAGE FROM: ADNAN LATIF, CHIEF EXECUTIVE OFFICER

Dear New Employee:

I Cordially Welcome you to your journey at **ASK4CARE SUPPORT SERVICES INC!!**

As with all companies — and for all candidates — the marketplace is highly competitive. To succeed, we all need to identify what makes us truly different – and lead with our unique Our difference — in two words: Family business. We started as a family business, and though we have expanded to now include three thriving region-specific locations, we've stayed true to our roots.

Work, for us, continues to be personal, this is because we care about our community and the lives we touch.

As employers we strongly believe that our employee's lives are affected by how they feel about their work. Happy, engaged, motivated employees make for increased productivity, satisfied employers, families and communities.

We strictly hold ourselves accountable for all our actions. This allows us to push ourselves to learn more about our clients and candidates, to stretch farther, to be more innovative, to brainstorm, to come up with creative, smart staffing solutions for our clients and in turn create more opportunities for our candidates.

ASK4CARE has steadily grown since its inception in 2014. We are a full-cycle recruitment and placement firm that has strong values and ethics. We are known to stand by our tagline, "Where Promises are Kept" not only for our clients but for our staff as well.

As the baby-boomers retire the need for healthcare services and supports will continue to grow, consequently ASK4CARE will continue to expand our out-reach and this would create future opportunities for growth within the company.

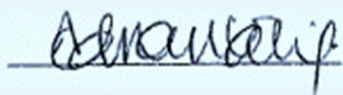
By 2036, the number of seniors would be more than double the number observed in 2009 and would vary between 9.9 and 10.9 million persons. By 2061, their number would vary between 11.9 and 15.0 million. Are you ready to ride out this silver tsunami with ASK4CARE?

Health spending. In 2018, total health expenditure in Canada is expected to reach \$253.5 billion, or \$6,839 per person. It is anticipated that, overall, health spending will represent 11.3% of Canada's gross domestic product (GDP).

Based on verified claims, statistics and market trends healthcare is a recession proof business that will keep you and your families smiling for many years to come.

You are now a vital member of the ASK4CARE family. May goodwill, prosperity and positivity follow you wherever you go and guide you in whatever you do.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Adnan Latif', is written over a horizontal line.

Adnan Latif | President & CEO

INTRODUCTION

This Employee Handbook is a summary of policies, procedures and practices related to human resource management at ASK4CARE Support Services

The Executive Director is accountable for leading an effective staff team and is thereby accountable for the development and implementation of the policies outlined in this manual. Managers are responsible for human resource management within their own staff teams and should reference this manual to ensure organizational consistency in the application of these practices.

The Human Resource Department is responsible for the maintaining the procedures and systems which support human resource management for the Ask4care and is available to answer any questions or provide clarification on any content of this manual.

Ask4care Management Team



STATEMENT OF PHILOSOPHY

Ask4CARE wishes to maintain a work environment that fosters personal and professional growth for all employees. Maintaining such an environment is the responsibility of every staff person. Because of their role, managers and supervisors have the additional responsibility to lead in a manner which fosters an environment of respect for each person.

It is the responsibility of all staff to:

- Foster cooperation and communication among each other
- Treat each other in a fair manner, with dignity and respect
- Promote harmony and teamwork in all relationships
- Strive for mutual understanding of standards for performance expectations, and communicate routinely to reinforce that understanding
- Encourage and consider opinions of other employees or members, and invite their participation in decisions that affect their work and their careers
- Encourage growth and development of employees by helping them achieve their personal goals at the [organization] and beyond
- Seek to avoid workplace conflict, and if it occurs, respond fairly and quickly to provide the means to resolve it
- Administer all policies equitably and fairly, recognizing that jobs are different, but each is important; that individual performance should be recognized and measured against predetermined standards; and that each employee has the right to fair treatment
- Recognize that employees in their personal lives may experience crisis and show compassion and understanding



★ WHO WE ARE?

Canada's Leading Home & Community Healthcare Service Provider

★ EMPLOYMENT AT [Ask4care Support Services Inc]



Employment Equity

Ask4Care is an equal opportunity employer and employs personnel without regard to race, ancestry, place of origin, colour, ethnic origin, language, citizenship, creed, religion, gender, sexual orientation, age, marital status, physical and/or mental handicap or financial ability. While remaining alert and sensitive to the issue of fair and equitable treatment for all, Ask4Care has a special concern with the participation and advancement of members of four designated groups that have traditionally been disadvantaged in employment: women, visible minorities, aboriginal peoples and persons with disabilities.

Recruitment and Selection

All employment opportunities at Ask4Care are posted on our company's website and on the websites of affiliated organizations (such as indeed). Applications are encouraged from current employees but will be screened in the same manner as applications received from outside applicants.

Applicants are invited to submit their application, along with a current résumé, demonstrating that they meet the minimum criteria for the position being sought.

Nepotism

No candidate shall be hired for a position where they may report to or supervise a member of their immediate family. Immediate family is defined as: parent(s), step parent(s), foster parent(s), sibling(s), grandparent(s), spouse {including common law a/o same sex partner}, step child(ren) or ward of the staff member, father-in-law or mother-in-law (including parent of same sex partner). Personal relationships with other employees or members of the Ask4Care should be disclosed prior to accepting any offer from the employer. Failure to disclose this information would be considered contradictory to the Code of Ethics policy.

Orientation

All new employees to Ask4Care shall receive an orientation session which will encompass an overview of general policies, procedures and operations. This will also provide employees, new to either a position or Ask4Care, an opportunity to learn the performance expectations management has with regard to the position in question. They will be given a copy of this Employee Handbook and will be expected to learn its contents. They will also make aware of policies such as, Code of Ethics, and asked to sign off on their adherence to same.

Employee Duties

Attached to an Offer of Employment, is a description of the job and the associated responsibilities, along with any additional tasks possibly required. This document will be used to evaluate performance both during the probation period and after. If an employee is unsure of its contents, they should not hesitate to ask for clarification.

From time to time, it may be necessary to amend an employee's job description. These amendments will be discussed with the employee in advance however; the final decision on implementation will be made by management.

Personnel File

Ask4Care does collect personal information for inclusion in personnel files. This information is available to the employee and the Human Resource Department. This information is kept in a secure location and is not shared with other employees at Ask4Care.

Probation

The first three (3) months of employment are probationary. During this time both parties may assess suitability for employment with the Employer. This also provides management an opportunity to assess skill levels and address areas of potential concern. During the first ninety (60) days of the probationary period, employment may be terminated by either party for any reason whatsoever, with or without cause, and without notice or payment in lieu of notice, except as may be minimally prescribed by the *Employment Standards Act* of Ontario ("ESA"), as may be amended from time to time. Upon satisfaction of the requirements under the ESA, as amended, the Employer shall have satisfied any and all obligations to the employee, whether under the ESA, as amended, or at common law. At the completion of the probation period, the employee and employer shall meet and review progress to date. At this time one of three things will occur:

- 1 Probation will end
- 2 Probation may be extended for an additional three months
- 3 Employment will end



Performance Appraisals

The performance review document will be a living document for each employee. Each employee will have a performance appraisal from time to time. At the time of the performance appraisal, the employer and employee will review the objectives and the results achieved. Throughout the year, the employee and employer may refer to this document to track progress made toward objectives, highlight areas of concern and indicate challenges identified along the way.

This meeting is to review successes and challenges from the preceding year, and to establish the objectives for the coming year. This would also be the opportunity for either party to identify and recommend professional development opportunities which may assist the employee in their day to day work or to grow within Ask4Care. Once complete, both parties shall sign off on the final document and it shall be added to the employee's personnel file.

Professionalism

When representing Ask4care Support Services Inc, staff should dress and behave appropriately. Employees should choose to dress in a manner which presents a professional image to the public and is respectful of others. Excessive use of profanity is neither professional nor respectful to co-workers and will not be tolerated.

Discipline

Discipline at Ask4care shall be progressive, depending on the nature of the problem. Its purpose is to identify unsatisfactory performance and / or unacceptable behaviour. The stages may be:

- 1 Verbal reprimand
- 2 Written reprimand
- 3 Dismissal



Some circumstances may be serious enough that all three steps are not used. Some examples of these types of situations are theft, assault or wilful neglect of duty. In all cases, documentation should be included in the employees personnel file.

Hours of Work

The regular office hours for the Ask4care are 9 a.m. to 5:00 p.m. Monday through Friday inclusive (excluding holidays), with core operational hours being 9 a.m. to 5:00 p.m. During core hours, it is expected that most staff will be available. All employees are expected to work 7.5 hours per day, which include those hours indicated as core, exclusive of an unpaid eating break of at least thirty (30) minutes. Employees may also be expected to work such other hours as may be requested or

required, from time to time. Employees hired on a part time basis will have schedules determined on a case by case basis.

Employees are required to notify their supervisor, in advance, of planned days away from the office. Unplanned absences from the office should be reported to the employee’s supervisor as soon as could reasonably be expected. At the discretion of the Executive Director, depending on circumstances, employees may be allowed to work from home for specific periods of time. As a courtesy, the Administrative Assistant should also be notified of absences.

Statutory Holidays

The Province of Ontario has twelve (12) public holidays and for which staff will be paid. They are:

New Year’s Day
Family Day
Good Friday
Easter Monday
Victoria Day
Canada Day

Civic Holiday
Labour Day
Thanksgiving Day
Remembrance Day
Christmas Day
Boxing Day



other days

In the spirit of family, the Executive Director reserves the right to close the office between Christmas and New Year’s to enable employees to spend time with their families. This will be reviewed annually and will depend on operational requirements. These non-statutory days will have no impact on employee vacation or lieu time.

Overtime

All overtime must be authorized by the Executive Director in advance of being worked. Employees will be provided with time off in lieu of overtime pay at straight time for all hours worked between thirty-seven and one half (37.5) and forty-four (44) hours per week. After forty-four (44) hours worked in a week, employees shall accumulate time off in lieu of overtime pay at the rate of time and one-half (1.5) the regular non-overtime rate of pay. Time in lieu of overtime pay must be taken in the twelve (12) months following it being earned and it must be scheduled with the agreement of the Employer based on its operational requirements. Overtime, taken in lieu, should be used in ½ day increments. Pursuant to Ontario regulation #285, employees in a Managerial or Supervisory role are exempt from the overtime provisions of the Employment Standards Act.

Business travel for conferences, meetings, etc., which cause an employee to depart or arrive home on a non workday does not constitute overtime. If travel is part of the employee’s job or could be reasonably expected to occur in the course of performing one’s duties, it is merely an inconvenience. Some travel, which may be exceptional to the employee’s normal duties, may qualify as overtime at the discretion of the Executive Director.

Any overtime worked and not taken in lieu will be paid out in the event that the employee leaves Ask4care for any reason.

DEPARTURE



Termination for Cause

An Employment Contract may be terminated by the Employer at any time for cause, without notice or payment in lieu of notice, or severance pay whatsoever, except payment of outstanding wages, overtime and vacation pay to the date of termination. Cause includes, but is not limited to, any act of dishonesty, conflict of interest, breach of confidentiality, harassment, insubordination, or careless, negligent or documented poor work performance.

Termination Without Cause

An Employment Contract may be terminated by the Employer at any time and for any reason on a without cause basis, upon the provision of notice or payment of notice instead, and severance pay if applicable, as is minimally required by the ESA, as amended from time to time. In addition to notice, and pursuant to the ESA, the employee shall be entitled to an additional one (1) week's notice or payment in lieu of notice for every year of completed service (severance pay) with the Employer to a maximum of sixteen (16) weeks' notice inclusive of the notice requirements under the ESA. The notice as described in this paragraph is inclusive of all statutory and common law entitlements to notice or payment in lieu of notice. Upon satisfaction of the requirements under this paragraph, the Employer shall have satisfied any and all obligations to the employee, whether under the ESA, as amended, or at common law. The notice requirement contained in this clause constitutes a material inducement to the Employer to enter this agreement.

Resignation

After completion of the first ninety (90) days of the probationary period, employees must give the Employer two (2) weeks' notice of resignation. The Employer may waive the resignation notice period in whole or in part at any time by providing payment of regular wages for the period so waived.

Layoff

Operation requirements are subject to change based on workload and the funding levels received on an annual basis. All efforts will be made to keep staff in a position similar, in scope and salary, to that they have become accustomed to. If Ask4Care is unable to do this, then employees will receive one (1) week notice for each year of service, as required by the Ontario Labour Code. For employees who have a minimum of six years of service, this amount will be augmented by one (1) week of severance pay (or equivalent notice) for each year of service.

Employer Property

Upon termination of employment for any reason, all items of any kind created or used pursuant to the employee's service or furnished by the Employer including but not limited to computers, reports, files, diskettes, manuals, literature, confidential information, or other materials shall remain and be considered the exclusive property of the Employer at all times, and shall be surrendered to the Executive Director, in good condition, promptly and without being requested to do so.



TIME AWAY FROM WORK



Vacation Time and Vacation Pay

Vacation pay is calculated as a percentage of the gross wages an employee earns during the "year of employment". Where the vacation entitlement is 2 weeks, vacation pay is 4% of earnings in the entitlement year. Where the entitlement is 3 weeks, the vacation pay is 6% of earnings. Where the employee is entitled to 4 weeks, vacation pay is 8% of earnings. These figures will be pro-rated for part time staff. This type of leave should be taken in ½ day increments.

As vacation is designed to give employees a chance to rest and rejuvenate, therefore taking vacation is encouraged by the employer. For this reason, employees may only carry five (5) days from one year to the next. These days should be used during the first 90 days of the new year.

Sick Leave

Employees are entitled to up to three sick leave days per year once they have worked for an employer for at least two consecutive weeks. Any additional sick leave accumulated will be forfeit. Moreover, regardless of the amount of sick leave accumulated, sick leave will not be paid out upon resignation, retirement, or termination of employment for any reason. Furthermore, since Sick Leave has no cash value, employees may not use more than they have accumulated, without the express written permission of the Executive Director. Employees working less than full time will have their rate of accumulation adjusted accordingly.

Sick leave can be used for personal illness, personal medical appointments, and visits to specialists.

The Employer reserves the right to request information with respect to limitations, restrictions, prognosis in such manner as it deems necessary in the circumstances with respect to any request for paid or unpaid sick leave. The employer also reserves the right to request a doctor's note for absences of three (3) days or longer.

Compassionate Leave

Ask4Care will grant up to three (3) working days per event on the occasion of a death in the staff member's immediate family. Immediate family is defined as: parent(s), step parent(s), foster parent(s), sibling(s), grandparent(s), spouse (including common law a/o same sex partner), step child(ren) or ward of the staff member, father-in-law or mother-in-law (including parent of same sex partner).

Additional compassionate leave may be granted at the discretion of the Executive Director for reasons not covered elsewhere in this manual. These requests should be discussed in person with the ED and followed by a written submission.

Jury Duty

Employees will be allowed up to two (2) weeks paid time off for jury duty. After that, employees will be asked to continue jury duty without pay. Any compensation, covering the first two (2) weeks, received from the court system shall be surrendered to Ask4Care. A copy of the notice to serve should be provided for inclusion in the employee's personnel file.

Disability Leave

Currently, Ask4Care's benefit package does not provide for Short Term or long-term Disability. For long term and short-term disability, employees have the option to apply for EI Benefits for medical reasons.

**For more information on EI Benefits, please visit:
<https://www.canada.ca/en/services/benefits/ei/ei-sickness.html>**

Maternity, Parental and Adoptive Leave

Maternity/Parental/Adoptive and other government supported Leave shall conform to the provisions of the Employment Standards Act. The full period of the leave is granted without pay. Ask4Care will issue a Record of Employment on commencement of leave which allows the employees to make claim for Employment Insurance Benefits. When the employee returns to work, employment is guaranteed in a similar position at the same salary level. During the full period of leave, vacation and sick leave shall continue to accumulate. During the period of the leave the employee may retain coverage under the Group Medical, dental and extended Health plans and the full premium costs of all benefits will be paid by Ask4Care. Employer contributions to the Group RRSP will only be made after evidence of an employee contribution to said plan.

Every attempt will be made to return employees to a position of equal responsibility on return from leave status, however, no guarantees exists that the exact position left will be available on return.

Unpaid Leave

Employees may take unpaid leave with the written consent of the Executive Director. During periods of unpaid leave, medical, dental, life and AD&D coverage shall continue to be paid by the employer, vacation shall continue to accrue, and seniority shall be maintained. Contributions to the group RRSP will occur strictly on a matching basis. If the employee makes a contribution, Ask4Care shall match it; otherwise no contributions shall be made by Ask4Care. Every attempt will be made to return employees to a position of equal responsibility on return from leave status, however, no guarantees exists that the exact position left will be available on return.

BENEFITS



Medical, Dental, Life and AD&D

Ask4Care offers its employees group benefits provided by [Sun Life Insurance]. These benefits are

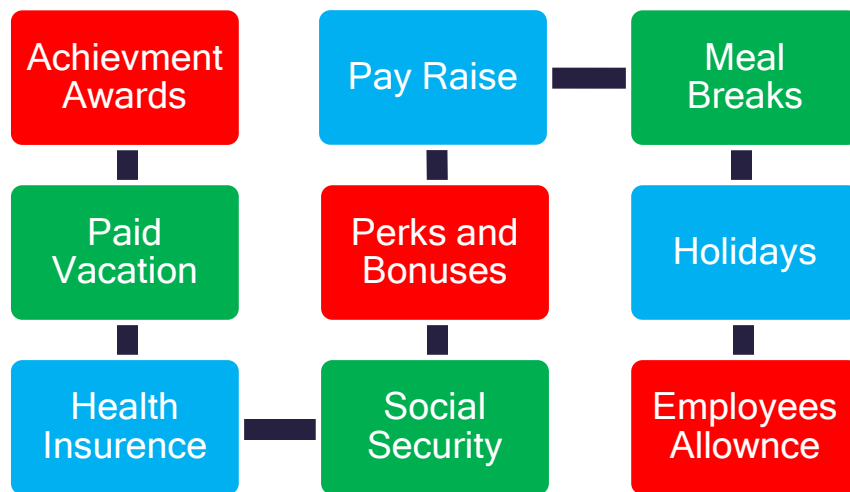


[100] % paid by the employer, with the exception of Long-Term Disability benefits. After three months of employment, employees are enrolled in the plan and may select Single or Family

coverage as required. The plan also includes a component for Life Insurance, Accidental Death and Dismemberment (AD&D) and Vision care, Dental care and Extended Healthcare.

Group RRSP

Employees begin participation in the plan after completion of three (3) months of employment. The contribution by each employee is at least five percent (5%) of their gross salary, which is deducted from their paycheque. This is matched by the employer to a maximum of five percent (5%). Employees may not elect to place these contributions with another investment broker / agent while employed by Ask4Care. Withdrawals from the Group RRSP plan are restricted for the duration of employment with Ask4Care, unless permission is granted by the Executive Director, and is received in writing. Participation in Federally sponsored programs such as Home Buyer's Plan and the Lifelong Learning Plan are allowed but also require the written approval of the Executive Director.



PROFESSIONAL DEVELOPMENT

At the discretion of the Executive Director, employees may be able to attend conferences, courses, seminars and meetings, identified through annual workplans and performance reviews, which may be beneficial to the employee's professional development. If these opportunities are directly related to the employee's position, or are suggested by the Executive Director, then Ask4Care will cover the cost of registration, course materials and some travel expenses.

If Ask4Care has agreed to pay for a course the fees will be paid on evidence of successful completion. If Ask4Care sponsors a course (or courses) and the employee departs Ask4Care within a year of completion, the course fees will become repayable in full.



CONFIDENTIAL INFORMATION AND INTELLECTUAL PROPERTY

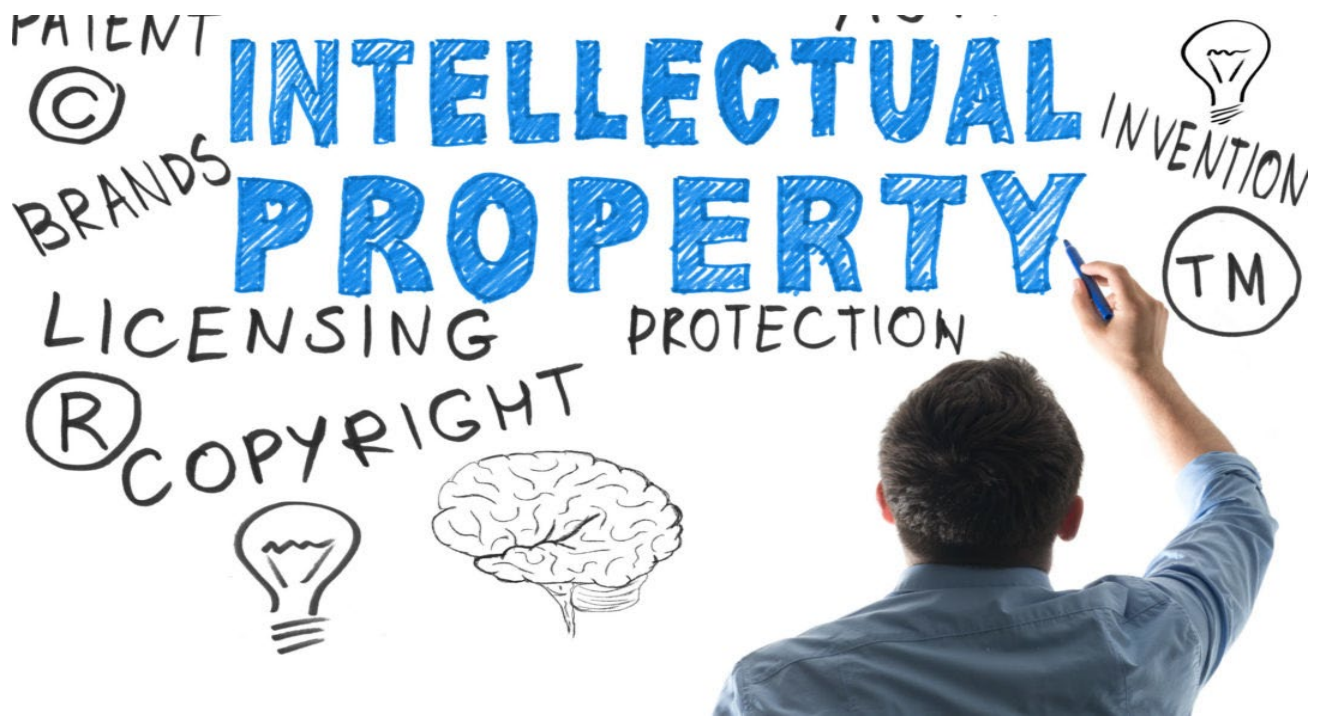
Confidential Information

From time to time, employees of Ask4Care may come into contact with confidential information, including but not limited to information about Ask4Care's members, suppliers, finances and business plans. Employees are required to keep any such matters that may be disclosed to them or learned by them confidential.

Furthermore, any such confidential information, obtained through employment with Ask4Care, must not be used by an employee for personal gain or to further an outside enterprise.

Intellectual Property

Any intellectual property, such as trademarks, copyrights and patents, and any work created by an employee in the course of employment at Ask4Care shall be the property of Ask4Care and the employee is deemed to have waived all rights in favour of Ask4Care. Work, for the purpose of this policy refers to written, creative or media work. All source material used in presentation or written documents must be acknowledged.



IT Information Storage and Security

Any storage devices (CD's, USB's, Floppy Discs) used by employees at Ask4Care, located at Ask4Care's address, acknowledge that these devices and their contents are the property of Ask4Care. Furthermore, it should be understood by employees, that company equipment should be used for company business only during normal working hours. Downloading of personal materials on company equipment can be harmful to said equipment and should not be done.

HEALTH AND SAFETY

Ask4Care, along with its employees, must take reasonable precautions to ensure that the workplace is safe. Ask4Care complies with all requirements for creating a healthy and safe workplace in accordance with the Occupational Health and Safety Act of Ontario.

Employees who have health and safety concerns or identify potential hazards should contact the [Insert contact person].

Alcohol consumption or illegal drug use is not permitted during work hours on the premises. From time to time, with the Executive Director's permission, alcohol may be used to celebrate an occasion/event.

AIR QUALITY

Indoor air quality can lead to many health issues. Ask4Care recognizes this and attempts to minimize the risks associated with indoor air quality and the effects on its employees. Issues pertaining to air quality should be reported to the Manager, Finance and Administration.

Smoke Free Environment

Effective May 31, 2006, the province of Ontario banned smoking in workplaces. As such, smoking in the offices of Ask4Care is not permitted at any time. An 'enclosed workplace' is defined as the inside of any place, building or structure or conveyance or a part of any of them that a) is covered by a roof or b) employees work in or frequent during the course of their employment whether or not they are acting in the course of their employment at the time, and c) is not primarily a private dwelling.

Scents

Ask4Care is aware that some persons may have allergies or sensitivities to perfumes, lotions, colognes and / or chemical smells. As a result, we discourage the overuse of these products.

Pets

The offices of Ask4Care are a place of business, and as such, pets are not welcome during normal working hours. Staff and visitors with seeing-eye dogs are the exception.

Renovations

As odours from building materials and noise levels for tools can cause discomfort to employees, renovations will be scheduled to have a minimum impact on employees. This may include renovating during non work hours (evenings & weekends) and ensuring direct ventilation to control fumes. Carpets should be installed, and cloth furniture unwrapped late in the day so emissions may occur during nonworking hours.

HARRASSMENT

Ask4Care wants to provide a harassment-free environment for its employees and volunteers. Mutual respect, along with cooperation and understanding, must be the basis of interaction between members and staff. Ask4Care will neither tolerate nor condone behaviour that is likely to undermine the dignity or self-esteem of an individual, or create an intimidating, hostile or offensive environment.

There are several forms of harassment, but all can be defined as any unwelcome action by any person, whether verbal or physical, on a single or repeated basis, which humiliates insults or degrades. "Unwelcome", for the purposes of this policy, refers to any action which the harasser knows or ought to reasonably know is not desired by the victim of the harassment.



Specifically, racial harassment is defined as any unwelcome comments, racist statements, slurs, jokes, graffiti or literature or pictures and posters which may intentionally or unintentionally offend another person.

Sexual harassment is any unwanted attention of a sexual nature such as remarks about appearance or personal life, offensive written or visual actions like graffiti or degrading pictures, physical contact of any kind, or sexual demands.

WORKPLACE VIOLENCE

Workplace violence can be defined as a threat or an act of aggression resulting in physical or psychological damage, pain or injury to a worker, which arises during the course of work. Further to the definition of violence, is the definition of abuse. Abuse can be verbal, psychological or sexual in nature. Verbal abuse is the use of unwelcome, embarrassing, offensive, threatening or degrading comments. Psychological abuse is an act which provokes fear or diminishes a person's dignity or

self-esteem. Finally, sexual abuse is any unwelcome verbal or physical advance or sexually explicit statement.

Ask4Care has a zero-tolerance limit with regards to harassment and violence. Employees or volunteers engaging in either harassing or violent activities will be subject to discipline, which may include termination of employment, removal from Boards or committees and possibly criminal charges.

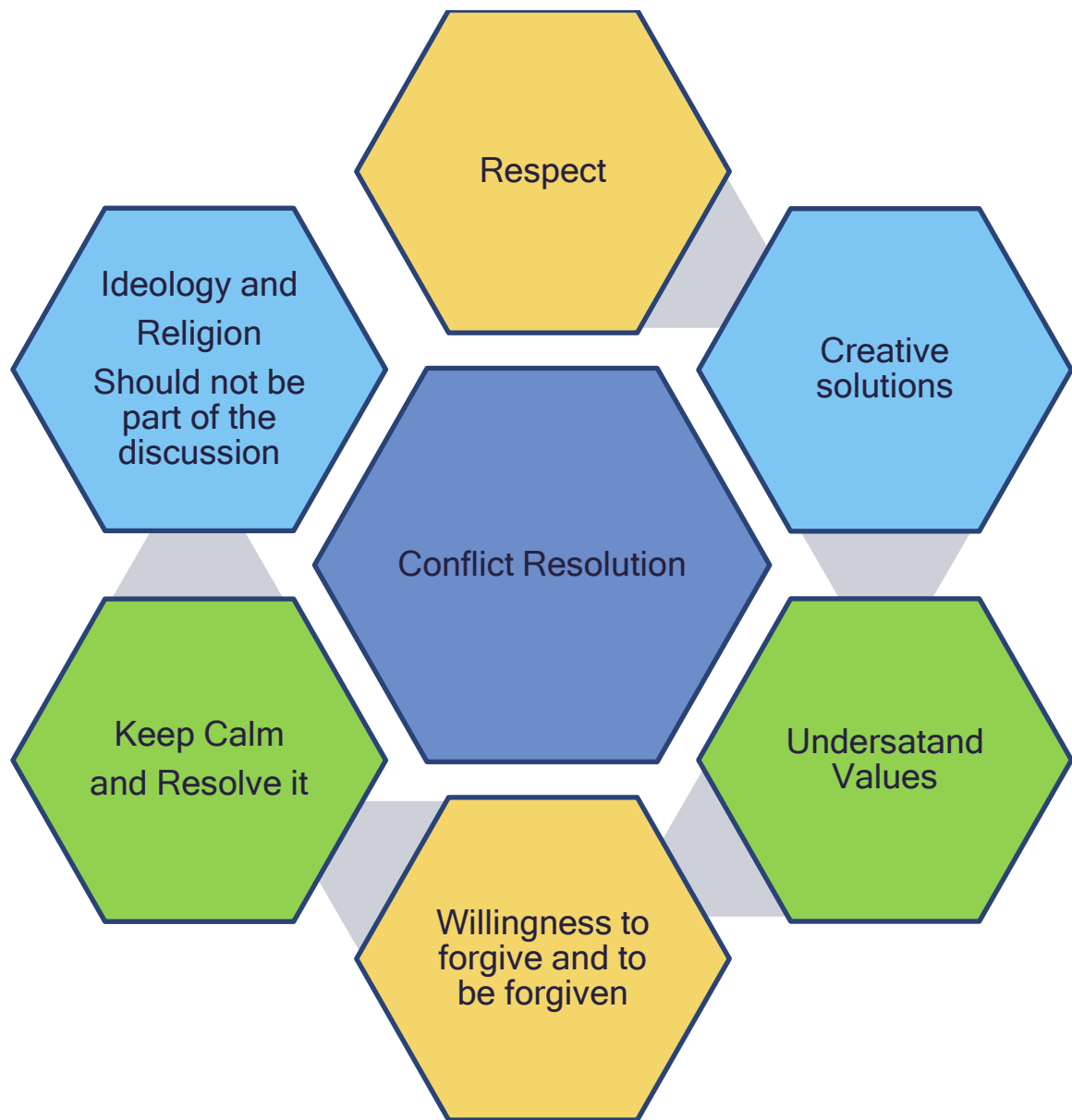


DISPUTE RESOLUTION

Regrettably, conflict can occur in any working environment. In an effort to resolve conflict in an expedient, yet fair manner, Ask4Care recommends the following process for conflict or dispute resolution.

- Speak to the person you are having the dispute with. Many times, disputes arise due to misunderstandings and miscommunications.

- If speaking to the individual does not work, speak to the Executive Director. The ED will arrange a meeting between those involved in the dispute, to determine a resolution.
- If the ED is unable to resolve a workplace dispute, the parties may be referred to mediation by an outside third party. The resolution of the mediator is binding on both parties of the dispute.



HANDBOOK DISCLAIMER & ACKNOWLEDGMENT

This Handbook is intended to provide employees with a general understanding of some of the Ask4care's personnel policies. It is not an employment contract or a legal document. The information in this Handbook should be helpful in familiarizing employees with the Ask4care.

This Handbook cannot anticipate every situation or answer every question about employment. Rather, this Handbook serves as guideline to your employment relationship with Ask4care. From time to time, circumstances will undoubtedly require that the policies, practices and benefits described in the Handbook be changed. Ask4care reserves their right to modify, supplement or rescind any provision of the Handbook as it deems necessary. If any changes to the Handbook become necessary, the Company will endeavor to notify you of such changes by distributing revised pages to you.

Please keep your Handbook readily available and insert updated material promptly so that it is current at all times. When new policies are added or existing policies are changed, the most recent policy shall prevail and govern any new action taken. This Handbook supersedes any and all prior verbal or written policies or procedures of Ask4care.

First and foremost, Ask4care express heartfelt appreciation to Authors, Editors, Reviewers of this employee handbook.

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we will help you navigate the healthcare system.

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