



**HUMAN RESOURCES
POLICIES AND PROCEDURES
(D)**



June 2019

Contents

HUMAN RESOURCES POLICIES & PROCEDURES	3
CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT	3
POLICY # D1.01 – CONDITIONS OF HIRE	3
POLICY # D1.02 – INITIAL CONDITIONS OF EMPLOYMENT	4
POLICY # D1.03 – ONGOING TRAINING REQUIREMENTS	5
POLICY # D1.04 – COMMUNICABLE DISEASES	7
POLICY # D1.05 – CONFIDENTIALITY AND RELEASE OF INFORMATION.....	8
POLICY # D1.06 – VULNERABLE SECTOR CHECK - EMPLOYEES	9
POLICY # D1.07 – DRIVER’S LICENCE & SUSPENSION, LOSS OF DRIVER’S LICENCE	10
POLICY # D1.08 – PROBATIONARY PERIOD	11
POLICY # D1.09 – ORIENTATION	12
POLICY # D1.10 – SENIORITY – LENGTH OF EMPLOYMENT	13
POLICY # D1.11 – EMPLOYEE CHANGE OF INFORMATION	14
POLICY # D1.12 – REFERENCE CHECKS.....	15
POLICY # D1.13 – PERSONAL APPEARANCE – DRESS CODE	16
POLICY # D1.14 – SECONDARY EMPLOYMENT.....	17
POLICY # D1.15 – SMOKING	18
POLICY # D1.16 – ANNUAL EMPLOYEE AFFIRMATION.....	19
POLICY # D1.17 – ATTENDANCE, LATENESS, ABSENTEEISM	20
POLICY # D1.18 – CONFLICT OF INTEREST	22
POLICY # D1.19 – EMPLOYMENT EQUITY	24
CATEGORY: EMPLOYEE SELECTION AND ASSIGNMENT.....	25
POLICY # D2.01 – NOTIFICATION OF INTERVIEWED	25
POLICY # D2.02 – EMPLOYMENT STATUS	26
POLICY # D2.03 – HOURS OF WORK.....	27
POLICY # D2.04 – PERFORMANCE APPRAISAL	29
POLICY # D2.05 – ATTENDANCE, LATENESS, ABSENTEEISM	30
POLICY # D2.06 – CONFLICT OF INTEREST	32
POLICY # D2.07 – EMPLOYMENT EQUITY	34
POLICY # D2.08 – EMPLOYEE STATUS	35
POLICY # D2.09 – JOB SHARING	36
POLICY # D2.10 – EMPLOYMENT OF RELATIVES	38

CATEGORY: COMPENSATION, BENEFITS AND ADMINISTRATION	39
POLICY # D3.01 – TIME KEEPING.....	39
POLICY # D3.02 – PAY EQUITY AND WAGE PARITY	40
POLICY # D3.03 – REGISTERED RETIREMENT SAVINGS PLAN	41
POLICY # D3.04 – VACATION ENTITLEMENT	42
POLICY # D3.05– SICK LEAVE FOR FULL TIME EMPLOYEES	43
POLICY # D3.06– SICK LEAVE FOR PART TIME EMPLOYEES	44
POLICY # D3.07– SUMMARY OF BENEFITS – FULL TIME EMPLOYEES.....	45
POLICY # D3.08– LEAVES OF ABSENCE.....	46
POLICY # D3.09– OVERTIME.....	47
POLICY # D3.10– EMPLOYMENT RELATED TRAVEL EXPENSES.....	48
POLICY # D3.11– USE OF PERSONAL VEHICLE.....	50
POLICY # D3.12– USE OF ASSOCIATION VEHICLE.....	51
POLICY # D3.13– USE OF EQUIPMENT	52
POLICY # D3.14– SNOW DAYS.....	55
CATEGORY: TERMINATION	56
POLICY # D4.01 – RESIGNATION GUIDELINES	56
POLICY # D4.02 – TERMINATION OF EMPLOYMENT.....	57
POLICY # D4.03 – EXIT INTERVIEW.....	58
CATEGORY: EMPLOYEE RELATIONS	59
POLICY # D5.01 – CODE OF CONDUCT	59
POLICY # D5.02 – HARRASSMENT & ABUSE.....	64
POLICY # D5.03 – ALCOHOL & SUBSTANCE ABUSE.....	66
POLICY # D5.04 – MEDICAL CANNABIS USE	67
POLICY # D5.05 – RECREATIONAL CANNABIS USE	69
POLICY # D5.06 – COMPLAINT PROCEDURE	71
POLICY # D5.07 – DISCIPLINARY PROCEDURE	72
CATEGORY: CONDITIONS OF EMPLOYMENT	74
POLICY # D6.01 – HUMAN RESOURCE POLICIES	74
POLICY # D6.02– ATTENTION TO JOB REQUIREMENTS	75
POLICY # D6.03 – USE OF CELL PHONES AT WORK.....	76
POLICY # D6.04 – PERSONAL SOCIAL NETWORKING – USE OF THE INTERNET.....	78

HUMAN RESOURCES POLICIES & PROCEDURES

CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT

POLICY # D1.01 – CONDITIONS OF HIRE

PAGE: 1 of 1

ATTACHMENTS:

APPROVAL DATE: 07.09.2004

REVISION DATE: 01.17.2012

PROCEDURE APPROVAL DATE: 07.09.2004

REVISION DATE: 01.17.2012

01.07.2019

AUTHORIZATION: Executive Director

POLICY:

Hiring practices of the Association shall be in accordance with the Ontario Human Rights Code and the Employment Standards Employment Equity Act and Regulations.

PROCEDURES:

1. When a vacancy occurs or a new position is created, the Association will post internally job postings at all service locations for a one (1) week period) as per article 15.01 of the collective agreement).
2. Job postings will contain the following information:
 - a. Nature of position
 - b. Qualifications
 - c. Required knowledge and educational skills
 - d. Hours of work
 - e. Salary rate (as per article 15.02) of the collective agreement.
3. The Association may also advertise externally. External applicants will be considered for unionized positions in the event that internal applicants do not meet requirements.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.02 – INITIAL CONDITIONS OF EMPLOYMENT****PAGE: 1 of 1****ATTACHMENTS:****APPROVAL DATE: 07.09.2004****REVISION DATE: 02.16.2012****01.07.2019****PROCEDURE APPROVAL DATE: 07.09.2004****REVISION DATE: 02.17.2012****01.07.2019****AUTHORIZATION: Executive Director**

POLICY:

As a condition of employment with the Association, new employees will hold specific mandatory certifications as part of the conditions for hire.

PROCEDURES:

1. Mandatory certifications at the employee's expense including:
 - i. Valid G Driver's License.
 - ii. A medical examination indicating the employee is fit to undertake the duties involved in the position and proof of freedom from communicable diseases.
 - iii. Valid First Aid and CPR certificate
 - iv. Clear Vulnerable Sector Check.
 - v. Facilitator I positions require a Developmental Services Worker diploma or equivalent.
2. Mandatory certification at the association's expense however the employee's own time:
 - i. CPI (Crisis Prevention Intervention) certificate.
3. As these items are considered Conditions of Hire, it is expected that employees will possess these specific classifications and educational qualifications at the time of hire.
4. In the recruitment process the Association may give consideration to hiring a candidate with "conditions of hire" to obtain certifications at their own cost and during their own time.
5. Failure to meet the conditions of hire within the probationary period will result in termination of the employment relationship.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.03 – ONGOING TRAINING REQUIREMENTS****PAGE:** 1 of 2**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:** 02.16.2012

10.05.2017

PROCEDURE APPROVAL DATE: 07.09.2004**REVISION DATE:** 02.17.2012

10.05.2017

01.07.2019

AUTHORIZATION: Executive Director

POLICY:

The Association shall work with its employees to ensure that they are knowledgeable and well equipped to carry out their responsibilities, and as such is committed to ongoing professional development and training.

PROCEDURES:

1. The Association shall assess the global training within the organization on an annual basis. The identified training needs shall be developed into a Training Plan taking into account the following considerations:
 - i. Training driven by the needs of the people the Organization supports.
 - ii. Specific job related training as required to achieve the Goal and Vision Statement, Core Values and Beliefs and Guiding Principles of the Association.
 - iii. Legislated and/or compulsory training courses.
 - iv. Professional development as requested by individual employees
 - v. Extended period of time for study
2. The Association encourages the professional development of employees through attendance and participation in approved meetings, seminars, in-house training programs and external courses, which are directly related to the employee's duties and responsibilities and will help the employee to improve job performance.
3. Employees who attend any training events should be prepared to share information learned and to present information in a written and/or verbal presentation as requested.
4. Legislated and/or compulsory training courses
5. It is the responsibility of each employee to ensure they remain current with the following:
 - i. First Aid and CPR
 - ii. CPI
 - iii. Annual Review of Policies and Procedures
 - iv. Annual policy review of Mission, Abuse and Rights policy
 - v. Fire Extinguisher Training
 - vi. WHIMIS Training
 - vii. Valid Driver's License
 - viii. Employee Affirmation

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.03 – ONGOING TRAINING REQUIREMENTS****PAGE: 2 of 2****ATTACHMENTS:**

6. A training calendar will be circulated March of each year with the Mandatory training required by the Association. It will be the responsibility of staff to sign up before their expiry dates.
7. In the event any of these training requirements have not been met, it is the responsibility of that employee to contact the Manager at the service of his/her employment, and the Human Resources Manager.
8. Mutual Responsibility
 - i. The association shall prepare and arrange for training.
 - ii. The association shall produce an annual list of employees needing mandatory training.
 - iii. The employee shall ensure that they register for their required training prior to the expiration date of their current credentials or course requirements.
 - iv. Failure to remain current with mandatory training can and will result in loss of shifts until such time as employee completes the training. Costs for recertification (fees and time) is that of the employee.
9. Compensation
 - i. The Association shall pay for wages for the employee for mandatory or requested training.
 - ii. The employee shall pay for necessary training required if they attend non-association training events unless attendance at these training events is requested or approved by the Manager.
 - iii. If the association requires employees to attend professional development training, the association shall pay for course fees and the equivalent of a day's wages for every day of the professional development. The association does not pay for travel time outside the county.
 - iv. Employees, who are not requested to attend professional development training, may attend the training event by requesting their manager to consider their eligibility for attendance. The association shall pay the course fee but the employee will not be compensated for their time in training.
 - v. The Association will offer personal development training to be taken on the employee's personal time. Course fees may be charged in order to recover costs.
 - vi. Employee will be expected to cover their own transportation and meals for training events.
10. Training and development is not to be confused with education. It is not the intent of this policy to assist employees to acquire a general education. This policy covers only training and development judged to be directly and specifically related to the employee's work.
11. An Employee may request a sabbatical up to 12 months in order to pursue further education. The Employee shall maintain their seniority and will pay for their benefits in order to keep them current. The Employee will have the right to return to their former position.
12. The Service Manager shall develop annual individual training plans with employees during performance appraisals.

HUMAN RESOURCES POLICIES & PROCEDURES

CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT**POLICY # D1.04 – COMMUNICABLE DISEASES****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:** 02.16.2012**PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 02.17.2012
01.07.2019**AUTHORIZATION:** Executive Director

POLICY:

The Association is committed to maintaining a healthy work environment, providing quality service to those it serves and supports and respecting their rights and those of the Association employees.

PROCEDURES:

1. All potential employees being hired by the Association are required to complete a Certificate of Health, Pre-Employment Medical Examination prior to commencing employment. Potential employment candidates must submit this certificate stating he or she is free from communicable diseases and emotionally, psychologically and physically fit to undertake duties relevant to the demands of the position prior to commencing employment and at the applicant's expense.
2. All employees shall submit documentation from annual physical examinations to the Manager at his or her service location.
3. Documentation will consist of Certificate of Health stating the employee is fit to continue to undertake duties relevant to his or her position.
4. Documentation will be filed in each employee's personnel file located at the main office.
5. Employees returning to work from medical leave may be required to provide medical documentation confirming ability to return to work.
6. People supported who have communicable diseases have the right to receive support without discrimination based on illness or perceived illness.
7. Employees with communicable diseases have the right to: continue working as long as their condition permits; receive the same benefit coverage as is accorded other employees; and be accorded complete confidentiality.
8. Other people supported and employees have the right to a safe and healthy working environment.
9. Discriminatory acts against a person supported or employed by the Association with a communicable disease are unacceptable and unless an employee can demonstrate that there is an unacceptable level of risk, outright refusal to work with someone supported shall be subject to disciplinary action.
10. With any known infectious and potentially serious disease, employees shall take all responsible steps to prevent transmission of illness to others.
11. Information on communicable diseases will be provided to employees

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.05 – CONFIDENTIALITY AND RELEASE OF INFORMATION****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:** 02.16.2002**PROCEDURE APPROVAL DATE:**07.09.2004**REVISION DATE:** 02.16.2012**01.07.2019****AUTHORIZATION:** Executive Director

POLICY:

The Association recognizes its responsibility to ensure that information about its employees, the people it supports and their families is kept in the strictest of confidence. Association employees, students, volunteers and Board members will maintain strict confidentiality regarding all information pertinent to individuals and families served by the Association, as well as business, personal and personal matters.

PROCEDURES:

1. Information will only be disclosed when required by federal and/or provincial statutes, or with written permission from the individual, or other persons vested with authority.
2. All employees, volunteers and Board members are required to sign a Confidentiality Agreement (a copy of which is attached to this policy).
3. With respect to employees, the Confidential Agreement becomes part of their personnel file.
4. Unless it is the responsibility of their duties, employees, volunteers or Board members will not discuss information concerning:
 - a. Individuals or families supported by the Association;
 - b. Personnel issues;
 - c. The Association's financial business.
5. Employees, students, volunteers or Board members who have the authority to discuss such information as identified above will not do so in public areas or with members of their family.
6. Employees, students, volunteers or Board members will not leave confidential information in written form or displayed on computer terminals in locations where it may be seen by unauthorized persons.
7. Employees, students, volunteers shall ensure filing cabinets containing confidential information are locked at the end of each work day.
8. Violation of this policy is grounds for disciplinary action up to and including dismissal for employees, students and volunteers.
9. Board members will be required to agree to any requirements regarding confidentiality as set out by funding sources, such as government ministries.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.06 – VULNERABLE SECTOR CHECK - EMPLOYEES****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2006**REVISION DATE:** 02.16.2012**PROCEDURE APPROVAL DATE:** 07.09.2006**REVISION DATE:** 02.16.2012

01.07.2017

01.07.2019

AUTHORIZATION: Executive Director

POLICY:

Vulnerable Sector Criminal reference checks will be completed on successful candidates for employment, prior to commencement of work.

PROCEDURES:

1. Applicants for employment will be informed, prior to an interview, that a Criminal Reference Check is a condition of employment.
2. At the time of offer of employment, the successful candidate will be asked to provide a Vulnerable Sector Criminal Reference Check.
3. The Vulnerable Sector Criminal Reference Check will have been completed no more than three (3) months prior to commencement of employment. The original copy of the Vulnerable Sector Check must be verified by a Manager. After verification a scan may be taken with the date scanned and Managers signature on the scanned copy.
4. Employees shall verify each year on the 'Annual Employee Affirmation' form that there is no change to the results of their original Vulnerable Sector Criminal Reference Check.
5. Employees have a duty to notify the employer regarding any criminal charges that may prevent them from doing their job.
6. Although disqualification from employment is possible, a previous conviction does not automatically disqualify an applicant from consideration for employment. Based on a variety of factors (e.g., the nature of the position, the nature of the conviction, when the conviction occurred), the candidate may retain eligibility for employment. The association shall review the results of the record check to see if it is relevant to the job. In the event that the results of a record check are not satisfactory for the position, the association will withdraw any conditional offers made.
7. If an applicant attempts to withhold information or falsify information pertaining to any previous convictions, the applicant will be disqualified from further employment consideration in any position with the company due to falsification of an application.
8. Community Living Association - Lanark shall ensure that all applicant information is kept confidential.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.07 – DRIVER’S LICENCE & SUSPENSION, LOSS OF DRIVER’S LICENCE****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:** 02.16.2002**PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 02.16.2012**AUTHORIZATION:** Executive Director

POLICY:

All Association employees shall hold and maintain a valid Class G Driver’s License as a minimum requirement.

PROCEDURES:

1. All potential employees must provide original Class G Driver’s License document prior to commencing employment.
2. Human Resources Manager will photocopy document and place a copy in the employee’s personnel file.
3. Any employee who requires a driver’s license in the performance of his/her duty either occasionally or on a regular and who has had his/her driver’s license suspended must immediately notify his/her Manager with the following information.
 - a. Date of infraction
 - b. Details of infraction
 - c. Copy of summons
 - d. Date of hearing
 - e. Dates and duration of suspension if available
4. The Manager shall consult with the Executive Director to determine an appropriate course of action.
5. Action taken may be affected according to the circumstances of each incident and re-occurring incidents. Matters to be considered include:
 - a. Requirements for driver’s license
 - b. Length of suspension
 - c. Employment record and availability of alternate non-driving positions
 - d. Recurrence of incidents increases degree of discipline
6. This policy applies to driving infractions incurred while on or off duty. For infractions incurred while on duty additional disciplinary action may be applied.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.08 – PROBATIONARY PERIOD****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:** 02.16.2017**PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 02.16.2017**AUTHORIZATION:** Executive Director

POLICY:

Newly hired unionized employees shall be on a probationary basis for a period of 910 hours of employment. Newly hired management employees shall be on a probationary basis for a period of six (6) months and shall be removed from probationary status after a satisfactory evaluation.

PROCEDURES:

1. During the probationary period, employees shall be entitled to all rights and benefits of the collective agreement, except with respect to discharge.
2. Employment and qualifications and expectations are based on Community Living Association (Lanark County) Goal and Vision, Statement of Purpose (Mission), Guiding Principles and Policies and Procedures.
3. The employment of such employees may be terminated at any time for any reason during the probationary period, except that the termination may not be discriminatory, as per Employment Standards.
4. After completion of the probationary period, seniority shall be effective from the original date of employment.
5. The probationary period may be extended by mutual agreement between the Employer and the Union.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.09 – ORIENTATION****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:** 02.16.2012**PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 02.16.2017
01.09.2017**AUTHORIZATION:** Executive Director

POLICY:

The Association shall provide a complete and proper orientation for all new employees in a manner that reflects its Goal and Vision, Core Values and Beliefs and Guiding Principles.

PROCEDURES:

1. All new employees will complete an Association Orientation and a Service Orientation for each service location that they are assigned.
2. Checklists will be completed specific to each orientation. The checklists will be filed in the employee personnel file.
3. The purpose of the orientation is:
 - i. To familiarize new employees with the Goal and Vision, Core Values and Beliefs and the Guiding Principles of the Association as well as policies and procedures.
 - ii. To assist new employees to become comfortable in their new environment; and
 - iii. To provide new employees with specifics regarding the operation of the Association's service areas so that employees may meet required standards of performance.
4. Employees are encouraged to ask questions and request additional information at any time throughout their orientation period and ongoing employment.
5. The Human Resources Manager is responsible for ensuring that each new employee receives an Association Orientation and the Service Manager is responsible to complete the site specific Service Orientation.
6. Start date and completion date of all orientation will be clearly marked on the front of the orientation package.
7. The Community Services Manager at the service location is responsible for ensuring that each new employee receives a site specific Service Orientation. Upon completion of the orientations the checklist is to be sent to the main office for filing in the employee's personnel file.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.10 – SENIORITY – LENGTH OF EMPLOYMENT****PAGE: 1 of 1****ATTACHMENTS:****APPROVAL DATE: 07.09.2004****REVISION DATE: 02.16.2012****PROCEDURE APPROVAL DATE: 07.09.2004****REVISION DATE:****AUTHORIZATION: Executive Director**

POLICY:

Seniority shall be defined as the length of continuous employment with the Association.

PROCEDURES:

1. For full time employees, seniority shall be calculated as the length of service in the bargaining unit from the employee's last date of hire in conjunction with hours worked.
2. For part time employees, seniority shall be calculated on the basis of hours paid, with 1820 hours paid representing one year of service.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.11 – EMPLOYEE CHANGE OF INFORMATION****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 02.16.2012**AUTHORIZATION:** Executive Director

POLICY:

Each employee shall inform his/her Manager immediately of any changes in employee related information.

PROCEDURES:

1. For purposes of insurance and taxation, all employees shall ensure that the Human Resources Department with has current information regarding:
 - i. Name
 - ii. Address
 - iii. Marital Status
 - iv. Telephone Number
 - v. Cell phone number
 - vi. Auto Insurance
 - vii. Names and birth dates of any spouse and/or children
 - viii. Email address
 - ix. Emergency contact information
2. Where any employment related information of the following nature changes, (marital status, change of address, change of telephone etc.) the employee is required to immediately notify the Manager of Finance and Administration by completing the change of Information form.
3. Where the employee makes any banking change, the employee must notify the Executive Assistant of the change, by completing the Change of Information Form and attaching a void cheque (for direct deposit purposes) and submit to the Manager of Finance and Administration with two weeks' notice. Failure to comply will result in delays of receiving pay.
4. Where an employee eligible for benefits requests changes in benefit coverage, the employee must notify the Manager of Finance and Administration of the change, by completing the Change of Information Form.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.12 – REFERENCE CHECKS****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 02.16.2012**01.07.2019****AUTHORIZATION:** Executive Director

POLICY:

All requests for employment reference checks for a current or former employee of the Association shall be forwarded to Human Resources Manager.

PROCEDURES:

1. Reference checks will not be completed without consent from applicable former or current employee.
2. The Service Manager will complete all requests for employment reference checks and forward to the Human Resource Manager as a condition of employment and filing.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.13 – PERSONAL APPEARANCE – DRESS CODE****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 02.16.2012**AUTHORIZATION:** Executive Director

POLICY:

All Association employees shall adhere to a dress code that reflects positively on the Association.

PROCEDURES:

1. All employees will reflect the professionalism of the Association by projecting a neat, clean, professional appearance.
2. Halter tops and beach sandals are not permitted.
3. Footwear must be worn at all times.
4. All employee shall maintain proper hygiene.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.14 – SECONDARY EMPLOYMENT****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 02.16.2012**AUTHORIZATION:** Executive Director

POLICY:

No Association employee shall engage in secondary or additional employment that is to the detriment of the Association.

PROCEDURES:

1. No employee will engage in secondary employment in which there is a conflict of interest or when such employment adversely affects the employee's performance.
2. Employees that are considering employment opportunities on their own time are encouraged to discuss the potential for perceived or actual conflict of interest with their Manager. While the Manager may suggest how the organization and community may view the situation, the employee must make his/her own decision as to whether a conflict of interest is being created and bear the consequences of that decision, which may include termination of employment.
3. Full time employees and or employees that work more than 30 hours weekly are committed to the association as their principal employer and shall give priority to their job within reasonable expectations.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.15 – SMOKING****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 02.16.2012**AUTHORIZATION:** Executive Director

POLICY:

The Association, at all its locations and services, shall be a smoke free work place.

PROCEDURES:

1. All association properties and vehicles are smoke free.
2. Staff providing supports to individuals shall not smoke while providing service or supports.
3. Within reason staff shall model healthy behavior and avoid smoking in front of individuals we support.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.16 – ANNUAL EMPLOYEE AFFIRMATION****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 10.24.2013**REVISION DATE:****PROCEDURE APPROVAL DATE:** 10.24.2013**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

The employee should be aware of the required terms and conditions of employment upon hiring and must reaffirm annually that they are aware and still meet those conditions of employment.

The employee shall affirm the following:

Banking information

1. Requirement to transport Individuals in their personal vehicle if necessary and required.
2. Affirmation of personal insurance and personal liability.
3. Changes in Vulnerable Persons Check.
4. Medical condition
5. Requirement to report change in personal information.

PROCEDURES:

1. The association requires the employee to affirm that there has been no change in the employment terms and conditions.
2. The employee shall sign the affirmation annually on the date required by the employer.
3. The signed affirmation shall be filed in the employee's personnel file.
4. Employees who do not meet these terms and conditions of employment shall be provided 30 days to meet any necessary terms. In the case of time sensitive information, the employee may be required to meet them in less than thirty days.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.17 – ATTENDANCE, LATENESS, ABSENTEEISM****PAGE:** 1 of 2**ATTACHMENTS:****APPROVAL DATE:** 09.07.2004**REVISION DATE:** 02.17.2012**PROCEDURE APPROVAL DATE:** 09.07.2004**REVISION DATE:** 02.17.2012**AUTHORIZATION:** Executive Director

POLICY:

The Association shall encourage the effective use of its work force by keeping absenteeism and lateness to a minimum.

PROCEDURES:**1. Each employee of the Association will have the following responsibilities:**

- i. To be at work regularly
- ii. To be interested in his or her own health and the wellbeing as well as the safety of fellow employees
- iii. To make every effort to work safely by following rules and procedures and practicing accident prevention
- iv. To make every effort to schedule personal and medical appointments outside work hours
- v. To complete time sheets precisely and to accurately record hours worked
- vi. When unable to attend a scheduled shift must notify their Manager or designate and service work location at the earliest opportunity and provide a reason for his or her inability to work.
- vii. The employee may be required to provide a medical certificate at any time when requested.

2. The Association will have the following responsibilities:

- i. Provide a safe and healthy work environment and promote wellness among all employees.

3. Absenteeism will be defined as follows:

- i. Innocent Absenteeism – refers to absence due to involuntary conditions including: personal illness, family illness, and medical appointments. Appropriate documentation may be required.
- ii. Controllable Absenteeism – refers to lateness or absence for which the employee is responsible because it is within his or her power to address and correct. This includes but is not limited to lateness, leaving early, failure to notify, absence without leave, abuse of leave. Controllable absenteeism will be dealt with through disciplinary procedures.
- iii. An employee absent from work on four (4) or more occasions totaling in excess of eight (8) days in a twelve-month period will meet with his or her Manager to jointly set attendance goals and discuss methods of the employee achieving these goals. Documentation from such meetings will be kept on the employee's personnel file.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.17 – ATTENDANCE, LATENESS, ABSENTEEISM****PAGE: 2 of 2****ATTACHMENTS:**

4. Sick Days

- i. Sick Days are intended to provide the employees with income protection in case of short term and prolonged illness and should not be used to augment holiday entitlement or time off. Please refer to Sick Leave in section D. 3.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.18 – CONFLICT OF INTEREST****PAGE:** 1 of 2**ATTACHMENTS:****APPROVAL DATE:** 09.07.2004**REVISION DATE:** 02.16.2012**PROCEDURE APPROVAL DATE:** 09.07.2004**REVISION DATE:** 02.16.2012**AUTHORIZATION:** Executive Director

POLICY:

The Association recognizes the need to address potential conflicts of interest while protecting the Association and preserving the rights of the people to participate as private citizens in the life of the community.

PROCEDURES:

1. As the employer-employee relationship is founded on trust and commitment to strive for mutual benefits, it is expected that the employee's time/labour/skill and attention will be devoted to the business of the Association as specified by the employment contract.
2. The Association's property, materials and services will be utilized only as requested or authorized by the employment contract.
3. Participation of the employee in other business, organizations or activities that compromise the employment relationship or disadvantages the Association will be considered conflict of interest.
4. Managers shall be responsible for identifying potential conflict of interest of employees. Where an employee persists in activities that may disadvantage the Association, the Executive Director is to be informed.
5. Employees must consult with their Manager prior to engaging in any activities that may be seen as conflict of interest, such as, but not limited to:
 - i. Having a vested interest in an external business which may provide materials or service to the Association.
 - ii. Being offered services or materials as a result of employment or position with the Association.
 - iii. Making use of a position with the agency to solicit services or materials for personal gain;
 - iv. Utilizing Association equipment, services or materials for an external business;
 - v. Pursuing personal gain over the wellbeing of needs of people supported.
6. Employees who fail to honour the provisions of this policy will be considered to be in breach of the employment contract with the Association and may be subject to disciplinary action up to and including termination of employment.
7. Members of the Board of Directors shall disclose to the board, prior to engaging in any activities that may be seen as conflict of interest, such as, but not limited to:
 - a. having a vested interest in an external business which may provide materials or service to the Association
 - b. being offered services or materials as a result of employment or position with the Association;
 - c. making use of a position with the agency to solicit services or materials for personal gain; utilizing Association equipment, services or materials for an external business;
8. Pursuing personal gain over the wellbeing or needs of people supported.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.18 – CONFLICT OF INTEREST****PAGE: 2 of 2****ATTACHMENTS:**

9. Non-compliance of this policy and procedures and the By-Law pertaining to conflict of interest on the part of the Board members shall constitute cause for removal from the Board.
10. Board members shall confirm in writing that they have received and read this policy and procedure at the first meeting of the board of directors that they attend following their election.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D1.19 – EMPLOYMENT EQUITY****PAGE: 1 of 1****ATTACHMENTS:****APPROVAL DATE: 09.07.2004****REVISION DATE:****PROCEDURE APPROVAL DATE: 09.07.2004****REVISION DATE:****AUTHORIZATION: Executive Director**

POLICY:

The Association is committed to employment equity by providing equal treatment and equal opportunities to all employees. Except where identified as a bona fide occupational requirement, discrimination is prohibited on the grounds of age, sex, race, color, religion, creed, national origin, citizenship, language, marital status, family status, pregnancy/childbirth, sexual orientation, mental or physical handicap, political belief or any other prohibited grounds of discrimination.

PROCEDURES:

1. The Association is committed to identifying and removing all barriers to employment and advancement in such barriers exist, especially with respect to “designated groups” women, aboriginal people, persons with disabilities and persons who are, because of their race and color, in a visible minority in Canada.
2. Decisions about employment will be made based on the essential skills, capabilities, knowledge and experience required on the job.
3. Decisions about promotions will be based on seniority, education and performance in the current position, as well as the essential skills, capability, knowledge and experience required.

HUMAN RESOURCES POLICIES & PROCEDURES

CATEGORY: EMPLOYEE SELECTION AND ASSIGNMENT**POLICY # D2.01 – NOTIFICATION OF INTERVIEWED****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

Successful and unsuccessful interviewed candidates for employment shall be notified of the results of their applications.

PROCEDURES:

1. The Service or Human Resources Manager will notify all of the candidates interviewed within seven (7) days of the interview.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: EMPLOYEE SELECTION AND ASSIGNMENT****POLICY # D2.02 – EMPLOYMENT STATUS****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 01.07.2019**AUTHORIZATION:** Executive Director

POLICY:

The Association shall employ people as either Contract, Permanent Full Time, Permanent Part Time or On Call employees.

PROCEDURES:

1. Permanent Full Time Employee – is an employee who is regularly scheduled to work 35 or more hours per week, 52 weeks per year.
2. Permanent Part Time Employee – is an employee who is regularly scheduled to work regularly scheduled hours on a continuous basis less than 35 hours per week.
3. On Call Employee – is an employee who works on an as needed basis and does not have regularly scheduled hours minimally accepting and working shifts every 60 days.
4. Contract Employee – is an employee who is hired for a specific time limited period.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: EMPLOYEE SELECTION AND ASSIGNMENT**

POLICY # D2.03 – HOURS OF WORK**PAGE:** 1 of 2**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:** 01.17.2012**PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 01.17.2012**01.07.2019****AUTHORIZATION:** Executive Director

POLICY:

Hours of work shall be as consistent and predictable as possible in order to provide a basis for calculating overtime and shall not constitute a guarantee of either hour per day or per week, or working schedules. The provision of this article are intended to provide a basis for calculating overtime and shall not constitute a guarantee of either hour per day or per week, or working schedules.

PROCEDURES:

1. **Full time Residential Services** – The normal hours of work for employees in residential services shall be seventy (70) hours worked in each two-week period. All hours worked in excess of this shall be overtime. The employer shall prepare and publish monthly shift schedules seven (7) calendar days in advance of the first day of the month for all employees employed in Residential Services. No employee's shifts will be scheduled to exceed more than forty-three (40) hours in any week. No employee will be required by the Employer to work more than five (5) consecutive calendar days. Each employee shall receive at least two (2) consecutive days off in each seven (7) day period, unless the employee consents. Facilitators 1 and Facilitators 2 shall have at least every second weekend off. An Employee called back to work after their scheduled hours shall receive callback pay at overtime rates.
2. **Full time Non Residential Services** – The normal hours of work for full time Employees in non-residential services shall be seventy (70) hours in a two-week period. All Employees' hours shall be scheduled by the Manager in consultation with the employee. Normal daily hours of work are seven (7) consecutive hours and are scheduled between the hour off 0800 am and 11:00 pm, unless the employee consents. No employee will be required by the employer to work more than five (5) consecutive calendar days. Each employee shall receive at least two (2) consecutive days off in every seven (7) day period, unless the Employee consents. Employees shall have at least every second weekend off. An Employee called back to work after their scheduled hours shall receive callback pay at overtime rates. Management shall have the right to schedule one CSS employee per CSS for each Saturday and/or Sunday as required.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: EMPLOYEE SELECTION AND ASSIGNMENT****POLICY # D2.03 – HOURS OF WORK****PAGE: 2 of 2****ATTACHMENTS:**

3. **On Call Employees** – work as needed and do not have regularly scheduled hours of work. An employee will lose his or her employment and be deemed to have voluntarily resigned employment with the Association effective immediately when:
 - a. The employee does not accept and work shifts for a consecutive 60-day period.
 - b. The employee voluntarily terminates or abandons his or her position of On Call employment.
 - c. The employee is no longer available for On Call work.
 - d. If conditions of availability change.
 - e. Refer to the CBA for procedure in the assignment and acceptance of Shifts.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: EMPLOYEE SELECTION AND ASSIGNMENT****POLICY # D2.04 – PERFORMANCE APPRAISAL****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:** 01.17.2012**PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 01.17.2012**AUTHORIZATION:** Executive Director

POLICY:

To assist the Association to achieve its Goal and Vision, performance appraisal shall be used to evaluate employee work performance, provide feedback and set targets for improvement as necessary.

PROCEDURES:

1. Performance Appraisal is a continuous process conducted to provide the employee with:
 - i. Opportunities for communication
 - ii. Feedback
 - iii. Coaching
 - iv. Support
 - v. Guidance towards meeting expected standards; and
 - vi. Training need identification
2. Performance appraisal compels Community Living Association (Lanark County):
 - i. To ensure that employees understand job performance expectations
 - ii. To provide positive feedback and an honest evaluation of performance.
 - iii. To provide sufficient direction and training so that employees are able to perform their jobs, and
 - iv. To develop a plan of action/goals for improvement as required
3. Performance appraisal has four evaluation areas:
 - v. Evaluation of Competencies
 - vi. Evaluation of Job Performance based on the Job Description
 - vii. Evaluation of annual goals and objectives
 - viii. Evaluation of values and Ethics
4. Performance appraisal has three components:
 - i. Manager and Employee complete the appraisal form independently.
 - ii. Evaluation Meeting: Employee and the manager meet to discuss the performance. This is discussion of the rating on the performance evaluation.
 - iii. Performance Goal Setting and Employee Development Plan.
5. All employees are to have a formal performance review:
 - i. If it is necessary to extend the probationary period, a performance appraisal is required prior to the end of the extended period.
 - ii. Annually or whenever a supervisor in consultation with the Executive Director feels a performance review is warranted either by commendable or deficient performance.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: EMPLOYEE SELECTION AND ASSIGNMENT****POLICY # D2.05 – ATTENDANCE, LATENESS, ABSENTEEISM****PAGE: 1 of 2****ATTACHMENTS:****APPROVAL DATE: 07.09.2004****REVISION DATE: 01.17.2012****PROCEDURE APPROVAL DATE: 07.09.2004****REVISION DATE: 01.17.2012****AUTHORIZATION: Executive Director**

POLICY:

The Association shall encourage the effective use of its work force by keeping absenteeism and lateness to a minimum.

PROCEDURES:

1. Each employee of the Association will have the following responsibilities:
 - i. To be at work regularly
 - ii. To be interested in his or her own health and the well being as well as the safety of fellow employees
 - iii. To make every effort to work safely by following rules and procedures and practicing accident prevention
 - iv. To make every effort to schedule personal and medical appointments outside work hours
 - v. To complete time sheets precisely and to accurately record hours worked
 - vi. When unable to attend a scheduled shift must notify their Manager or designate and service work location at the earliest opportunity and provide a reason for his or her inability to work
 - vii. The employee may be required to provide a medical certificate at any time when requested
 - viii. The Association will have the following responsibilities:
 - ix. Provide a safe and healthy work environment and promote wellness among all employees.
2. Absenteeism will be defined as follows:
 - i. Innocent Absenteeism – refers to absence due to involuntary conditions including: personal illness, family illness, and medical appointments. Appropriate documentation may be required.
 - ii. Controllable Absenteeism – refers to lateness or absence for which the employee is responsible because it is within his or her power to address and correct. This includes but is not limited to lateness, leaving early, failure to notify, absence without leave, abuse of leave. Controllable absenteeism will be dealt with through disciplinary procedures.
3. An employee absent from work on four (4) or more occasions totaling in excess of eight (8) days in a twelve-month period will meet with his or her Manager to jointly set attendance goals and discuss methods of the employee achieving these goals. Documentation from such meetings will be kept on the employee's personnel file.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: EMPLOYEE SELECTION AND ASSIGNMENT****POLICY # D2.05 – ATTENDANCE, LATENESS, ABSENTEEISM****PAGE: 2 of 2****ATTACHMENTS:**

Sick Days

Sick Days are intended to provided the employees with income protection in case of short term and prolonged illness and should not be used to augment holiday entitlement or time off. Please refer to Sick Leave in section D. 3

HUMAN RESOURCES POLICIES & PROCEDURES

CATEGORY: EMPLOYEE SELECTION AND ASSIGNMENT

POLICY # D2.06 – CONFLICT OF INTEREST**PAGE:** 1 of 2**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:** 01.17.2012**PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 01.17.2012**AUTHORIZATION:** Executive Director

POLICY:

The Association recognizes the need to address potential conflicts of interest while protecting the Association and preserving the rights of the people to participate as private citizens in the life of the community.

PROCEDURES:

1. As the employer-employee relationship is founded on trust and commitment to strive for mutual benefits, it is expected that the employee's time/labour/skill and attention will be devoted to the business of the Association as specified by the employment contract. The Association's property, materials and services will be utilized only as requested or authorized by the employment contract.
2. Participation of the employee in other business, organizations or activities that compromise the employment relationship or disadvantages the Association will be considered conflict of interest.
3. Managers shall be responsible for identifying potential conflict of interest of employees. Where an employee persists in activities that may disadvantage the Association, the Executive Director is to be informed.
4. Employees must consult with their Manager prior to engaging in any activities that may be seen as conflict of interest, such as, but not limited to:
 - i. Having a vested interest in an external business which may provide materials or service to the Association.
 - ii. Being offered services or materials as a result of employment or position with the Association.
 - iii. Making use of a position with the agency to solicit services or materials for personal gain;
 - iv. Utilizing Association equipment, services or materials for an external business;
 - v. Pursuing personal gain over the well being of needs of people supported.
5. Employees who fail to honour the provisions of this policy will be considered to be in breach of the employment contract with the Association and may be subject to disciplinary action up to and including termination of employment.
6. Members of the Board of Directors shall disclose to the board, prior to engaging in any activities that may be seen as conflict of interest, such as, but not limited to:
 - i. having a vested interest in an external business which may provide materials or service to the Association being offered services or materials as a result of employment or position with the Association;

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: EMPLOYEE SELECTION AND ASSIGNMENT****POLICY # D2.06 – CONFLICT OF INTEREST****PAGE: 2 of 2****ATTACHMENTS:**

- ii. making use of a position with the agency to solicit services or materials for personal gain;
 - iii. utilizing Association equipment, services or materials for an external business;
 - iv. Pursuing personal gain over the well being or needs of people supported.
7. Noncompliance of this policy and procedures and the By-Law pertaining to conflict of interest on the part of the Board members shall constitute cause for removal from the Board.
8. Board members shall confirm in writing that they have received and read this policy and procedure at the first meeting of the board of directors that they attend following their election.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: EMPLOYEE SELECTION AND ASSIGNMENT****POLICY # D2.07 – EMPLOYMENT EQUITY****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:** 01.17.2012**PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 01.17.2012**AUTHORIZATION:** Executive Director

POLICY:

The Association is committed to employment equity by providing equal treatment and equal opportunities to all employees. Except where identified as a bona fide occupational requirement, discrimination is prohibited on the grounds of age, sex, race, color, religion, creed, national origin, citizenship, language, marital status, family status, pregnancy/childbirth, sexual orientation, mental or physical handicap, political belief or any other prohibited grounds of discrimination.

PROCEDURES:

1. The Association is committed to identifying and removing all barriers to employment and advancement in such barriers exist, especially with respect to “designated groups” women, aboriginal people, persons with disabilities and persons who are, because of their race and color, in a visible minority in Canada.
2. Decisions about employment will be made based on the essential skills, capabilities, knowledge and experience required on the job.
3. Decisions about promotions will be based on seniority, education and performance in the current position, as well as the essential skills, capability, knowledge and experience required.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: EMPLOYEE SELECTION AND ASSIGNMENT**

POLICY # D2.08 – EMPLOYEE STATUS**PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:** 01.17.2012**PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 01.17.2012**AUTHORIZATION:** Executive Director

POLICY:

The Association shall employ people as either Contract, Permanent Full Time, Permanent Part Time or On Call employees.

PROCEDURES:

1. Permanent Full Time Employee – is an employee who is regularly scheduled to work 35 or more hours per week, 52 weeks per year.
2. Permanent Part Time Employee – is an employee who is regularly scheduled to work regularly scheduled hours on a continuous basis less than 35 hours per week.
3. On Call Employee – is an employee who works on an as needed basis and does not have regularly scheduled hours minimally accepting and working shifts every 60 days.
4. Contract Employee – is an employee who is hired for a specific time limited period.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: EMPLOYEE SELECTION AND ASSIGNMENT**

POLICY # D2.09 – JOB SHARING**PAGE:** 1 of 2**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:** 01.17.2012**PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 01.17.2012**AUTHORIZATION:** Executive Director

POLICY:

The Association supports the concept of job sharing.

DEFINITION:

Job sharing is defined as an arrangement where two employees voluntary share the hours of work of one permanent full-time position on a 50/50 basis.

PROCEDURE:

1. Any decision to approve or reject a job share proposal or to cancel a job sharing arrangement shall be at the sole discretion of the Executive Director and shall not be made in a discriminatory manner. When a job share proposal is rejected the reasons shall be stated in writing to the applicants.
2. In approving requests for job sharing, consideration shall be given, as appropriate, to the following criteria:
 - i. the continuity/consistency of support provided to the individuals supported by the Association;
 - ii. the safe and efficient operation of the Association;
 - iii. the cost of salaries and benefits provided shall not exceed the current cost of the full time position being shared.
3. Positions eligible for designation for job sharing positions are and shall remain permanent full-time positions.
4. Proposals shall be limited to the filling of an existing permanent full-time position.
5. Participation by employees in job sharing projects shall be on a voluntary basis and may only be initiated by the interested employees, one of whom shall occupy the permanent full-time position being considered.
6. Requests for job sharing shall include suggested division of time and responsibilities.
7. Requests for job sharing shall be submitted in writing to the Executive Director.
8. Each job sharing arrangement shall be initially for a six-month trial period with a review at the end. Continuation of the arrangement may be made permanent at the discretion of the Executive Director based on the outlined criteria.
9. During the six-month trial period, a position made vacant by this arrangement shall be filled on a contract basis.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: EMPLOYEE SELECTION AND ASSIGNMENT****POLICY # D2.09 – JOB SHARING****PAGE: 2 of 2****ATTACHMENTS:**

10. If, at the end of the trial period, the incumbent, the job sharer, or the Executive Director (in writing) chooses to end the job sharing, the incumbent and the job sharer shall revert back to their previous status. The job sharing arrangement shall be cancelled. The incumbent shall have the right to initiate a new job sharing arrangement.
11. If, at the end of the trial period, the job sharers decide to continue with the job sharing, they relinquish any rights to the positions vacated for the arrangement.
12. If, at any time following the trial period, either of the sharers leaves the arrangement, the other sharer shall be offered the position on a full-time basis. By refusing the offer, the person shall be considered to have resigned, but shall be eligible for an on-call residential aid position and shall maintain seniority.
13. Cancellation of a job sharing arrangement shall require a thirty (30) day notice in writing. Such cancellation shall be final.
14. If a job sharing arrangement is cancelled, the resulting full-time position shall be offered to the job sharer with most seniority. By refusing the position, the person shall be considered to have resigned, but shall be eligible for on-call residential aid position and shall maintain seniority.
15. The position shall then be offered to the other job sharer subject to the above conditions. If that person refuses the full time position shall be posted.
16. Subject to the approval of the Executive Director, employees in job sharing arrangement may make arrangements to "top up" the costs of benefits if such costs would exceed the current costs of benefits of the full time position being shared.
17. The work schedule of a job-shared position shall remain the same as if the position were not job shared. Job sharers shall submit to the Manager an outline of their proposed hours of work in time for the Manager to include the job sharers division of hours prior to the posting of the work schedule.
18. Both job sharers shall cover each other's absences at the request of the Manager, including incidental illnesses and vacations. Job sharers are not required to cover for their partners in the case of prolonged or extended absences but may be offered the opportunity to do so.
19. In cases where there is conflict between these procedures and the Collective Agreement, the procedures shall apply. When an issue is not addressed by these procedures the Collective Agreement shall apply.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: EMPLOYEE SELECTION AND ASSIGNMENT****POLICY # D2.10 – EMPLOYMENT OF RELATIVES****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:** 01.17.2012**PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 01.17.2012**AUTHORIZATION:** Executive Director

POLICY:

With respect to hiring immediate relatives of current employees or Board members, the Association may do so, subject to certain restrictions, in order to reduce the potential for conflict of interest.

PROCEDURES:

1. Immediate relatives include spouse, common law spouse, parent or child.
2. The immediate relative will not work on the same team as the current employee.
3. The immediate relative and the current employee will not work in a supervisory relationship with each other.
4. This policy does not apply to contract employment lasting less than three months.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: COMPENSATION, BENEFITS AND ADMINISTRATION****POLICY # D3.01 – TIME KEEPING****PAGE: 1 of 1****ATTACHMENTS:****APPROVAL DATE: 07.09.2004****REVISION DATE: 01.17.2012****01.24.2019****PROCEDURE APPROVAL DATE: 07.09.2004****REVISION DATE: 01.17.2012****AUTHORIZATION: Executive Director****01.24.2019**

POLICY:

Each employee of the Association shall be responsible to keep track of and verify working hours.

PROCEDURES:

1. All employees will utilize the Employee Self Serve portal to punch in and out on each shift.
2. Each employee is responsible for submitting time off requests through the portal.
3. Each employee is responsible for approving their time sheet after their last shift of that pay period.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: COMPENSATION, BENEFITS AND ADMINISTRATION****POLICY # D3.02 – PAY EQUITY AND WAGE PARITY****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:** 01.17.2012**PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 01.17.2012**AUTHORIZATION:** Executive Director

POLICY:

The Association is committed to attaining and maintaining fair salaries to all employees, based on the value of work performed regardless of gender.

PROCEDURES:

1. A Pay Equity Plan has been implemented by the Association in accordance with the Pay Equity Act and shall be monitored on a continuing basis.
2. The Association shall develop and maintain a current evaluation of all jobs in the association.
3. All new positions shall be evaluated using the Job Evaluation system.
4. The Association shall survey local and sector salaries every 3 years to ensure that it is paying fair wages compared to the sector and local market.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: COMPENSATION, BENEFITS AND ADMINISTRATION****POLICY # D3.03 – REGISTERED RETIREMENT SAVINGS PLAN****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:** 02/13/06**PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:** 02/13/06**AUTHORIZATION:** Executive Director

POLICY:

All permanent full-time employees and permanent part-time and on-call employees are eligible for membership in Association Group Registered Retirement Savings Plan.

PROCEDURES:

1. The Association shall match the permanent full-time employees and permanent part-time employees' contribution to the group RRSP to a maximum of 5% of the permanent full-time employees' annual non-overtime salary (as per article 25.03 of the collective agreement).
2. All Part-Time Employees are entitled to join the Employer RRSP Plan.
3. The employer shall abide by all legislation requiring notification of employees.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: COMPENSATION, BENEFITS AND ADMINISTRATION****POLICY # D3.04 – VACATION ENTITLEMENT****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

Permanent full-time employees shall receive an annual vacation with pay in accordance with credited seniority as per Collective Agreement Article 20.

PROCEDURES:

1. Full-time employees who have worked less than one (1) year will receive one (1) day per month, not to exceed ten (10) working days.
2. Full-time employees who have worked more than one (1) year will receive one and one quarter ($1\frac{1}{4}$) days per month, not to exceed fifteen (15) working days.
3. Full-time employees who have worked more than five (5) years will receive one and two thirds ($1\frac{2}{3}$) days per month, not to exceed 20 working days.
4. Full-time employees who have worked more than ten (10) years will receive two point nine (2.09) days per month, not to exceed 25 working days.
5. Full-time employees who have worked more than twenty (20) years will receive two point five (2.5) days per month, not to exceed thirty (30) working days.
6. Full-time employees may carry up to ten (10) days of their vacation into the next vacation period. For the purposes of recording vacations, the vacation period shall be from April 1st – March 31st.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: COMPENSATION, BENEFITS AND ADMINISTRATION****POLICY # D3.05– SICK LEAVE FOR FULL TIME EMPLOYEES****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 13.03.06**REVISION DATE:****PROCEDURE APPROVAL DATE:** 13.03.06**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

Full time employees shall be entitled to 18 sick leave days per year, earned at 1½ days for every month of employment. Sick days can be accumulated to a maximum of 120 days. Accumulation of Sick days is intended to provide employees with short term protection in case of long term illness.

PROCEDURES:

1. Sick leave means the period of time a full-time employee is absent from work by virtue of being sick or disabled, exposed to a contagious disease, or due to an accident for which compensation is not payable under the Workers Compensation Act (as per article 21.01 in collective agreement).
2. In case of illness of an immediate family member where no one, other than the employee can provide the family members needs, the full-time employee shall be entitled after notifying the Manager of the service, to use a maximum of five (5) accumulated sick leave days per year for this purpose (as per article 21.04 in the collective agreement).
3. A full-time employee may be required to produce a certificate from a medical practitioner for any illness, including excess of three (3) consecutive working days certifying that the employee is unable to carry out employee's duties due to illness (as per article 21.06 in the collective agreement).
4. The employer may request a doctor's note from the employee if it detects a pattern of abuse of sick leave.
5. Employees who abuse sick leave privileges will meet with their manager as per policy D.05.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: COMPENSATION, BENEFITS AND ADMINISTRATION****POLICY # D3.06 – SICK LEAVE FOR PART TIME EMPLOYEES****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 13.03.06**REVISION DATE:****PROCEDURE APPROVAL DATE:** 13.03.06**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

Part-time employees shall be entitled to 5 sick leave days per year, earned at .44 days for every month of employment. Sick days can be accumulated to a maximum of 120 days.

PROCEDURES:

1. Sick leave means the period of time a part-time employee is absent from work by virtue of being sick or disabled, exposed to a contagious disease, or due to an accident for which compensation is not payable under the Workers Compensation Act (as per article 21.01 in collective agreement).
2. In case of illness of an immediate family member where no one, other than the employee can provide the family members needs, the part-time employee shall be entitled after notifying the Manager of the service, to use a maximum of five (5) accumulated sick leave days per year for this purpose (as per article 21.04 in the collective agreement).
3. A part-time employee may be required to produce a certificate from a medical practitioner for any illness, including excess of three (3) consecutive working days certifying that the employee is unable to carry out employee's duties due to illness (as per article 21.06 in the collective agreement).
4. Employees who abuse sick day provisions may be subjected to attendance management programs as outlined in Policy D.05.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: COMPENSATION, BENEFITS AND ADMINISTRATION****POLICY # D3.07 – SUMMARY OF BENEFITS – FULL TIME EMPLOYEES****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:** 17.12.2012**PROCEDURE APPROVAL DATE:****REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

The Association shall maintain a Group Benefits package for all permanent Full-Time employees.

PROCEDURES:

1. Group Benefits will include: Group Life and Dependent Insurance, Extended Health Care Insurance, Dental Insurance and Long Term Disability Insurance.
2. All permanent, full-time employees may participate in these plans following the completion of 6 months of active employment. If an employee or their spouse/children are ensured for Dependent Life, Extended Health Care and/or Dental Insurance under another Group policy, they may refuse to be insured for such benefits under the Association's policy. This will be documented in writing with a copy to the employee's personnel file.
3. The Association Pays for the following benefits:
 - i. Group Insurance – 100%
 - ii. Long Term disability -0%
 - iii. Extended Health Care -100%
 - iv. Dental Plan -100%
 - v. Vision Care - \$300 every 24 months.
4. Employees continue to be eligible for Association subsidy when on authorized leave of absence for reasons of maternity and paid sick leave. Employees on an authorized unpaid leave of absence are eligible for Association subsidy for ten (10) working days only. The employee shall assume responsibility for full payment of group benefits on the eleventh (11th) day of any unpaid leave of absence.
5. The Association will continue to provide benefit entitlement for a twenty-four (24) month period during which an employee receives Long Term Disability Benefits under the Association's Insurance Plan. During this period the Association will continue to provide its subsidy based on the following: 1 month of subsidy for every year of service up to a maximum of 18 months (seniority lists will be used to determine years of service). The employee will be responsible for full payment of group benefits for the portion of the twenty-four (24) months which is not eligible for Association subsidy.
6. Coverage under the Association's Group Benefit Plan ceases when an employee terminates his/her employment.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: COMPENSATION, BENEFITS AND ADMINISTRATION****POLICY # D3.08 – LEAVES OF ABSENCE****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.04**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.04**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

All employees shall be entitled to leave of absences to support their family and personal lives.

PROCEDURES:

1. Pregnancy and Parental Leave – as per the ESA. Employees are requested to provide notice and intention of the leave as far as possible in advance. At least 2 weeks' notice should be given if possible.
2. Employee's Marriage – 3 working days
3. Marriage of Employee's child – the day of the wedding if it falls on a regular work day.
4. Birth or adoption of employee's child – 3 days
5. Serious fire or flood in one's home – 3days
6. Moving Household – 1 day per calendar year.
7. Snowstorm – 2 days per calendar year.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: COMPENSATION, BENEFITS AND ADMINISTRATION****POLICY # D3.09 – OVERTIME****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.04**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.04**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

The Association shall compensate employees for authorized overtime worked as per the Employment Standards Act and Regulations and the Collective Agreement.

PROCEDURES:

1. All overtime must be pre-authorized.
2. A Pre-Authorization of Overtime must be completed.
3. All overtime must be used within 30 calendar days from date overtime was actually worked; according to the Collective Agreement, Article 18:01.
4. This form is to be submitted to payroll.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: COMPENSATION, BENEFITS AND ADMINISTRATION****POLICY # D3.10 – EMPLOYMENT RELATED TRAVEL EXPENSES****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.04**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.04**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

The Association shall reimburse employees and volunteers for authorized travel expenses incurred while on Association business.

PROCEDURES:

1. Employees and volunteers are to receive approval from their Manager prior to making expenditures on behalf of the Association. (See “Authorization for Expenditures” for general procedures.)
2. Application for reimbursement of travel expenses is made on the Association Expense Form and must be signed by the employee and his/her Manager to indicate approval for payment.
3. Receipts are to be submitted with the Association Expense Form.
4. The Expense Form is submitted to the Head Office at the end of each month.

GENERAL GUIDELINES**Mileage Rates:**

The mileage rate, approved by the Board of Directors of Community Living Association is set annually and will reflect the sector practice.

Meal Allowances

1. Receipts must accompany all claims.
2. For out of town one day workshops or conferences, the maximum reimbursement will be \$10.00 for lunch and \$20.00 for supper (excluding alcoholic beverages) b) For out of town workshops lasting longer than one day, the maximum food allowance will be \$40.00 per day (excluding alcoholic beverages).

Accommodations

1. Reimbursement is made for costs associated to lodging for employees and volunteers who are directed to perform Association business out of town.
2. Employees and Volunteers are expected to obtain the best rates possible for such accommodations.
3. Expenses Related to supporting Individuals that we work for.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: COMPENSATION, BENEFITS AND ADMINISTRATION****POLICY # D3.10 – EMPLOYMENT RELATED TRAVEL EXPENSES****PAGE:** 1 of 1**ATTACHMENTS:**

4. The following expenses are eligible for reimbursement during the course of carrying out regular duties of supporting individuals we work for.
 - i. Meals when supporting individuals whose personal plan prescribes eating-out as an important part of the plan. The employee should seek prior approval from their manager.
 - ii. Reasonable in town travel in support of the individual that we work for. Planned and scheduled travel that is deemed to be of a long term nature and part of the individual's plans must be approved by the manager. Other reasonable expenses in support of the individuals we work for shall be reimbursed if it is deemed essential to support the individuals that we work for. Expenses must be approved by the manager.

Expenses Not Eligible for Reimbursement

The Association believes that employees and volunteers are responsible for their own behaviour and for their personal expenses. Therefore, reimbursement will not be made for parking tickets, speeding tickets, alcoholic beverages, movie rentals and any other expenses deemed to be of a personal nature.

Other Expenses

The Association recognizes that other travel expenses, not listed above may be incurred by employees and volunteers while on Association business. Reimbursement for such expenses will be at the discretion of management and must have management approval prior to the expense being incurred.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: COMPENSATION, BENEFITS AND ADMINISTRATION****POLICY # D3.11 – USE OF PERSONAL VEHICLE****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.04**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.04**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

The Association may authorize employees and volunteers to use their own vehicles for Association business and shall authorize appropriate compensation.

PROCEDURES:

1. Employees and volunteers are to be authorized prior to use of their own vehicles for Association business by their Manager.
2. Mileage reimbursement will be according to the Association's Travel Expenses policy.
3. The Association insurance does not cover employee/volunteer vehicles. It is the employees' and volunteers' responsibility to provide and pay for their own vehicle insurance.
4. Employees and volunteers are required to carry \$1,000,000 third party liability on their vehicle insurance to cover use of their vehicles for work purposes.
5. The Association does not pay for insurance nor the deductible if the employees/volunteers are involved in an accident.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: COMPENSATION, BENEFITS AND ADMINISTRATION****POLICY # D3.12 – USE OF ASSOCIATION VEHICLE****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.04**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.04**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

Employees using Association vehicles shall abide by the approved procedures.

PROCEDURES:

1. The Employee requesting use of a vehicle will be responsible for booking it. Whenever possible this is to be done with the Manager of that service, therefore ensuring no conflict of use.
2. The name of the Employee, date and approximate time of use will be recorded at the service area.
3. The Association Vehicle Kilometer Form and the Circle Check Form, kept in the vehicle, must be completed in full by the Employee each use.
4. The Association Vehicle Charge Form will be submitted to the Office Manager. The form must include mileage to the 22nd of each month. The Manager of Finance and Administration will then make the appropriate journal entries.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: COMPENSATION, BENEFITS AND ADMINISTRATION****POLICY # D3.13 – USE OF EQUIPMENT****PAGE:** 1 of 3**ATTACHMENTS:****APPROVAL DATE:** 07.09.04**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.04**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

The Association shall provide and maintain the necessary equipment so that all employees can perform their duties efficiently and effectively.

PROCEDURES:

1. It is the policy of the Association that all equipment shall be used primarily for Association business.
2. Personal use of the equipment is permitted if infrequent and if any changes incurred are paid in a timely manner.
3. Equipment shall not be removed from the Association premises without the permission of the Executive Director.

PERSONAL COMPUTERS

1. The Association will provide employees with access to a computer.
2. It is the responsibility of each employee to operate and maintain Association computers as per the instructions and within Association health and safety standards.
3. It is the responsibility of each employee to back-up individual computer files and store such back up files in a secure place to maintain confidentiality.
4. Computers and contents (files and software) are the property of the Association and must be accessible to the Executive Director at all times.
5. The Association will respect all software copyrights.
6. Computers shall not be removed from the Association premises without the permission of the Executive Director.
7. Computer files shall not be removed from the Association premises unless a copy had been made and left on the premises for safekeeping.
8. Information added to computer files off the Association premises shall be incorporated into the computer file that remains on the Association premises as soon as possible and the copied file shall be destroyed or the information erased.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: COMPENSATION, BENEFITS AND ADMINISTRATION****POLICY # D3.13 – USE OF EQUIPMENT****PAGE: 2 of 3****ATTACHMENTS:****TELEPHONE**

1. A central switchboard will be available in the administrative office and will be operated during Association hours of operation.
2. The phone will be answered promptly, in a courteous manner.
3. When the caller states who they want, transfer that call to the appropriate person. If the person is not available, the caller will be given the option of leaving a message with the operator (indicating the time, date, caller and any message) or leaving a message on the person's voice mail.
4. All employees are responsible for retrieving their own telephone messages.
5. Personal phone calls are permitted if they are infrequent, brief and do not interfere with the business of the Association. Personal long distance charges are to be paid for in a timely manner and employees are encouraged to use personal calling cards whenever possible.

VOICE MAIL

1. Employees working out of the administrative office will be supplied with a voice mailbox.
2. Voice mail messages should contain the following: the name of the person holding the mailbox, the option to dial "0" to return to the operator, and any other pertinent information.
3. All employees with a voice mailbox are required to retrieve their messages a minimum of once a day during their working hours. Calls must be returned in a timely manner.
4. Voice mail is not to be used to screen calls.

CELLULAR PHONES

1. Cellular phones are to be used only for Association business and calls are to be kept to a minimum in terms of frequency and duration.
2. It is the responsibility of each employee to operate and maintain Association cellular phones as per operating instructions and within Association health and safety standards.
3. At the end of each day, cellular phones are to be kept at the service location.

FACSIMILE

1. To transmit a document, a facsimile cover sheet must be completed and retained.
2. Confidential documents will only be faxed when other methods of delivery are not fast enough.
3. When confidential documents are to be faxed, the sender is to take extraordinary precautions to protect the confidentiality. This include double-checking the receiving facsimile number, assuring that the recipient is standing by the receiving facsimile machine to receive the documents and calling to ensure the documents were received.
4. Use of facsimile machines for personal transmission is permitted if such use is infrequent, brief and does not interfere with the business of the Association. Personal long distance facsimile charges are to be paid for in a timely manner.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: COMPENSATION, BENEFITS AND ADMINISTRATION****POLICY # D3.13– USE OF EQUIPMENT****PAGE: 3 of 3****ATTACHMENTS:****PHOTOCOPIERS**

1. Photocopiers will be kept in approved locations.
2. Administrative employees shall be responsible for the maintenance of the machine(s).
3. All problems shall be reported promptly to the appropriate administrative employees.
4. Photocopiers shall not be used for personal use unless approved by the Manager of Finance and Administration and appropriate reimbursement is agreed upon.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: COMPENSATION, BENEFITS AND ADMINISTRATION****POLICY # D3.14– SNOW DAYS****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.04**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.04**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

The Association shall provide (2) two “Snow Days” for use by permanent full-time employees.

PROCEDURES:

Snow days may be used if roads are closed or if it is strongly recommended that people do not travel on roads by the Ministry of Transportation or the Ontario Provincial Police.

HUMAN RESOURCES POLICIES & PROCEDURES

CATEGORY: TERMINATION**POLICY # D4.01 – RESIGNATION GUIDELINES****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.04**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.04**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

Resignation shall be submitted in writing.

PROCEDURES:

1. Payroll information must be accurately recorded and submitted to the Manager of Finance and Administration for the last payroll before termination date.
 - i. record of actual hours worked (to be worked) until termination day
 - ii. record of overtime
 - iii. record of vacation time owing
 - iv. record of stat time owing
2. All other information must be sent to Manager of Finance and Administration on the last day the employee worked.
3. Managers and executive positions should provide at least 2 months notice as a professional courtesy.
4. Hourly employees should provide at least 2 weeks notice or longer.

HUMAN RESOURCES POLICIES & PROCEDURES

CATEGORY: TERMINATION

POLICY # D4.02 – TERMINATION OF EMPLOYMENT**PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.04**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.04**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

Termination, either voluntary or involuntary, shall be initiated with the appropriate notice and shall be documented for payroll processing with the Manager of Finance and Administration.

PROCEDURES:**Voluntary Termination**

An employee who resigns his/her position shall be required to state the resignation in writing. If the employee refuses to provide the resignation in writing, the Manager of the service shall immediately confirm the verbal resignation by registered mail stating the date and if appropriate, the circumstances.

On-Call Termination

1. An employee will lose his/her employment status and be deemed to have voluntarily resigned employment with the Association effective immediately when:
2. The on call employee does not accept or work any shift for a consecutive 60-day period.
3. The on call employee voluntarily terminates or abandons his/her position of on call employment.
4. The on call employee is no longer available for on call capacity.
5. Conditions of availability change.

Involuntary Termination

1. Termination initiated by the employee shall require notice consistent with the terms of the Employment Standards Act and may require severance pay.
2. Terminations initiated by the Employer for cause (i.e. willful misconduct, disobedience or willful neglect of duty) are not subject to a notice period or severance pay.

Appeal Procedure

1. No appeals will be considered in the case of any employee discharged prior to completion of probationary period.

HUMAN RESOURCES POLICIES & PROCEDURES

CATEGORY: TERMINATION

POLICY # D4.03 – EXIT INTERVIEW**PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.04**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.04**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

Upon resignation from the Association, the employee shall be requested to complete an Exit Interview.

PROCEDURES:

2. The Human Resources Manager and/or the Service Manager will meet with employee to complete an "Exit Interview" and complete the Exit Interview Form.
3. The Human Resources Manager will place completed form on employee's personnel file.
4. In the event the employee refuses the Exit Interview process, this will be documented on the form, and filed on personnel file.

HUMAN RESOURCES POLICIES & PROCEDURES

CATEGORY: EMPLOYEE RELATIONS**POLICY # D5.01 – CODE OF CONDUCT****PAGE:** 1 of 5**ATTACHMENTS:****APPROVAL DATE:** 07.09.04**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.04**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

Employees shall be expected to abide by an approved Association code of ethics which shall be circulated to all employees

PROCEDURES:

The Code of Ethics is based on our values does not cover all situations, however, it serves as a guide to the general conduct, which the Association expects of all employees. Many standards of conduct, which all employees are expected to meet, are part custom and need not be explicitly stated.

Humility

All individuals are respected as valued and unique people and will be accorded the same respect and treatment that we would expect from others.

Integrity

We act in accordance with our values and beliefs.

Honesty

We will always behave honestly and speak the truth. We are entrusted with association property, individual's belongings and wealth and our actions must always adhere to highest standards. When we find ourselves in conflict we must reflect and resolve the conflict in a legal and ethical manner.

Respect

We shall respect individual rights and abide by the association's values, beliefs and guiding principles. We shall always appreciate people's abilities and never define them by their disability.

Caring

We recognize that caring is essential to our professional conduct without undermining our professional duties conducts. We are concerned with welfare and well-being of the people we work for, our coworkers, association and community.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: EMPLOYEE RELATIONS****POLICY # D5.01 – CODE OF CONDUCT****PAGE: 2 of 5****ATTACHMENTS:****Responsibility**

We are accountable to the people we work for, the association and our coworkers for the quality of our work and fulfilling our obligations to the best of our abilities.

The Association is committed to creating and fostering a work environment that encourages open and honest communication, treats employees with respect and dignity, and provides professional challenge and support to carry out responsibilities effectively.

To ensure this conduct, The Association Management Team shall endeavor to:

- i. Manage with integrity, fairness and honesty of purpose;
- ii. Encourage and practice open, honest communication, ensuring that employees are kept informed, in a timely manner, of changes in the workplace;
- iii. Provide timely and constructive Performance feedback, both on a formal and informal basis;
- iv. Foster positive, productive working relationships between management and employees by performing responsibilities with mutual respect, trust, and dignity;
- v. Provide opportunities for professional growth and development;
- vi. Not knowingly violate, or permit to be violated, any legislated act, Regulation or by-law, which governs the center's practices.
- vii. Provide appropriate opportunities for both contributing to and voicing opinions on decisions without fear of reprisal;
- viii. Give opportunities to demonstrate expertise and to create new and innovative ways to deliver and continuously improve the quality of service;
- ix. Provide equal employment opportunities consistent with employee skills and aspirations and the skill/expertise needs of the Association;
- x. Treat with respect any personal information obtained in the course of the employer/employee relationship, and manage and/or release such information with due respect to the employee's privacy, and as required by law;
- xi. Provide working conditions which minimize health and safety risks, and strive for the most effective management of risks inherent in the provision of services

An Employee Will:

- i. Carry out the duties of their position honestly, conscientiously and loyally.
- ii. Be a constructive team member contributing to their team and association and supporting their coworkers in the performance of their job.
- iii. Be prompt, courteous, and temperate in the performance of their duties;
- iv. Use their initiative to find ways of doing their work more effectively and efficiently;
- v. Follow instructions attentively and co-operate with the supervisor;

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: EMPLOYEE RELATIONS****POLICY # D5.01 – CODE OF CONDUCT****PAGE:** 3 of 5**ATTACHMENTS:**

- vi. Administer, follow, and where necessary interpret and explain the policies of their area, program and the Agency;
- vii. Recommend within their sphere of responsibility changes of policy which they believe is appropriate;
- viii. Conduct themselves on duty and in public in a manner that will bring credit to themselves, their program and the Agency;
- ix. Not engage in public criticism of policies and procedures of the Agency;
- x. Use information obtained on the job for the intended purposes, not for their own interests or those of other persons;
- xi. Be on the job every day unless there is a valid reason for their absence;
- xii. Give out information concerning the Agency only when this has been authorized;
- xiii. Use equipment, property or supplies which are owned or rented by the Agency for authorized purposes only.

GUIDING PRINCIPLES

1. The Association is guided in all its actions by principles that are consistent with its goal, vision and core values and beliefs. Every action will be tested against and honour the principles of
2. Human Rights Every person is entitled to equal rights and opportunities.
3. Individuality Every person is respected and treated as a unique individual with ability to achieve their dreams and goals.
4. Personal Choice All individuals are entitled to personal choice and the opportunity to responsibly pursue those choices.
5. Community Engagement Peoples' lives are enriched by community engagement, inclusion, family and friends.
6. Personal Responsibility Every person has a responsibility for self-development, building inclusive communities, and the welfare of others.
7. Service The association develops and delivers services and programs that comply with its mission adhere to its values and complement its guiding principles.
8. Commitment Staff and volunteers are committed to the well being of the people we work for, their co-workers, the organization and the community.
9. Collaboration We work collaboratively with other local, provincial and national associations for the benefit of the people we work for.
10. The employee will, in the performance of his/her job responsibilities, provide assistance to each person supported as outlined in each individual's Personal Support Plan. The employee will recognize that where conflict may arise regarding their own personal opinion(s), standard(s) of value(s) he/she will be expected to maintain a level of objectivity consistent with their responsibility in assisting the individual.

HUMAN RESOURCES POLICIES & PROCEDURES

CATEGORY: EMPLOYEE RELATIONS

POLICY # D5.01 – CODE OF CONDUCT

PAGE: 4 of 5

ATTACHMENTS:

11. The employee's primary responsibility is to provide quality support to each person supported as outlined in their respective Job Description in accordance with Policies and Procedures, Managerial instructions and identified team approaches.
12. The employee will interact with the people supported in a respectful manner.

FAMILIES AND FRIENDS

- i. In relationships with Families and Friends:
- ii. The employee will demonstrate a supportive, respectful cooperative approach in their interactions with those people who are important in the lives of people supported.
- iii. The employee will facilitate communication with significant persons in accordance with the wishes of the person supported.

COLLEAGUES AND OTHER PROFESSIONALS

- i. The employee will be expected to respect the personal privacy and professional confidentiality of their colleagues, recognizing and accepting personal differences, except where the well being of the people supported may be involved.
- ii. The employee will be expected to demonstrate a supportive, respectful and cooperative approach in his/her interactions with his/her colleagues

THE EMPLOYER

- i. The employee will continually apprise him/herself of the policies, procedures, rules and principles of Association and in accepting or continuing employment within the agency, agree to adhere to the goal and vision Guiding Principles, Core Values and Beliefs, policies and procedures, recognizing that the ultimate responsibility for the quality of service they provide is their own.
- ii. Where the employee feels that they have cause to question, express concern or challenge the policies, procedures, rules or principles of the Association, they will express their views through the use of appropriate internal channels while maintaining a professional, confidential and respectful representation of the agency within the community.
- iii. The employee will have the responsibility of keeping abreast of relevant developments within the Human Services field as it pertains to the NAACL.

THE COMMUNITY

In relationships with the Community:

- i. The employee will be expected to foster public support and awareness throughout their work within the community.
- ii. The employee should act to ensure that all persons have access to the resources, services and opportunities, which they request or desire.

HUMAN RESOURCES POLICIES & PROCEDURES

CATEGORY: EMPLOYEE RELATIONS

POLICY # D5.01 – CODE OF CONDUCT

PAGE: 5 of 5**ATTACHMENTS:**

- iii. The employee should act to expand choice and opportunity for all persons.
- iv. Our role in this code is actualized through:
 - a. Integrity
 - b. Acceptance of differences
 - c. Appreciation of Diversity
 - d. Competence
 - e. Honest
 - f. Mutual Respect
 - g. Empathy

HUMAN RESOURCES POLICIES & PROCEDURES

CATEGORY: EMPLOYEE RELATIONS

POLICY # D5.02 – HARRASSMENT & ABUSE**PAGE:** 1 of 2**ATTACHMENTS:****APPROVAL DATE:** 07.09.04**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.04**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

The Association shall not tolerate any form of harassment by an employee against another employee or person supported.

PROCEDURES:

- i. Any employee who believes they have been subjected to personal harassment should confront the harasser personally or in writing informing them that that the behaviour is unwelcome and that it must stop. If possible, the employee should get another person to witness this action.
- ii. Any employee subjected to personal harassment should promptly report their complaint. If the immediate Manager is the subject of the complaint, the employee should report the situation to the Executive Director.
- iii. Any employee who is witness to, or aware of, harassment committed by an employee against a person receiving support should report the harassment, in accordance with the serious occurrence reporting procedure.
- iv. The Executive Director, or his or her designate, will ensure that an immediate and thorough investigation of the complaint is undertaken.
- v. If an employee's complaint of harassment is substantiated, disciplinary or correction action will be taken by the employer against the harasser, up to and including termination of employment.
- vi. If an employee's complaint is found to be "trivial, frivolous, vexatious, or made in bad faith", disciplinary or corrective action will be taken against the complainant.

Harassment (Definition)

Harassment, in general terms, is behaviour that consists of words and/or actions that cause insult or humiliation to another person on the basis of race, ancestry, place origin, color, ethnic origin, citizenship, creed, age, appearance, record of offences, marital status, family status, disability or handicap, or sex or sexual orientation. Harassment is defined by the Human Rights Code as "a course of vexatious comment or conduct that is or ought reasonably to be known as unwelcome.

Sexual Harassment (Definition)

This is a form of discrimination based on sex, which is prohibited by the Ontario Human Rights Code. It is any sexually oriented behaviour that: endangers an individual's continued employment, or negatively affects her or him work performance, or undermines his or her personal dignity.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: EMPLOYEE RELATIONS****POLICY # D5.02 – HARRASSMENT****PAGE: 2 of 2****ATTACHMENTS:**

This includes coercive sexual harassment and an abusive work environment. Sexual harassment may occur as a single incident or it may be a series of incidents, innuendos or threats, which diminish a person's self worth, dignity and self-respect.

Coercive Sexual Harassment (Definition)

Any sexual solicitation or advance made by a person who is in a position to grant or deny a benefit to another, when the person making the advance or solicitation knows or ought reasonable to know that such behaviour is unwelcome, or threatening or instituting a reprisal against a person who rejects a sexual advance, when the harasser is in a position to grant or deny a benefit to the person who rejects the sexual advance.

Abusive Work Environment (Definition)

The situation where an employee is subjected to sexually oriented remarks or behaviour that creates an intimidating, hostile or offensive environment. Elements of an abusive work environment can include:

- i. displays or pornographic or offensive pictures to which an employee objects or to which visitors are exposed;
- ii. unwelcome invitations or requests of a sexual nature;
- iii. leering or similar gestures;
- iv. verbal abuse or threats;
- v. practical jokes which may cause awkwardness or embarrassment;
- vi. unwelcome remarks, jokes, innuendo or taunting about a person's body or sex, sex, which undermines self-respect;
- vii. unwelcome, unnecessary physical contact such as touching, patting, and pinching.

HUMAN RESOURCES POLICIES & PROCEDURES

CATEGORY: EMPLOYEE RELATIONS

POLICY # D5.03 – ALCOHOL & SUBSTANCE ABUSE**PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.04**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.04**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

The Association shall not tolerate alcohol or substance abuse while at work, nor shall it tolerate employees coming to work while under the effect of alcohol or substance abuse.

PROCEDURES:

1. Employees who arrive for duty under the influence of alcohol or drugs will be assumed to be unfit for work. The employee will be sent home, under suspension.
2. Employees are not permitted to drink intoxicating beverages, or indulge in any form of substance abuse, while on duty or on the premises.
3. It is recognized that alcohol or substance abuse can result in a person experiencing serious problems as an individual in line with our values related to employees; it is the policy of the Association to provide information, and education, and support employees seeking treatment for these problems.
4. It is essential for the general well being of the agency and its employees that high standards for job performance be established and achieved. An employee with an alcohol or substance abuse problem could be unable to live up to his/her responsibilities at work.
5. Where unsatisfactory performance is suspected to be due to alcohol or substance abuse, the supervisor will encourage the employee to consult with the resources identified by the agency.
6. When unacceptable performance is due to alcohol or substance abuse and professional treatment is required, such treatment is mandatory.
7. An employee who is absent from work while undergoing medical treatment or an alcohol or substance abuse problem will be eligible to receive normal sick benefits, with the concurrence of the Executive Director.
8. The agency will make every reasonable effort to help the employee back to normal health and job performance. Only when it has been established that medical treatment and other measures have failed to re-establish and acceptable level of performance, will dismissal be considered

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D5.04 – MEDICAL CANNABIS USE****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 10.03.2018**REVISION DATE:****PROCEDURE APPROVAL DATE:** 10.03.2018**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY

The employees of Community Living Association, Lanark County are our most valuable resource, and for that reason their health and safety is of paramount concern. Medical cannabis will be treated the same as all other regularly prescribed medication. Community Living Association, Lanark County has the same expectations from employees who use medical cannabis as those who use all other types of medication and will accommodate individuals to the best of the association's ability.

PROCEDURES

1. Employees may only use medical cannabis with appropriate documentation in their names from a qualified health care practitioner as define by the *Access to Cannabis for Medical Purposes Regulations*.
2. If an employee must use medical cannabis while at work and requires accommodation to do so, they must inform their direct manager. An employee does not have to disclose their specific medical diagnosis; however, they must provide a note from their doctor and a copy of the appropriate documentation if accommodation is required.
3. All information provided in regard to medical cannabis use is considered confidential and will be treated as such, keeping an employee's privacy as a top concern second only to safety.
4. Employees who have a medical condition which requires additional accommodation can discuss their cannabis use schedule in the context of the general accommodation plan with Community Living Association, Lanark County and their qualified health care practitioner.
5. Community Living Association, Lanark County will work with the individual who requests accommodation to ensure that the measures taken are both effective and mutually agreeable.

Use of Medical Cannabis While at Work

1. If an employee takes medical cannabis during regular working hours, they shall do so only at the recommended dosage and frequency of the doses.
2. Community Living Association, Lanark County asks that where possible employees who require medical cannabis use a method of consumption other than smoking.
3. Employees who choose to smoke medical cannabis must abide by all provincial smoking regulations.
4. Employees who choose to smoke medical cannabis are not permitted to smoke in the presence of other employees and not on association property.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D5.04 – MEDICAL CANNABIS USE****PAGE: 2 of 2****ATTACHMENTS:****Employee Expectations**Management must:

- Treat employees who use medical cannabis the same as all other employees using prescription medication.
- Provide accommodation to the best of the association's ability.
- Be aware of the effects of cannabis use and ensure employees are not placed in any safety-sensitive situations.
- Assess the effects of the use of cannabis on an employee's performance on the job.
- Ensure that the use of medical cannabis does not adversely affect the safety of the employee or their co-workers.
- Respond to any employee queries regarding the use of medical cannabis, while maintaining the privacy of an employee's specific situation at all times.

Employees must:

- Work with Community Living Association, Lanark County to develop accommodation plans that are mutually agreeable.
- Follow the agreed-upon accommodation plan and the guidelines of this policy.
- Never share their medication with any other employee, even those who may have a similar prescription.
- Maintain ongoing communication with management regarding the effects of cannabis on their ability to perform their job duties.
- Never participate in activities which could cause a safety risk, such as driving while under the influence of cannabis.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D5.05 – RECREATIONAL CANNABIS USE****PAGE:** 1 of 2**ATTACHMENTS:****APPROVAL DATE:** 10.03.2018**REVISION DATE:****PROCEDURE APPROVAL DATE:** 10.03.2018**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY

The employees of Community Living Association, Lanark County are our most valuable resource, and for that reason their health and safety is of paramount concern. Cannabis will be treated the same as all other recreational substances. Community Living Association, Lanark County has adopted this policy to communicate its expectations and guidelines surrounding cannabis use, misuse, and abuse.

PROCEDURES

Employees under the influence of drugs or alcohol on the job can pose serious health and safety risks both to themselves, the Individuals they support and their fellow employees. To help ensure a safe and healthy workplace, and subject to very narrow exceptions, Community Living Association, Lanark County reserves the right to prohibit certain items and substances from being brought on to or being present on company premises.

Expectations

1. The following expectations apply to employees and management alike while conducting work on behalf of the company, whether on or off company property:
2. Employees are expected to arrive to work fit for duty and able to perform their duties safely and to standard;
3. Employees must remain fit for duty for the duration of their shift;
4. Use, possession, distribution, or sale of cannabis during work hours, including during paid and unpaid breaks, is strictly prohibited;
5. Employees are prohibited from reporting to work while under the influence of recreational cannabis and any other non-prescribed substances;
6. Employees on medically approved medication must communicate to management any potential risk, limitation, or restriction requiring modification of duties or temporary reassignment; and
7. Employees are expected to abide by all governing legislation pertaining to the possession and use of cannabis.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D5.05 – RECREATIONAL CANNABIS USE****PAGE: 2 of 2****ATTACHMENTS:****Roles and Responsibilities**

Community Living Association, Lanark County will clearly communicate all expectations surrounding cannabis use, misuse, and abuse. To help enforce this policy, management and employees are expected to adhere to the following:

Management will:

1. Identify any situations that may cause concern regarding an employee's ability to safely perform their job functions;
2. Ensure that any employee who asks for help due to a drug or alcohol dependency is provided with the appropriate support (including accommodation) and is not disciplined for doing so; and
3. Maintain confidentiality and employee privacy.

Employees must:

1. Arrive to work fit for duty, and remain fit for duty throughout their shift;
2. Perform work safely in accordance with company-established safe work practices;
3. Avoid the consumption, possession, sale, or distribution of cannabis, other drugs, or alcohol on company property, and during working hours even if off company property;
4. When off duty, refuse a request to come into work if unfit for duty;
5. Report limitations and required modifications as a result of medically approved cannabis use;
6. Report unfit co-workers to management;
7. Seek advice or appropriate treatment, where required;
8. Communicate dependency or emerging dependency;
9. Follow the after-care program, where established; and
10. Abide by all governing legislation pertaining to the possession and use of cannabis.

Medical Cannabis

Where an employee uses medical cannabis at work, please refer to policy number # D1.15

Disciplinary Action

Employees found in violation of this policy may be subject to disciplinary action up to and including termination of employment. Where applicable, Community Living Association, Lanark County may also take legal action in accordance with the law.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D5.06 – COMPLAINT PROCEDURE****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

The Association shall provide an acceptable and effective means for employees to lodge concerns and complaints regarding their employment.

PROCEDURES:

1. It is understood that an employee has no complaint until they have first discussed their complaint with their Manager and allowed the Manager an opportunity to endeavor to settle the complaint. Any employee who feels that the action taken by the Manager of the service is unsatisfactory may pursue the complaint.
2. If the issue is still unresolved, the employee has the right to appeal to the Executive Director.
3. The association shall follow the Grievance Process as outlined in the CBA.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D5.07 – DISCIPLINARY PROCEDURE****PAGE:** 1 of 2**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

The Association shall develop and maintain a procedure outlining inappropriate actions of employees that shall be considered grounds for disciplinary action.

PROCEDURES:

1. Except in the most extreme cases of a serious or recurring offence, the purpose of disciplinary action is to correct conduct or behaviour that is regarded as detrimental to Community Living Association (LC). When discipline becomes necessary, it may range in severity from a verbal reprimand to termination of employment. In order that discipline may be administered fairly and consistently, the following guidelines will be observed.
2. No disciplinary action will be taken unless the employee knew, or should have known, that such conduct was unacceptable and would subject him/her to some form of censure.
3. In determining the severity of disciplinary action, consideration will be given to the following:
 - i. The seriousness of the offence.
 - ii. The employee's service and performance record.
 - iii. The employee's explanation of the offence or behaviour.
 - iv. The way the offence has been handled in the past.
4. When a Manager becomes aware of an offence or omission that is deemed to warrant disciplinary action, the Manager shall adhere to the following procedures:
5. When the Manager determines that a verbal reprimand is sufficient, a private discussion will be held between the Manager and the employee where the Manager will outline the issue or issues, which require attention and the corrective action to be taken.
6. The Manager will document the verbal reprimand in employee's personnel file. The documentation will include:
 - i. details concerning the specific incident or incidents which resulted in the reprimand;
 - ii. the date(s) of the incident or incidents and of the reprimand, and
 - iii. any actions that had previously been taken to resolve the matter.
7. Written reprimands shall be prepared by the Manager and issued in private to the employee within five working days of the Manager becoming aware of the offence. The written reprimand shall outline the issue or issues of concern (see documentation in item 1) and will contain a warning that further issues of a similar nature will result in further disciplinary action. A copy shall be forwarded to the Executive Director, the Shop Stewart of CUPE and the employee's Personnel File.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D5.07 – DISCIPLINARY PROCEDURE****PAGE: 2 of 2****ATTACHMENTS:**

8. When a Manager feels that an employee's conduct is sufficiently serious a warning will be issued in writing stating that further occurrences of a similar nature will result in further disciplinary action up to and including dismissal.
9. The Executive Director only has the authority to dismiss an employee. Where the Manager believes that an employee's continuing presence at the workplace may create further issues, the Manager has the authority to send the employee off the premises with pay pending further investigation.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: CONDITIONS OF EMPLOYMENT****POLICY # D6.01 – HUMAN RESOURCE POLICIES****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 07.09.2004**REVISION DATE:****PROCEDURE APPROVAL DATE:** 07.09.2004**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

The Association strives to provide a healthy work environment with clear expectations and responsibilities as outlined in this policy and other documents that may from time be revised.

PROCEDURE:

1. The Employer will provide the employee with an employment agreement, job description and copies of pertinent documents that outline the conditions of employment.
2. These will be addressed and highlighted during the employee's orientation.
3. The employee shall abide by the terms and condition of Employment.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D6.02– ATTENTION TO JOB REQUIREMENTS****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 02.17.2012**REVISION DATE:****PROCEDURE APPROVAL DATE:** 02.17.2012**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

Employees are required to give their full attention and effort while at work to ensure excellent service supports and performance.

PROCEDURES:

1. Employee shall not conduct personal business while at work.
2. Employees shall not take non- emergency personal calls at work. In the case of responding to personal calls, employees will endeavor to keep them to a minimum time.
3. Employees shall not use social media or internet for personal use or entertainment.
4. Employees shall always conduct their work with diligence and attention to their job requirements.
5. Employees shall not schedule work supports to accommodate personal chores or requirements.
6. Employees personal use of social media will not contravene any policy and procedures of the association.
7. Employees personal use of social media will not be used to disparage other employees or anyone support by Community Living Association Lanark County.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D6.03 – USE OF CELL PHONES AT WORK****PAGE:** 1 of 2**ATTACHMENTS:****APPROVAL DATE:** 02.22.2017**REVISION DATE:****PROCEDURE APPROVAL DATE:** 02.22.2017**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

Use of Cellular Phones at Work

INTENT:

Community Living Association - Lanark County has adopted this policy to govern the use of cell phones in the workplace. This policy is intended to cover cell phones, smart phones, tablets, and all other forms of portable communication devices. For the purposes of this policy, all communication devices shall be referred to as "cell phones".

GUIDELINES:

1. Community Living Association - Lanark County employees are directed to utilize their personal or company-supplied cell phones for business purposes only during regular business hours.
2. Cell phones are a distraction in the workplace. To ensure the effectiveness of meetings, employees are asked to leave cell phones at their desk. In the event of an emergency or anticipated emergency that requires immediate attention, the cell phone may be carried to the meeting on silent or vibrate mode.
3. Employees are expected to exercise the same discretion in using personal cell phones as they would use with company phones. Excessive personal calls during the workday, regardless of the phone used, can interfere with employee productivity and be distracting to others.
4. Employees are directed to avoid making or receiving personal calls during work time, and use personal cell phones only during scheduled breaks or lunch periods in nonworking areas.
5. Personal calls should be made during non-work time, and employees should ensure that their friends and family members are instructed of this policy.
6. Community Living Association - Lanark County is not liable for the loss of personal cell phones brought into the workplace. Community Living Association – Lanark County strictly prohibits the use of cell phones or similar devices while at any work site at which the operation of such device would be a distraction to the user and/or could create an unsafe work environment. Such work sites must be secured or the device used only by an employee who is out of harm's way at such work environments.
7. Community Living Association – Lanark County employees are strictly prohibited from using cell phones for any other available purpose (e.g. internet access, gaming, texting, music) during business hours. These functions may be used during scheduled breaks or lunch periods in non-working areas.

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D6.03 – USE OF CELL PHONES AT WORK****PAGE: 2 of 2****ATTACHMENTS:**

8. Community Living Association - Lanark County employees are strictly prohibited from using any cell phone or similar device as an unauthorized media storage device for the storage or transportation of Community Living Association - Lanark County business information.
9. For privacy reasons, Community Living Association – Lanark County employees are prohibited from taking photographs of company facilities or personnel using any camera functions on their cell phone without first obtaining express written permission from the company.

Use of Mobile Phones While Operating a Motor Vehicle:

Community Living Association - Lanark County strictly prohibits the use of cell phones or similar devices while operating Community Living Association – Lanark County owned and operated vehicles, or while operating a vehicle on Community Living Association - Lanark County business. ☒ The use of hands-free cell phones should be kept to a minimum when driving. To make or receive calls:

- i. Pull over and stop;
- ii. Allow a passenger to operate the phone;
- iii. Use voice mail and respond to the call at a safer time; or
- iv. Let someone else drive, freeing you up to make or receive calls.

Employees are solely responsible for any fines and or charges laid by the authorities for illegal use of a cell phone or similar devices while operating a vehicle in the course of their employment. Employees who choose to violate the policy will face disciplinary measures up to termination, or face legal responsibility if in the course and scope of their duties they are involved in a car accident and there is evidence that they were using their cell phone while driving, and the employer is sued.

Acknowledgement and Agreement:

I, (Employee Name), acknowledge that I have read and understand the Cell Phones at Work Policy of Community Living Association – Lanark County. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this Policy as well. I understand that if I violate the rules set forth in this policy, I may face disciplinary action up to and including the termination of my employment, and any legal action pursued by Community Living Association – Lanark County.

Name: _____ Signature: _____

Date: _____ Witness: _____

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D6.04 – PERSONAL SOCIAL NETWORKING – USE OF THE INTERNET****PAGE:** 1 of 2**ATTACHMENTS:****APPROVAL DATE:** 02.22.2017**REVISION DATE:****PROCEDURE APPROVAL DATE:** 02.22.2017**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

Personal Social Networking – Use of the Internet

PROCEDURES:

1. Community Living Association – Lanark County computer resources are business systems that should only be used for legitimate agency purposes. The use of Community Living Association - Lanark County computers for any purpose that is not specifically related to agency business is prohibited.
2. All documents, data, and information composed, sent, stored and received on or over Community Living Association – Lanark County computer systems are the properties of Community Living Association – Lanark County. Therefore, employees should have no expectation of privacy while using these systems and Community Living Association – Lanark County reserves the right to monitor all uses of these systems.
3. Employees who wish to create and/or maintain personal social media sites including, but not limited to, Facebook, blogs and Twitter may do so on their personal computer and on their own time outside of the workplace. Employees who create or contribute to social networking sites and who identify themselves either directly or indirectly, as employees of Community Living Association – Lanark County must adhere to the following code of conduct:
 - i. Each web site/blog of an employee must contain the following disclaimer: “The views expressed on this web site/blog are the views of the author alone and do not reflect the views of Community Living Association – Lanark County”;
 - ii. An employee must ensure that no confidential, proprietary, copyrighted, or other sensitive information related to Lansdowne appears on, or is referred to, on a web site or blog, unless specific written permission has been obtained from their supervisor and the Privacy Officer;
 - iii. An employee must ensure that he or she does not libel, slander, intimidate, harass or threaten any employee, customer, supplier or affiliate of Community Living Association – Lanark County on any web site or in any blog content;
 - iv. An employee blogger must not make comments which are negative, derogatory or false about Community Living Association – Lanark County, its employees, its management, its suppliers, its clients, its affiliates (including Community Living Association – Lanark County) or its competitors on any web site or in any blog content;

HUMAN RESOURCES POLICIES & PROCEDURES**CATEGORY: TERMS & CONDITIONS OF EMPLOYMENT****POLICY # D6.03 – PERSONAL SOCIAL NETWORKING – USE OF THE INTERNET****PAGE:** 2 of 2**ATTACHMENTS:**

- v. An employee blogger must make best efforts to make a good impression on readers and to ensure that blogs are thoughtful, and free of profanity and harassing and/or discriminatory comments.
- vi. If an employee is uncertain about the propriety of a public communication over a blog they should consult Human Resources, Management and/or the Privacy Officer prior to making such communications.

Personal Social Networking - Use of Internet:

Community Living Association – Lanark County reserves the right to monitor social media such as employee blogs, Facebook and Twitter without notice, to ensure that Community Living Association – Lanark County confidential or proprietary information is not being disclosed or that the code of conduct outlined in paragraph 2 of the Policy is not breached. Employees should not expect privacy when using social media.

Employees found in breach of this policy will be subject to disciplinary action up to and including discharge for cause.

All users of Community Living Association – Lanark County computer resources, and all employees who maintain personal social media must adhere to the terms of this policy. A copy of this policy shall be provided to each user and each user is required to sign an acknowledgement of receipt.

ACKNOWLEDGEMENT AND AGREEMENT:

I, (Employee Name), acknowledge that I have read and understand the Cell Phones at Work Policy of Community Living Association – Lanark County. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this Policy as well. I understand that if I violate the rules set forth in this policy, I may face disciplinary action up to and including the termination of my employment, and any legal action pursued by Community Living Association – Lanark County.

Name: _____ Signature: _____

Date: _____ Witness: _____