

# Cloverdale Child Care Society

## EMPLOYEE HANDBOOK



## Issues and Updates

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## **PART 1: WELCOME TO OUR ORGANIZATION**

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Cloverdale Child Care Society (“we” or the “Business”) would like to wish you every success during your employment, whether you recently joined us or whether you are an existing employee. We hope that your experience of working here will be positive and rewarding.

This Employee Handbook (“Handbook”) contains a summary of our workplace policies and procedures. Please review this handbook in its entirety and ensure that you are familiar with its contents. Having a working knowledge of this document will greatly assist you in carrying out your day-to-day duties and responsibilities. At the commencement of your employment, you will receive training and instruction with respect to both your specific job duties and the contents of this Handbook. Should you have any questions about the information contained in this Handbook, please do not hesitate to approach any member of our management team.

Over time, and as the needs of our business may change, our policies and procedures will have to be updated and revised. While we reserve the right to make changes to this Handbook without notice to you, we will try our best to communicate any such amendments to you as soon as possible. Also, it may be necessary for us to modify this handbook from time to time as a result of changes in the law.

This Handbook shall be interpreted and applied in accordance with the British Columbia *Employment Standards Act*, and the regulations as amended from time to time (collectively referred to as the “ESA”).

For further clarity, should any provision of this handbook conflict with the provisions of the ESA, or any other applicable legislation, then the provisions of the ESA, or other applicable legislation shall prevail.

Similarly, should the ESA, or any other applicable legislation, impose any requirement not included in this policy, or in the event that the ESA, and any other applicable legislation, is amended so as to provide greater benefits or impose greater obligations than those set out in this Policy, then the provisions of the ESA, and all other applicable legislation shall prevail.

After you have read this Handbook in its entirety and have familiarized yourself with its contents, please sign the Employee Acknowledgement Form found at Schedule “A” of this document and submit it to management.

## **1.0 OUR PHILOSOPHY**

The Business strives to maintain a workplace that fosters personal and professional growth for all of its employees. We also aim to ensure that all staff members are treated fairly and with dignity. Thus, it is our responsibility and all of its employees to:

1. Cooperate and communicate;
2. Encourage and consider opinions of other employees and invite their participation in decisions that affect their work and their careers;
3. Encourage the growth and development of fellow workers by helping them achieve both their personal goals and those of our organization;
4. Strive to avoid workplace conflict, and if it occurs, respond fairly and quickly to resolve it;
5. Administer all policies and procedures equitably and fairly; and
6. Recognize that each employee has a right to be treated fairly and with dignity.

## **2.0 AN EQUAL OPPORTUNITY EMPLOYER**

We are an equal opportunity employer and employ personnel without regard to race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age of that person or because that person has been convicted of a criminal or summary conviction offence that is unrelated to the employment or to the intended employment of that person.

It is our policy to select the best qualified person for each position within our organization on the basis of demonstrated ability, experience, training and potential. This policy applies to all of our employment and personnel practices, including decisions regarding hiring, transfer, promotion, demotion and dismissal.

In addition, we pay compensation based on comparable value, and we do not discriminate in employment on the basis of gender.

## **3.0 BACKGROUND CHECKS**

The Business reserves the right to require applicants and existing employees to consent to background checks so that it can ensure that its staff members possess the requisite skills, credentials and qualifications.

Background checks may include, but are not limited to:

- Criminal background and police checks.
- Credit checks.
- Academic and professional reference checks and verification; and

- Any other inquiries required by law.

Existing employees may be asked to consent to background checks in the event of changes to the terms of their employment, such as transfers, promotions and modifications to their duties and responsibilities.

It is important that the information that is provided to us is complete and accurate. Any misrepresentation, falsification or material omission of information that is provided to us may result in the rescission of a conditional offer of employment or discipline up to and including dismissal.

## **4.0 DRESS CODE POLICY**

### **4.1 Overview**

This policy sets out our expectations regarding employee attire in the workplace.

The Business considers the way employees dress and their appearance to be important in portraying a positive and professional image to all clients and to members of the general public.

At the same time, we recognize the diversity of cultures, religions and disabilities of its employees and will make reasonable efforts to accommodate requests for an exception to this policy having regard for our business needs.

This policy is designed to guide managers and employees on the application of our standards of dress and appearance. It is not exhaustive in defining acceptable and unacceptable standards of dress and appearance and staff should use common sense in adhering to the overall intention of this policy, as explained above.

### **4.2 Application**

All employees as well as temporary agency workers, students, and volunteers are required to comply with this policy. Failure to adhere to our standards of dress and appearance may result in discipline. The management team is responsible for ensuring that this policy is followed at all times.

### **4.3 Dress Code**

#### **4.3.1 Examples of Acceptable Attire**

Employees, students, and volunteers are expected to wear appropriate attire, as follows:

<b>Job Title</b>	<b>Acceptable Attire</b>
All Employees	<p>Due to the nature of the job, all clothing and attire must be comfortable enough to allow employees to be physically active. Employees should dress for the weather in all seasons and are encouraged to practice sun and heat safety in the summer season (hat, sunscreen, and shirts with sleeves).</p> <p>Clothing should be free of rips, tears, tatters, stains, and wrinkles at all times. Clothing should not display any offensive or profane images or</p>

	<p>logos. Hemlines should not be excessively low or high-cut, and clothing should not be sheer or see-through.</p> <p>Footwear should be appropriate for the weather and conditions. Sandals without a backstrap are not permitted for safety reasons.</p> <p>In the event that employees need to be in bathing suits, they must be modest. Male employees must wear a shirt at all times and female employees may not wear bikinis unless a shirt is worn over it.</p>
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## 5.0 CONFLICT OF INTEREST POLICY

All employees must ensure that they are, at all times, free of any conflict of interest, either real or perceived, in relation to their work with and for the Business.

A conflict of interest arises where an employee's personal or business circumstances, actions or activities, or those of the employee's family members, have the potential to or do place the employee at odds with the interests of the Business, or with the employee's job duties and responsibilities.

A conflict of interest can include working in competition with or against the Business or using the information or name of the Business for a personal purpose.

An employee must report any potential conflict of interest to a member of management as soon as possible so that appropriate action can be taken to protect the company and the employee.

An unresolved conflict of interest could result in immediate dismissal.



## **PART 2: HOURS OF WORK, OVERTIME, HOLIDAYS, & VACATION**

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### **1.0 HOURS OF WORK**

Our regular business hours are as follows (except for holidays):

<b>Day</b>	<b>Hours of Work</b>
Sunday	Closed
Monday	7:00 am – 6:00 pm
Tuesday	7:00 am – 6:00 pm
Wednesday	7:00 am – 6:00 pm
Thursday	7:00 am – 6:00 pm
Friday	7:00 am – 6:00 pm
Saturday	Closed

All employees are expected to work the requisite number of hours set out in their respective contracts of employment. Employees may also be expected to work other hours as may be requested or required from time to time in order to meet the needs and objectives of the Business.

The Business reserves the right to alter the regular work week and regular work hours at any time, although we will attempt to provide as much advance notice as possible.

Where applicable under the ESA, an employee may be entitled to a 30-minute unpaid rest period after five (5) consecutive hours of work. The precise scheduling of rest periods will be determined by management.

### **2.0 OVERTIME**

#### **2.1 General**

Unless ineligible under the ESA, employees may be entitled to receive overtime pay. Furthermore, unless an employee's contract of employment states otherwise, overtime pay will be paid at one and a half (1.5) times an employee's regular rate of pay for time worked over 8 hours, and double an employee's regular rate of pay for time worked over 12 hours.

For most employees, and unless an employee's contract of employment states otherwise, overtime pay is earned when an employee has worked more than 8 hours in a day or 40 hours in a work week, whichever is greater. Each hour of overtime worked will be paid at the overtime rate.

Employees must always receive prior written approval from their manager before working overtime. Employees who work overtime without the approval of management will be subject to discipline.

Abuse of the overtime policy is considered a serious misconduct and will result in discipline up to and including dismissal.

## **2.2 Managers & Supervisors**

Managers and supervisors do not qualify for overtime if the work they do is managerial or supervisory. Even if they perform other kinds of tasks that are not managerial or supervisory, they do not get overtime pay if these tasks are performed only on an irregular or exceptional basis.

## **2.3 Travel**

### **2.3.1 Business travel**

Business travel for conferences, meetings, etc., that requires an employee to depart from or arrive at home on a non-work day does not constitute work time, but does constitute travel time under the ESA. Travel time may be paid at a different rate of pay from the employee's usual rate, but such rate of pay will be at least the minimum wage under the ESA.

If travel is part of the employee's job or could be reasonably expected to occur in the course of performing one's duties, it is work time. Some travel, which may be exceptional to the employee's normal duties, may qualify as work time at the discretion of management.

If an employee is uncertain about the application of this policy they should consult with their manager immediately.

### **2.3.2 Travel to and from work**

Travelling to and from work does not qualify as work time.

## **2.4 Use of IT Resources Outside Work Hours**

The use of workplace technology and workplace information technology resources or systems outside of regular work hours does not qualify as work time unless an employee has obtained prior approval, in writing, from their manager. For example, responding to work-related emails outside of work hours will not qualify as work time if the employee has not obtained prior approval.

As set out in Part 11 below, information technology resources refer to the following non-exhaustive list:

- Personal computers and workstations;
- Laptop computers;
- Data storage devices;
- Computer hardware;
- Peripheral equipment, such as printers, modems, fax machines and copiers;
- Computer software applications and associated files and data, including software that grants access to external services such as the Internet;
- Electronic mail (email);
- Cellular telephones and pagers;

- Personal digital assistants and smartphones; and
- Voicemail systems.

## 2.5 “Banking” Overtime

If both an employee and the Business agree in writing, the employee may receive paid time off instead of overtime pay. This is called “banked” time or “time off in lieu”.

Time off in lieu is earned at the rates required under the ESA for each hour of overtime worked.

Any banked time must be taken on a date mutually agreed upon in advance by the Business and the employee.

## 3.0 STATUTORY HOLIDAYS

The Business adheres to the public holiday provisions of the ESA, as amended from time to time, and will administer this policy in accordance with the requirements of the Act.

Eligible employees are entitled to the following 10 statutory holidays with pay:

1. New Year’s Day
2. Family Day
3. Good Friday
4. Victoria Day
5. Canada Day
6. B.C. Day
7. Labour Day
8. Thanksgiving Day
9. Remembrance Day
10. Christmas Day

## 3.1 Additional Holidays

Employees are also entitled to the following additional days off:

Day	Yes	No
Easter Sunday	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Easter Monday	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Boxing Day	<input checked="" type="checkbox"/>	<input type="checkbox"/>

In addition, the Business reserves the right to close its office from Christmas Eve to New Year's Day, and for a period of one week before Labour Day. Although the center will be closed, there may still be opportunities to work during these times should employees be interested. This policy will be reviewed annually and will depend on operational requirements.

These non-statutory days off will have no impact on an employee's vacation or lieu time.

### **3.2 Holiday Pay**

Employees who qualify for statutory holiday pay under the ESA will receive holiday pay calculated in accordance with the ESA.

If an employee agrees to work on a holiday in accordance with the ESA, they shall be compensated in accordance with the ESA.

In any event, this policy shall at all times be applied in accordance with the ESA and under no circumstances will an employee receive less than their full entitlements under the ESA, as amended from time to time.

## **4.0 VACATION**

### **4.1 Vacation Time**

All employees are encouraged to take their vacation time, and therefore, employees are expected to take vacations in the calendar year in which the vacation time is earned.

Each employee's vacation entitlement, and the method for determining that entitlement, will be specifically set out in the employee's contract of employment. If not, it will be determined in accordance with the ESA.

Vacation time must be taken within 10 months of the calendar year in which it is earned. After that time, you will not be permitted to carry vacation time over to a subsequent year unless you obtain approval in writing from management.

### **4.2 Scheduling Vacations**

All vacation requests must be made through the Business's scheduling software. All requests for vacation must be submitted for approval at least 30 days before the start of the proposed vacation period.

All vacations must be approved by management in advance, as set out above. While we will make every effort to accommodate employee vacation requests, the timing of an employee's vacation is ultimately subject to management's discretion and the needs of the Business.

Furthermore, we reserve the right to withdraw approval for a vacation should business circumstances require it. However, we will make reasonable efforts to minimize any inconvenience or hardship to the employee.

## PART 3: LEAVES OF ABSENCE

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### 1.0 SICK LEAVE

In addition to the required Leaves of Absence under the ESA, the Business provides five (5) paid Sick Days per calendar year per eligible employee. Employees are eligible to use Sick Days after the completing of the three (3) month probationary period.

In order to use a Sick Day, employees must notify management by text at least two (2) hours before the start of their shift. If able, employees should give as much notice as possible, as soon as the evening before their shift if they are feeling unwell. In addition to texting management, employees are required to submit a Sick Leave request through the Business's scheduling software as soon as they are able to document their absence.

Management will track how many Sick Days are taken per employee per year. Any remaining Sick Days will be paid out during the business closure in December and will not be carried over into the following year. Sick Days will not be paid out at the termination of employment.

### 2.0 BEREAVEMENT LEAVE

The Business will provide up to three (3) unpaid days of Bereavement Leave to eligible employees in accordance with the provisions of the ESA. These entitlements may be subject to change in the event of any amendments to the ESA.

#### 2.1 What is Bereavement Leave?

Bereavement Leave is available to an employee in cases of the death of an immediate family member. An immediate family member is any of the following individuals:

- a spouse
- a child
- a parent
- a guardian
- a sibling
- a grandchild
- a grandparent
- an individual who lives with the person as a member of the person's family

#### 2.2 Taking Bereavement Leave

Employees must notify their manager in writing as soon as is reasonable before taking Bereavement Leave by submitting a completed **Form B** (Statutory Leave Notice Form), which can be found in the Appendix hereto. However, if, due to their circumstances, they have to commence a Bereavement Leave before notifying management, they must submit the completed **Form B** as soon as possible.

Also, we may require that the employee provides evidence reasonable in the circumstances that they were entitled to the leave.

### **3.0 LEAVE RESPECTING DOMESTIC OR SEXUAL VIOLENCE**

The Business will provide Leave Respecting Domestic or Sexual Violence to eligible employees in accordance with the provisions of the ESA. These entitlements may be subject to change in the event of any amendments to the ESA.

Employees are entitled to 10 unpaid Leave Respecting Domestic or Sexual Violence days per calendar year, and an additional 15 weeks of leave, if required.

#### **3.1 What is Leave Respecting Domestic or Sexual Violence?**

Leave Respecting Domestic or Sexual Violence can be taken when an employee or an eligible person with respect to an employee as defined in the ESA experiences an act of domestic or sexual violence.

An eligible person with respect to an employee means, with respect to an employee:

- a child who is under the day-to-day care and control of the employee by way of agreement or court order or because the employee is the child's parent or guardian;
- a person who:
  - is 19 years of age or older,
  - is unable, because of illness, disability or another reason, to obtain the necessities of life or withdraw from the charge of the person's parent or former guardian, and
  - is under the day-to-day care and control of the employee, who is the person's parent or former guardian; and
- a person prescribed by the legislation.

Acts of domestic or sexual violence include:

- physical abuse by an intimate partner or family member, including forced confinement or deprivation of the necessities of life, but not including the use of reasonable force to protect oneself or others from harm;
- sexual abuse by any person;
- attempts to commit
  - physical abuse by an intimate partner or family member, or
  - sexual abuse by any person, and
- psychological or emotional abuse by an intimate partner or by an family member, including
  - intimidation, harassment, coercion, or threats, including threats respecting other persons, pets, or property,

- unreasonable restrictions on, or prevention of, financial or personal autonomy,
- stalking or following, and
- intentional damage to property

To be an act of domestic or sexual violence, the act must be caused by a person who:

- is a family member of the employee, which includes
  - a spouse
  - a child
  - a parent or guardian
  - a sibling
  - a grandchild
  - a grandparent
  - an individual who lives with the person as a member of the person's family
  - any other individual who is a member of the prescribed class
- is an intimate partner of the employee, which includes
  - an individual who is or was a spouse, dating partner or sexual partner of the person
  - an individual who is or was in a relationship with the person that is similar to a relationship with a spouse, dating partner, or sexual partner

An employee may take domestic or sexual violence leave to:

- seek medical attention for the employee or eligible person in respect of a physical or psychological injury or disability caused by the domestic violence;
- obtain for the employee or eligible person victim services or other social services relating to domestic violence;
- obtain for the employee or eligible person psychological or other professional counselling services in respect of a psychological or emotional condition caused by the domestic violence;
- temporarily or permanently relocate the employee or eligible person or both the employee and the eligible person;
- seek legal or law enforcement assistance for the employee or eligible person, including preparing for or participating in any civil or criminal legal proceeding related to the domestic violence; or
- any prescribed purpose

### 3.2 Taking Leave Respecting Domestic or Sexual Violence

Employees must inform their manager in writing as soon as is reasonable before taking a Leave Respecting Domestic or Sexual Violence. However, if, due to their circumstances, they have to commence a Leave Respecting Domestic or Sexual Violence before notifying management, they must do so as soon as possible after starting the leave.

## 4.0 FAMILY RESPONSIBILITY LEAVE

### 4.1 What is Family Responsibility Leave?

Employees can take up to five (5) days of Family Responsibility Leave each calendar year to meet responsibilities related to the care, health, or education of a child in the employee's care, or the care or health of any other member of the employee's immediate family.

For the purposes of Family Responsibility Leave, an employee's immediate family includes:

- a spouse
- a child
- a parent
- a guardian
- a sibling
- a grandchild
- a grandparent
- an individual who lives with the person as a member of the person's family

### 4.2 Taking Family Responsibility Leave

Employees must notify their manager in writing as soon as is reasonable before taking Personal and Family Responsibility Leave by submitting a completed **Form B** (Statutory Leave Notice Form), which can be found in the Appendix hereto. However, if, due to their circumstances, they have to commence a Personal and Family Responsibility Leave before notifying management, they must submit the completed **Form B** as soon as possible.

Also, we may require that the employee provides evidence reasonable in the circumstances that they were entitled to the leave.

## 5.0 MATERNITY AND PARENTAL LEAVE

The Business will provide maternity and parental leave for eligible employees in accordance with the provisions of the ESA.

Employees must obtain information about their rights to Employment Insurance (EI) benefits if they are considering taking a maternity or parental leave. For information about



maternity and parental benefits, contact Service Canada's Employment Insurance Automated Telephone Information Service at 1-800-206-7218.

### **5.1 What is Maternity Leave?**

Maternity Leave is a right that pregnant employees have to take up to 17 weeks of unpaid time off work no earlier than the 13 weeks immediately before the expected birth date, and no later than the actual birth date.

### **5.2 What is Parental Leave?**

Parental Leave is a right that parents (as defined below) have to take unpaid time off work when a baby or child is born or first comes into their care. Parental Leave is not part of Maternity Leave and so an employee may take both Maternity and Parental Leave.

For the purposes of this policy, a "parent" includes:

- a birth parent;
- an adoptive parent (whether or not the adoption has been legally finalized); or
- a person who is in a relationship of some permanence with a parent of a child and who plans on treating the child as their own. This includes same-sex couples.

### **5.3 How Long is Maternity Leave?**

Birth mothers are entitled to 17 weeks of unpaid maternity leave, and up to 6 additional consecutive weeks of unpaid leave if for reasons related to the birth, is unable to return to work when their initial leave ends.

An employee may choose to take a shorter maternity leave. However, once an employee has started her maternity leave, she must take it all at once. An employee cannot use up part of the 17 weeks, return to work and then go back on maternity leave for the unused portion. If the employee returns to work, then she gives up the right to take the rest of her leave.

### **5.4 How Long is Parental Leave?**

Birth mothers who do not take maternity leave, and all other new parents, are entitled to a maximum of 62 weeks' parental leave.

Those who take maternity leave are entitled to a maximum of 61 weeks' parental leave.

An employee who takes parental leave is entitled to up to 5 additional consecutive weeks of unpaid leave if the child has a physical, psychological or emotional condition requiring an additional period of parental care.

### **5.5 Who Can Take Maternity or Parental Leave?**

A pregnant employee is entitled to Maternity Leave whether she is a full-time, part-time, permanent or contract employee.

A parent is entitled to Parental Leave whether they are a full time, part-time, permanent or contract employee.

## **5.6 Taking Maternity or Parental Leave**

An employee must notify their manager in writing as soon as is reasonable before taking Maternity or Parental Leave by submitting a completed **Form B** (Statutory Leave Notice Form), which can be found in the Appendix hereto. However, if, due to their circumstances, the employee has to commence a Maternity or Parental Leave before notifying management, then they must submit the completed **Form B** as soon as possible.

Please read the ESA for a detailed explanation of your leave entitlements.

## **6.0 COMPASSIONATE CARE LEAVE**

The Business will provide Compassionate Care Leave to employees in accordance with the provisions of the ESA.

An employee will be entitled to up to 27 weeks of unpaid, job-protected leave.

### **6.1 What is Compassionate Care Leave?**

An employee is entitled to Compassionate Care Leave to give care or support to a family member who is at a significant risk of death within 26 weeks. The ill family member is not required to live in British Columbia.

For the purposes of Compassionate Care Leave, an employee's immediate family includes:

- a spouse
- a child
- a parent
- a guardian
- a sibling
- a grandchild
- a grandparent
- an individual who lives with the person as a member of the person's family
- in relation to an employee or the employee's spouse:
  - a step-sibling
  - an aunt or uncle
  - a niece or nephew
  - a current or former foster parent
  - a current or former foster child
  - a current or former ward

- a former guardian, or
- the spouse of
  - a step-sibling
  - an aunt or uncle
  - a niece or nephew
  - a current or former foster parent
  - a current or former foster child
  - a current or former ward
  - a former guardian
- a person with a serious medical condition who considers the employee to be, or whom the employee considers to be, like a close relative.

## **6.2 Taking Compassionate Care Leave**

A Compassionate Care Leave will be scheduled in accordance with the ESA and shall continue for as long as required, but not for longer than the maximum period permitted under the ESA. For further clarity, the timing and duration of any leave shall be governed by the provisions of the ESA.

In order to commence Compassionate Care Leave, an employee must:

- give the employer at least two weeks' written notice of the date on which the leave will start, unless circumstances necessitate a shorter period
- give their employer a medical certificate issued by a medical practitioner or nurse practitioner who is caring for the ill family member. The medical certificate must contain the following information:
  - that the family member has a serious medical condition with a significant risk of death within 26 weeks, or such other period as may be prescribed, after:
    - the date the certificate is issued, or
    - the date the leave began, if it begins before the certificate was issued

Please read the ESA for a detailed explanation of your leave entitlements.

## **7.0 CRITICAL ILLNESS OR INJURY LEAVE**

The Business will provide Critical Illness or Injury Leave to employees in accordance with the provisions of the ESA.

Employees can take up to 36 weeks of unpaid, job-protected leave for the critical illness of a family member under 19 years of age, and 16 weeks for a family member who is over

19 years of age. The leave can be split into multiple instalments, but each period must be at least one week long.

## **7.1 What is Critical Illness Leave?**

Critical Illness or Injury Leave is an unpaid job-protected leave of absence for an employee to give care or support to a critically ill or injured family member.

For the purposes of Compassionate Care Leave, an employee's immediate family includes:

- a spouse
- a child
- a parent
- a guardian
- a sibling
- a grandchild
- a grandparent
- an individual who lives with the person as a member of the person's family
- in relation to an employee or the employee's spouse:
  - step-sibling
  - aunt or uncle
  - niece or nephew
  - current or former foster parent
  - current or former foster child
  - current or former ward
  - former guardian, or
  - the spouse of
    - a step-sibling
    - an aunt or uncle
    - a niece or nephew
    - a current or former foster parent
    - a current or former foster child
    - a current or former ward
    - a former guardian
- a person with a serious medical condition who considers the employee to be, or whom the employee considers to be, like a close relative.

## **7.2 Taking Critical Illness or Injury Leave**

A Critical Illness or Injury Leave will be scheduled in accordance with the ESA and shall continue for as long as required, but not for longer than the maximum period permitted under the ESA. For further clarity, the timing and duration of any leave shall be governed by the provisions of the ESA.

In order to Commence Critical Illness or Injury leave, an employee must give their employer a medical certificate issued by a medical practitioner or nurse practitioner who is caring for the ill or injured family member in order to take critical illness or injury leave. The medical certificate must contain the following information:

- a statement that the baseline state of health of the family member has significantly changed and the life of the family member is at risk as a result of an illness or injury
- a statement that the care or support required by the family member can be met by one or more persons who are not medical professionals
- the period of time for which the family member requires care or support
- the date that the certificate was issued

Please read the ESA for a detailed explanation of your leave entitlements.

## **8.0 LEAVE RESPECTING THE DISAPPEARANCE OF CHILD**

The Business will provide Leave Respecting the Disappearance of Child to employees in accordance with the provisions of the ESA.

### **8.1 What is Leave Respecting the Disappearance of Child?**

An employee is entitled to Leave Respecting the Disappearance of Child if the disappearance of the child is a result of a probable Criminal Code offence. Employees can take up to 52 weeks of unpaid, job-protected leave if the child has disappeared. If the employee takes leave and the child is then found alive, the period of leave ends the earlier of: 14 days after the child is found, or the last day of the unit of time in respect of which the employer consents according to the ESA.

### **8.2 Taking Leave Respecting the Disappearance of Child**

An employee can begin their leave on the day of the disappearance of the child but must provide the employer with reasonably sufficient proof that the employee's child has disappeared in circumstances in which it is probable the disappearance is the result of a crime.

Please read the ESA for a detailed explanation of your leave entitlements.

## **9.0 LEAVE RESPECTING THE DEATH OF CHILD**

The Business will provide Leave Respecting the Death of Child to employees in accordance with the provisions of the ESA.

### 9.1 What is Leave Respecting the Death of Child?

An employee is entitled to Leave Respecting the Death of Child in the event of the death of the employee's child. Employees can take up to 104 weeks of unpaid, job-protected leave.

### 9.2 Taking Leave Respecting the Death of Child

An employee can begin their leave from the date that the child dies, or is found dead in the case of the child disappearing before the child dies. The employee must provide the employer with reasonably sufficient proof that the employee's child has passed away.

Please read the ESA for a detailed explanation of your leave entitlements.

## 10.0 RESERVISTS' LEAVE

The Business will provide Reservists' Leave to employees in accordance with the provisions of the ESA.

### 10.1 What is Reservists' Leave?

A reservist is a member of the reserve force of the Canadian Forces referred to in the National Defence Act (Canada).

Under the ESA, employees who are reservists are entitled to take leave when deployed to an operation outside of Canada (including any required pre- or post-deployment activities) or within Canada to assist with an emergency.

Employees can take periods of unpaid, job-protected leave as long as necessary to accommodate the period of service required for international or domestic deployment.

Periods of leave do not have to be consecutive days.

### 10.2 Taking Reservists' Leave

An employee must give their manager at least 4 weeks of written notice by submitting a completed **Form B** (Statutory Leave Notice Form), which can be found in the Appendix hereto. However, if, due to their circumstances, the employee has to commence a Reservist Leave before notifying management, then they must submit the completed **Form B** as soon as possible.

Please read the ESA for a detailed explanation of your leave entitlements.

## 11.0 EFFECT OF A LEAVE

An employee may be entitled to more than one leave for the same event. Each leave is separate and the right to each leave is independent of any right an employee may have to the other leave(s).

Please read the ESA for a detailed explanation of your leave entitlements.

Unless otherwise required by law, while an employee is on a leave, their terms of employment will remain the same, their employment will be deemed to be continuous for the purpose of calculating annual vacation entitlement, and the Business will continue to pay its share of the premiums required to maintain pension, medical, or other plan beneficial to the employee, if any, which were available to the employee prior to the leave.

## **12.0 VOTING AND JURY DUTY**

### **12.1 Voting on Election Day**

If an employee's schedule interferes with their ability to vote in a federal, provincial or municipal election, then appropriate time off without loss of pay in accordance with applicable legislation will be provided.

### **12.2 Jury Duty**

As required by the ESA, the Business will allow an employee to take unpaid time off to attend court as a juror.

An employee must notify the Business as soon as possible after receiving a notice to serve as a juror and must also provide proof of same upon request.

## **13.0 OTHER LEAVES OF ABSENCE**

The Business recognizes that there may be times when employees need to take a leave of absence from work for reasons other than those identified above. While it is impossible to define all of the circumstances in which an employee will require time away from work, this policy is intended to provide some general guidelines.

The Business will consider, among other things, the following factors when it receives requests for a leave of absence not otherwise legislated:

- Previous requests for a leave of absence;
- The availability of suitable replacement staff;
- The time of year at which the request is made; and
- The purposes of the leave.

All requests for a leave of absence will be considered on an unpaid basis and without a continuation of benefits, unless otherwise stated and expressly indicated in writing by the Business or required by law.

If an employee wishes to request an additional leave of absence, they must provide at least 30 days notice to their manager by submitting a completed **Form C** (Non-Statutory Leave Notice Form), which can be found in the Appendix hereto. However, if, due to their circumstances, the employee has to commence a leave before notifying management, then they must submit the completed **Form C** as soon as possible.

## **PART 4: ATTENDANCE POLICY AND SCHEDULING**

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Employees are required to report to work in accordance with their approved schedules. This includes maintaining regular attendance and arriving to work for their scheduled start time ready to commence work.

### **1.0 CALL IN PROCEDURES**

In the event of absence, employees are required to text to report the absence to their manager at least two (2) hours before their scheduled start time. Additionally, employees are asked to attempt to find their own replacement for all absences, if possible. If an absence can be scheduled in advance, an employee is required to do so in writing to their manager.

Where it is impossible for an employee to report an absence as a result of hospitalization or for other emergency related reasons, the employee may have a family member or friend report the absence at the first available opportunity.

In the event of a late arrival, employees are required to text to report their late arrival to their manager as soon as possible.

If an employee must leave work early, they must notify their manager as soon as possible.

If late arrivals or early departures can be scheduled in advance, an employee is required to do so in writing to their manager.

### **2.0 MEDICAL DOCUMENTATION**

Employees are required to provide medical documentation (at the employee's expense) for each sick day taken after they have exhausted their annual Sick Leave entitlement, or for any absences that exceed three (3) consecutive days.

### **3.0 CULPABLE ABSENTEEISM**

An employee may be disciplined up to and including dismissal for culpable absenteeism. Culpable absenteeism refers to absences that are "blameworthy" in the sense that they involve the unjustified withdrawal of services by an employee – for example, failing to show up for work on time or failing to request and/or report an absence in accordance with this policy.

### **4.0 ABSENCES FOR APPOINTMENTS**

All appointments (e.g. doctor/dentist appointment, etc.) should be scheduled outside of normal working time. Time off for appointments that can only be scheduled during working hours must be approved by an employee's manager.

Employees may be expected to make up the time taken for personal appointments, if scheduling allows. For example, if an employee is away from the office for two (2) hours to attend an appointment, the employee is expected to make up that time during the same



week in which the absence occurs; if the time cannot be made up, then it may be deducted at management's sole discretion.

## **5.0 SCHEDULING RULES**

### **5.1 Minimum Daily Hours**

If an employee is scheduled for work on any day, the employer must pay the employee for a minimum of two (2) hours at the regular wage whether or not the employee starts work, subject to the exceptions stated in the ESA.

If an employee is previously scheduled to work more than eight (8) hours that day, the Business shall pay the employee wages for four (4) hours at the employee's regular wage whether or not the employee starts work, subject to the exceptions stated in the ESA.

### **5.2 Split Shifts and Hours Free from Work**

The Business must ensure that an employee working a split shift completes the shift within 12 hours of starting work, has at least eight (8) consecutive hours free from work between each shift worked, and has at least 32 consecutive hours free from work each week.

## **PART 5: DISCIPLINE POLICY**

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The Business is committed to fair and constructive treatment of unacceptable work performance. The following progressive discipline process will, where appropriate, be carried out with the intent of improving employee behaviour and performance.

### **1.0 IDENTIFICATION OF PERFORMANCE ISSUES**

An employee's manager is responsible for promptly identifying and responding to any unsatisfactory conduct or performance by the employee. Before initiating our progressive discipline process, the manager shall first communicate our expectations to the employee both verbally and in writing so that the employee is fully aware of the standards expected of him or her and that failure to comply with those standards will result in discipline.

### **2.0 PROGRESSIVE DISCIPLINE**

If an employee's performance continues to fall short of acceptable standards or if an employee commits a serious initial act of misconduct, such as violating the rules set out in this policy, the employee's manager shall initiate the progressive discipline policy, as explained in detail below.

#### **2.1 Step One: Verbal Warning**

The employee's manager shall meet privately with the employee to discuss their performance issues and warn the employee that failure to correct their conduct could lead to further discipline up to and including immediate dismissal for cause. The manager shall discuss with the employee ways to bring about improvements in the employee's performance and schedule a follow-up interview date.

If the Business determines that it is appropriate, the employee will be placed on a performance improvement plan with the aim of helping the employee correct their behaviour and improve their work performance.

#### **2.2 Step Two: Written Warning**

If an employee's performance does not improve following Step 1, then the employee shall receive a written warning that their continued misconduct could lead to further disciplinary action up to and including dismissal for cause. The employee's manager will again discuss with the employee ways to bring about improvements in the employee's performance and schedule a follow-up interview date.

If the Business determines that it is appropriate, the employee will be placed on a new or updated performance improvement plan with the aim of helping the employee correct their behaviour and improve their work performance.

#### **2.3 Step Three: Dismissal**

If the employee's misconduct continues after Step 2, then the employee will be dismissed for cause.

### **3.0 EXCEPTION FOR SERIOUS MISCONDUCT**

The Business reserves the right to dismiss an employee prior to carrying out any or all of the steps set out in Section B above where, in its sole discretion, we determine that the employee has engaged in serious misconduct – for example, theft, breach of confidentiality, workplace violence, discrimination and/or harassment.

## **PART 6: ANTI-DISCRIMINATION AND ANTI-HARASSMENT POLICY**

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### **1.0 ORGANIZATIONAL COMMITMENT**

The Business is committed to providing an environment free of discrimination and harassment, in which all individuals are treated with respect and dignity, and are able to contribute fully, and have equal opportunities.

Under the British Columbia *Human Rights Code* (the “Code”), every person has the right to freedom from harassment and discrimination in employment.

Harassment and discrimination will not be tolerated, condoned, or ignored. If a claim of harassment or discrimination is proven, disciplinary measures will be applied against the offending employee(s), up to and including dismissal.

### **2.0 OBJECTIVES**

The objectives of this policy are to:

- Ensure that all staff and clients are aware that harassment and discrimination are unacceptable practices and are incompatible with our standards, as well as being a violation of the law;
- Set out the types of behaviour that may be considered offensive and are prohibited by this policy; and
- Promote appropriate standards of conduct at all times.

### **3.0 APPLICATION**

The right to freedom from discrimination and harassment extends to all employees, including full-time, part-time, temporary and contract staff, as well as volunteers, co-op students, interns and apprentices.

It is also unacceptable for members of staff or contractors working on our behalf to engage in harassment or discrimination when dealing with clients, or with others with whom they have professional dealings, such as suppliers, service providers and potential clients.

This policy applies to every level of our organization and to every aspect of the workplace environment and employment relationship, including recruitment, selection, promotion, transfers, training, salaries, benefits and termination. It also covers rates of pay, overtime, hours of work, holidays, discipline and performance evaluations.

Furthermore, this policy applies to events that occur outside of the physical workplace, such as during business trips and company parties.

### **4.0 PROTECTED GROUNDS**

This policy prohibits discrimination or harassment on the basis of the following grounds, and any combination of these grounds:

- Race;
- colour;
- ancestry;
- place of origin;
- political belief;
- religion;
- marital status;
- family status;
- physical or mental disability;
- sex;
- sexual orientation;
- gender identity or expression;
- age; or
- conviction of a criminal or summary conviction offence that is unrelated to the employment or intended employment.

## 5.0 DEFINITIONS OF PROHIBITED BEHAVIOUR

For the purposes of this policy:

- “Discrimination” means any form of unequal treatment based on a protected ground, whether imposing extra burdens or denying benefits. It may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices or procedures that appear neutral, but have the effect of disadvantaging certain groups of people.
- “Bullying and Harassment” means any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying, or action by a person that the person knows or ought reasonably to know will or would cause offence, humiliation, or intimidation to another person, or adversely affects the person’s health and safety, and includes inappropriate conduct or comments relating to a person that is a protected ground under the Code. It also includes unwelcome sexual solicitation or advances. Lack of intent does not mean the conduct is not bullying and harassment if the bully ought to have known the behaviour would cause the victim to be humiliated or intimidated.
- “Sexual Harassment” means
  - engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; and/or

- making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

## **5.1 Examples of Prohibited Behaviour**

Examples of the type of behaviour prohibited by this policy include but are not limited to:

- Any form of sexual harassment, including unwelcome touching, petting, pinching, kissing, sexual flirtations, advances, requests, or invitations and leering or other suggestive gestures;
- The display of visual sexual material that is offensive, or which one ought to know, is offensive;
- Bullying;
- Demeaning and/or belittling comments;
- Nicknames, remarks, jokes or innuendos related to an individual's race, sex, disability, sexual orientation, creed, age, or any other ground;
- Obscene remarks or gestures;
- Display or circulation of offensive pictures, graffiti or materials, whether in print form or via e-mail or other electronic means;
- Singling out an individual for humiliating or demeaning teasing or jokes because they are a member of a protected group;
- Comments ridiculing an individual because of characteristics that are related to grounds of discrimination; and
- Creating a poisoned work environment through comments or conduct (including comments or conduct that are condoned or allowed to continue when brought to the attention of management). The comments or conduct may not be directed at a specific individual, and may be from any individual, regardless of position or status. A single comment or action, if sufficiently serious may create a poisoned environment.

## **5.2 What Isn't Workplace Bullying and Harassment or Discrimination?**

Reasonable action or conduct by a manager or employee that is part of his/her normal work function will not normally be considered bullying, harassing, or discriminatory. This is the case even if there are sometimes unpleasant consequences for an employee. Examples include:

- Changes in work assignments;
- Scheduling;
- Job assessment and evaluation;
- Workplace inspections;
- Implementation and enforcement of dress codes; and

- Counselling/disciplinary action.

Differences of opinion or minor disagreements between co-workers will also not generally be considered to be workplace bullying or harassment.

## **6.0 ROLES AND RESPONSIBILITIES**

All employees are expected to uphold and abide by this policy, by refraining from any form of bullying, harassment, or discrimination, and by cooperating fully in any investigation of a bullying, harassment, or discrimination complaint.

Managers have the additional responsibility to act immediately on observations or allegations of bullying, harassment, or discrimination. Managers are responsible for creating and maintaining a harassment and discrimination-free organization and should address potential problems before they become serious.

## **7.0 COMPLAINTS PROCEDURE**

### **7.1 Step One: Reporting**

Any employee who believes they have been subjected to workplace discrimination, bullying, or harassment should report the matter to their manager for investigation in accordance with the procedures set out below. If an employee's manager is alleged to have engaged in workplace discrimination or harassment, the employee may report such matters to the next level of management.

A report should include details about the alleged incident(s), including the date(s), time(s) and location(s), what happened, who was involved and the names of any witnesses.

If an emergency exists and the situation is one of immediate danger, then it should be immediately reported to the police by dialing "9-1-1" as soon as it is safe to do so. A person in situation of immediate danger must at the same time take whatever steps are necessary to ensure their own safety and to protect themselves against harm or injury. Once an employee is safe, then he or she can then report the matter to management.

A manager in receipt of any report or complaint by an employee of workplace discrimination, bullying, or harassment, or who otherwise becomes aware of any allegation of workplace discrimination, bullying, or harassment, shall immediately notify the investigator.

### **7.2 Step Two: Workplace Investigation**

The investigator, upon receipt of a complaint or allegation of workplace discrimination or harassment, shall conduct a prompt, thorough and confidential investigation into the allegation or complaint.

The Business will also conduct an investigation if it indirectly becomes aware of an incident of workplace harassment or discriminatory conduct, such as where an employee witnesses an incident of workplace harassment or discrimination or learns about it from a third party.

The Business may, at its discretion or where required, utilize the services of a third-party investigator, outside legal counsel, or such other external expertise as necessary in the circumstances.

Under no circumstances will a complaint or allegation be investigated by the individual who is the alleged harasser or by the individual who is alleged to have engaged in discriminatory conduct. Furthermore, under no circumstances will a complaint be investigated by an individual who is under the direct control of the alleged harasser or by an individual who is alleged to have engaged in discriminatory conduct.

The investigation procedure is as follows:

1. Interview with the complainant: The investigator shall interview the complainant concerning the facts underlying their allegation(s).
2. Interview with the respondent: The investigator will interview the employee accused of committing the workplace discrimination or harassment. The employee will be asked for their response to the allegation(s) being made and for their side of the story.
3. Interviews with witnesses and other individuals: The investigator will then interview any other employees or individuals who may have witnessed the incidents of alleged workplace discrimination or harassment, or who may otherwise be able to provide information relevant to the investigation.
4. Records: The investigation will be documented, and the record will consist of, among other things, detailed notes of all interviews with employees and witnesses and all other information relevant to the investigation.
5. Report: The results of the investigation will be reported, in writing, to management. The results will include an assessment of the validity of the complaint.

### **7.3 Step Three: Action**

The results of an investigation must be communicated in writing within 10 calendar days of the investigation being concluded to the worker(s) who has/have claimed the alleged harassment or discrimination. Where an investigation results in disciplinary action, the complainant(s) and the respondent(s) will be informed in writing. If the investigation does not corroborate the complaint(s), then the complainant(s) and the respondent(s) will be advised in writing and the matter will be closed. It is important to note that the results of the investigation are not the same as the investigation report. The results of the investigation are a summary of the findings of the investigation.

If the investigation corroborates the complaint(s) to the satisfaction of the Business, then the Business will, among other things, take appropriate disciplinary action against the offending employee(s), and any other measures it deems necessary to properly address the incident and prevent future incidences of workplace discrimination and harassment. The nature and extent of any disciplinary or remedial action shall be determined by the Business in its sole discretion and may include dismissal of the offending employee(s) for



cause. The Business may require that a worker participate in an anger management program or other form of counselling, either voluntarily or as a condition of continued employment.

Any corrective action must be communicated to the complainant(s) and the respondent(s) in writing within 10 calendar days of the investigation being concluded. The amount of information provided about the corrective action will depend on the circumstances but must indicate what steps the employer has taken or will take to prevent a similar incident of workplace harassment if workplace harassment was found.

## **8.0 PROTECTION FROM RETALIATION**

No retaliation or reprisals will be undertaken or tolerated against any employee who, in good faith, complains of, reports or participates in the investigation of any allegations of workplace discrimination, bullying, or harassment.

## **9.0 EMPLOYEE COOPERATION**

If it is necessary for the purposes of completing, carrying out or protecting the integrity of an investigation, or if it is necessary to maintain work environment that is safe and free of harassment and discrimination, the Business may require an employee to remain out of the workplace while an investigation is being conducted.

The participation and cooperation of all employees is critical to the development and implementation of this policy. The refusal or failure of any employee to cooperate with the Business is a serious form of misconduct for which an employee may be disciplined up to and including dismissal.

## **10.0 CONFIDENTIALITY**

The Business recognizes the difficulty of coming forward with a complaint of workplace discrimination or harassment and a complainant's interest in keeping the matter confidential. To protect the interests of the complainant, the respondent, persons who may report incidents of workplace harassment and the integrity of the process, confidentiality will be maintained throughout the process and information relating to the complaint will be disclosed only to the extent necessary to carry out this policy and where disclosure is required by law.

All individuals involved in a workplace investigation are expected to keep the substance of the investigation strictly confidential. Unless otherwise set out in this policy, all records of complaints, including records of meetings, interviews, results of investigations and other relevant material, will be maintained in a confidential file and will be disclosed only to the extent necessary to carry out these procedures and where disclosure is required by law.

All such records will be retained in accordance with our privacy policy and procedures.

## **11.0 POLICY REVIEW**

This policy shall be monitored on an ongoing basis and shall be reviewed annually.

## **PART 7: ACCOMMODATION POLICY**

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The Business is committed to its duty to accommodate an employee and to actively engage in the accommodation process with employees, their physicians, and, where applicable, their representatives.

This policy covers all employees of the Business requiring short or long-term accommodation as a result of any injuries, disabilities, handicap or illness originating on or off the job, or any other protected need or rights under the *Code*.

The process described in this policy applies when accommodation is requested and documented by an employee, by a qualified medical care provider or physician on behalf of an employee, or objectively determined and documented by management.

### **1.0 ACCOMMODATION PROCESS**

The accommodation process involves a systematic and in-depth review of the job requirements and the limitations or performance problems the accommodation needs creates. The purpose of this review is to identify changes or modifications that may allow the employee to perform the essential job duties free from workplace obstacles.

Accommodation is a shared responsibility between employees requesting accommodation and the Business.

A review to determine the feasibility, type and duration of accommodation involves an interactive process and dialogue that should involve at a minimum the employee requesting the accommodation and local management. Depending on the circumstances, the Business may also mandate a third party to help with the assessment of the available positions and determining the possible accommodations.

Each request for accommodation will be assessed on a case by case basis, taking into account, among other things, the employee's particular situation and the potential impact of the requested accommodation on the Business. This process may take several discussions to determine the feasibility, type and duration of accommodation. Other factors, including the employee's ability to perform the essential functions of his or her role with the accommodation and the reasonableness of the accommodation, will be considered.

If the Business determines that it cannot reasonably accommodate the employee's request, the employee's continued employment with the Business will be assessed based on applicable employment laws, legislation, the Business's policies and procedures, and collective bargaining agreements. During continued employment, the Business will continue the interactive process towards identifying accommodation(s) that meets the needs of the employee and does not create an undue hardship on the Business.

## **2.0 OUR RESPONSIBILITIES**

The Business is responsible for:

- providing information to employees about accommodation and return-to-work assistance;
- identifying and eliminating barriers that may prevent an employee from performing his or her job;
- managing employee requests for accommodation in a timely, confidential and sensitive manner;
- ensuring that appropriate individuals are involved in the accommodation process;
- informing individuals as to what information and documentation they need to provide to facilitate the accommodation process; and
- initiating discussions about accommodations with employees where appropriate.

## **3.0 EMPLOYEE RESPONSIBILITIES**

Employees are responsible for:

- making their accommodation needs known to management;
- helping to identify potential accommodation options;
- providing information and documentation in support of their request for accommodation;
- accepting the accommodation solution that meets their needs, even if it is not their preferred accommodation option; and
- informing the Business of any changes to their needs to allow it to properly assess and revise any accommodation, if required.

## **4.0 CONDUCTING AN INTERACTIVE DIALOG**

The accommodation review process requires an interactive dialogue between the Business and employee to understand the need for accommodation and review potential alternatives.

The interactive process will include discussions around the employee's functional limitations to help identify possible accommodations. The employee does not have to specify the precise accommodation, but needs to describe the problems posed by the current workplace during this interactive dialogue.

Interactive discussions should be held in a confidential area only between appropriate persons directly involved in the accommodation process.

The individuals who should participate in the discussion may include:

- the employee's manager;
- the employee and their representative, if applicable; and
- local health and safety representatives.

The Business may require that an employee provides medical documentation supporting the requested accommodation. Acceptable documentation will clearly include the employee's specific functional limitations, the prognosis for recovery and the anticipated length of time the accommodation will be required. Vague or generic statements in documents are not acceptable. Examples of unacceptable statement include: "light duty", "cannot work full time", or "can only be assigned to [particular piece of equipment or task]". If an employee refuses to provide this supporting documentation, the employee may not be entitled to reasonable accommodation.

The Business has the right to retain and use a medical professional of its choice to review and advise it on accommodation matters and to review relevant documentation and the employee has the obligation to cooperate to such process.

## **PART 8: CONFIDENTIALITY**

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### **1.0 CONFIDENTIAL INFORMATION**

In the course of your employment, you may receive confidential information about the Business and its clients (including client names and contact information) and employees (collectively, “confidential information”). Disclosure of any confidential information would be highly detrimental to its best interests. As such, all employees, volunteers and other agents shall:

- Take precautions to protect and maintain all confidential information;
- Only release confidential information to those authorized to receive it, and then only on a need-to-know basis;
- Not disclose, publish or disseminate (including by way of social media) confidential information to any unauthorized persons, including the media, at any time;
- Not remove confidential information from its premises or your workplace without its express permission;
- Not make improper use of confidential information, either directly or indirectly; and
- Safeguard against unintentionally disclosing confidential information – that is, by not discussing confidential information in public or on a cell phone and by not working with confidential information on a laptop in public or transmitting such information by unsecured means.

When your employment ends, you must immediately return all materials or property belonging to the Business. You agree not to retain, reproduce or use any confidential information or proprietary information or property belonging to the Business, including lists of its clients and/or employees and client charts.

### **2.0 HANDLING CONFIDENTIAL INFORMATION**

The following rules govern how all employees, volunteers and other agents shall handle and store confidential information:

1. Confidential information shall be circulated in sealed envelopes or storage cases.
2. Address and mark confidential envelopes with the words “PERSONAL AND CONFIDENTIAL”. These envelopes are to be opened only by the persons to whom they are addressed or by persons designated by management as being responsible for handling confidential material.
3. If applicable, handle confidential information with care and, where appropriate, place documents in the shredding receptacles located throughout the office.
4. If applicable, when faxing confidential material, the sender should inform the intended recipient and confirm that the fax machine is intended to receive

confidential information. Where possible, fax numbers should be programmed into the speed dialling feature of fax machines to avoid the risks of misdialing.

5. At the end of the working day, individuals must lock doors, desks, filing cabinets and any other storage cabinets containing confidential information. Such cabinets and storage facilities must be closed and secure at all times.

### **3.0 PROTECTION OF ELECTRONIC DATA**

If applicable, the following rules govern the handling of electronic data:

1. Individuals must log off of their computer at the end of every shift or work day or when they are to be away from their desks for an extended period of time.
2. Computer passwords are to be changed semi-annually.
3. Individuals must safeguard and must not disclose their computer access codes or any other access mechanisms they have. In that regard, each person is responsible for all activities undertaken using their access codes or other mechanisms, except where this information was obtained by fraudulent means and the individual in question could not have prevented such unauthorized use through diligent precautionary measures.
4. Where possible, computer monitors should be positioned so that they cannot be seen easily by anyone other than the user.

### **4.0 BREACHES OF CONFIDENTIALITY**

Anyone who becomes aware of a breach of confidentiality, or who suspects that a breach has occurred, must report the incident to their manager or to a member of management immediately. An investigation will then be conducted as expeditiously as possible to determine how the breach occurred and, if possible, who was responsible for the breach.

Anyone who becomes aware of an unauthorized or fraudulent use of their access codes or access mechanisms must immediately notify their manager or another member of management.

### **5.0 ACCESS TO PERSONNEL FILES**

All personnel files are private and confidential. Unless specifically provided for in this policy, or as may be required by law, no person shall be permitted to access to these files.

Employees may be permitted reasonable and timely access to their personnel file upon submitting a request to their manager. Personnel files are the property of the Business.

At no time shall such files be removed, copied or destroyed without appropriate authorization.

## **PART 9: DRUG AND ALCOHOL POLICY**

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### **1.0 GENERAL**

Employees are strictly prohibited from reporting to work and engaging in work while impaired by drugs, alcohol or other substances (including cannabis) which may cause impairment.

The use, possession, transfer, or sale of any illegal substance on our premises or in any parking lot or work site is strictly prohibited.

However, if any employee requires accommodation due to a disability (such as substance abuse issues) or as a result of being prescribed medically required drugs (including cannabis) then the workers should immediately report his or her condition to management in confidence.

### **2.0 DEFINITIONS**

“Impairment” or “being impaired” means that an employee’s normal physical or mental abilities, or faculties, while at work have been detrimentally affected by the use of substances (legal or illegal, including cannabis) as determined by the Business in its sole discretion. Without limiting the generality of the foregoing, “impairment” includes the inability to safely, competently, or efficiently perform work duties.

### **3.0 APPLICATION**

Any employee who reports for work impaired will not be allowed to work and any worker who is found to be impaired while working will not be allowed to continue working. If, in the opinion of management, the employee is considered impaired, the employee shall be sent home by taxi or another safe means of transportation. An impaired employee shall not be allowed to drive under any circumstances.

Subject to any overriding obligations at law (such as a duty to accommodate a disability), any employee who violates this policy by either reporting to work impaired, becoming impaired at work or working while impaired is guilty of serious workplace misconduct and can be subject to severe disciplinary action including immediate dismissal for cause.

Management may also deem it necessary to report a worker’s illicit conduct outside of work if it presents the potential to cause a risk of harm to workers within the workplace.

The Business recognizes that drug, alcohol, or addictions to other illegal substances can qualify as a “disability” for purposes of human rights legislation and will accommodate any disability up the point of undue hardship.

## **PART 10: INTERNET AND EMAIL POLICY**

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### **1.0 GENERAL**

The Business owns and controls all workplace technology and information technology resources and systems. If applicable, each employee has a responsibility to use workplace information technology resources and systems in a manner that is consistent with the objectives of their employment.

Employees should have no expectation of privacy regarding any information or data that is received, stored or transmitted via workplace technology and information technology resources and systems. In addition, employees have no ownership or proprietary interest in any information or data that is received by, stored on or transmitted with any workplace technology or information technology resources and systems.

Information technology resources and systems refer to the following non-exhaustive list:

- Personal computers and workstations;
- Internal office instant messenger;
- Laptop computers;
- Data storage devices;
- Computer hardware;
- Peripheral equipment, such as printers, modems, fax machines and copiers;
- Computer software applications and associated files and data, including software that grants access to external services such as the Internet;
- Electronic mail (email);
- Cellular telephones and pagers;
- Personal digital assistants and smartphones; and
- Voicemail systems.

Except as provided in this policy, the use of information technology resources and systems is strictly limited to work-related purposes. Non-business personal use is strictly prohibited.

Any attempt to degrade the performance of a computer system or network or to deprive authorized personnel of resources or access to any of our computer or network is prohibited and will result in discipline up to and including dismissal.

### **2.0 INAPPROPRIATE USE OF IT RESOURCES AND SYSTEMS**

Inappropriate use of information technology resources and systems includes but is not limited to the following:

- Illegal activity, including breach of copyright laws;



- Accessing inappropriate websites, including but not limited to sites containing pornographic and hate literature;
- Online gambling or other game playing;
- Using technology to bully, harass, discriminate or make defamatory, slanderous or libellous statements – for example, sexually explicit or racial messages and/or jokes;
- Online shopping or bidding on online auctions – for example, E-Bay;
- Accessing chat rooms and instant messaging;
- Flooding or spamming;
- Downloading, installing or using unlicensed software;
- Signing guest books, newsgroups or bulletin boards; and
- Conducting personal business, such as online banking.

### **3.0 EMAIL USE**

The use of email is reserved primarily for business use. Limited personal use of email is permissible if such use is reasonable and not in contravention of this policy with respect to inappropriate use of information technology resources and systems. Even when used for limited personal use, the content of any email communication sent, received or stored remains the property of the Business at all times.

## **PART 11: TEMPORARY LAYOFFS**

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The Business reserves the right to temporarily lay-off employees where it deems appropriate. A temporary layoff is a temporary cessation of work due to a reduction of work or workforce or the elimination of a position.

Employees will be notified of a layoff in writing. Temporary layoffs will be carried out in accordance with the ESA. A temporary layoff will not be considered termination of an employee's employment unless it is deemed to be one under the ESA.

## **PART 12: TERMINATION OF EMPLOYMENT**

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### **1.0 GENERAL**

Terminations are to be treated in a confidential, professional manner by all involved. Upon termination, employees are entitled to receive all earned pay and/or commissions and vacation pay.

### **2.0 MANNERS OF DISMISSAL**

The types of terminations of employment are included in each employee's individual employment agreement.

Reference to just cause in the employment agreement includes but is not limited to:

- A material breach of the employee's employment agreement or the Business's employment policies;
- Unacceptable performance;
- Theft, dishonesty or falsifying records, including providing false information as part of an application for employment;
- Intentional destruction, improper use or abuse of our property;
- Violence in the workplace;
- Obscene conduct at our premises or during company-related functions elsewhere;
- Harassment of co-workers, managers, patients, suppliers or other individuals associated with the Business;
- Insubordination or willful refusal to take directions;
- Intoxication or impairment in the workplace;
- Repeated, unwarranted lateness, absenteeism or failure to report to work; and
- Personal conduct that prejudices the Business's reputation, services or morale.

Upon termination for cause, the employee shall be provided with a written summary of the reasons(s) for dismissal.

### **3.0 EMPLOYER PROPERTY**

Upon the end of employment for any reason, an employee shall return all items of any kind created or used pursuant to the employee's service or furnished by us, including but not limited to computers, mobile devices, reports, files, diskettes, manuals, literature, confidential information, or other materials, which shall remain and be considered the exclusive property of the Business.

## **SCHEDULE "A"**

### **EMPLOYEE ACKNOWLEDGEMENT FORM**

I confirm that I have received and had an opportunity to read a copy of the Employee Handbook. I acknowledge that I understand all the rules, policies, terms and conditions contained in the Handbook and that failure to abide by the aforesaid, rules, policies, terms and conditions may result in discipline up to and including the termination of my employment for just cause.

I further acknowledge that the Business reserves the right, in its sole discretion, to revoke, change or supplement any of the rules, policies, terms and conditions contained in its Employee Handbook at any time without notice to me.

**Employee name:** \_\_\_\_\_

**Employee signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

# Form A

## Vacation Request Form

VACATION REQUEST DETAILS			
Name of worker		Department	
Position		Work location	
Proposed Vacation Start Date (dd/mm/yyyy)	Proposed Vacation End Date (dd/mm/yyyy)		
Additional Details (if any)			
SIGNATURE			
Employee's Signature		Date	
FOR MANAGEMENT USE ONLY			
Approved?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If "no", why?
Date Approved (dd/mm/yyyy)			
Approved by: (Type Name)			Signature
Date Entered Into Bright (dd/mm/yyyy)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If "no", why?

# Form B

## Statutory Leave Notice Form

STATUTORY LEAVE DETAILS			
Name of worker		Department	
Position		Work location	
Type of Leave Being Taken:	Leave (dd/mm/yyyy)	Start	Date:
Additional Details (if any)			
SIGNATURE			
Employee's Signature		Date	
FOR MANAGEMENT USE ONLY			
Approved?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If "no", why?
Date Approved (dd/mm/yyyy)			
Approved by: (Type Name)			Signature
Date Entered Into Bright (dd/mm/yyyy)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If "no", why?

# Form C

## Non-Statutory Leave Notice Form

LEAVE DETAILS			
Name of employee		Department	
Position		Work location	
Type of Leave Being Taken:	Leave (dd/mm/yyyy)	Start	Date:
Additional Details (if any)			
SIGNATURE			
Employee's Signature		Date	
FOR MANAGEMENT USE ONLY			
Approved?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If "no", why?
Date Approved (dd/mm/yyyy)			
Approved by: (Type Name)			Signature
Paid <input type="checkbox"/> Unpaid <input type="checkbox"/>			
Date Entered Into Bright (dd/mm/yyyy)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If "no", why?