

# Human Resources Policy Manual



## **Employment**

## **Compensation and Benefits**

## **Conduct**

## **Health and Safety**

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# Introduction

## Welcome Letter

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Welcome to the Four County Labour Market Planning Board! You were selected for employment due to the attributes that you displayed that appear to match the qualities we were looking for in an employee.

We look forward to seeing you develop into an outstanding employee that exhibits a high level of care, concern and compassion for others. We hope that you will find your work to be rewarding, challenging and meaningful.

We expect your best each day. The keys to your success will be dependability, reliability, leadership, follow-through documentation, following policies outlined in this manual and taking ownership for the work you do. By doing this you will be successful and so will the Four County Labour Market Planning Board.

The Human Resources Policies, by defining the terms and conditions of employment, provide the basis for mutual understanding and agreement between the employer and the employee.

The Human Resources Policies of the Four County Labour Market Planning Board will be administered by the Executive Director of the Four County Labour Market Planning Board, in accordance with the attached policies and the following relevant employment relationship legislation in Ontario:

- Ontario Employment Standards Act, 2000 (ESA) – with explanation
- Ontario Employment Standards Amendment Act (Family Medical Leave), 2004 – with explanation
- Ontario Human Rights Code, 1990 – with explanation

It is the responsibility of all employees and members of the Board of Directors to familiarize themselves with all sections of this policy. Not only will this clarify the individual employee's role within the organization but it will assist all in appreciating the duties and requirements of fellow workers.

Employees and Board Members should also recognize that non-familiarity with the content or intent of this policy will not be considered a valid reason for non-performance of duties. It is the employee's responsibility to seek from the appropriate source, clarification of the meaning or intent of any section of this policy, if so required.

We are excited about you joining us and want to ensure that you are successful in your new role. Our strength is based on open communication and co-operation, so please don't hesitate to contact me with any questions or concerns. Know that I am concerned about your development and that my door is always open. We look forward to working with you and are confident that you will be a good fit for the team.

Sincerely,

Gemma Mendez-Smith, Executive Director

# FCLMPB History and Future Expectations

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## History

The Federal government launched the Labour Force Development Strategy (LFDS) in 1989, a comprehensive, long-range plan for building a strong, highly skilled and internationally competitive work force.

The strategy emphasized that the private sector must be prepared to put more time, effort and resources into developing a skilled, competitive work force. It also stated that governments must be prepared to work more closely with the private sector – giving business, labour, and social action groups a more direct say in how federal and provincial resources are used to address labour market problems.

Concern about training and adjustment programs in Ontario surfaced in the late 1980s. Programs were not always accessible to those they were intended to help. Questions were raised about whether the skills taught were even relevant to the changing job market.

Both Canada and Ontario consulted with the labour market partners about the state of labour market programs. The feedback was clear – the system needed to be changed dramatically. Creating an efficient, effective, and equitable system required the direct input of those involved in the labour market – the labour market partners.

The governments needed to develop a structure that would be the voice for the labour market partners. Hence, local Boards were formed to be the voice of communities and their constituencies to government. They would facilitate labour market development at the community level.

The Four County Labour Market Planning Board is currently one of twenty-six planning areas in Ontario.

## End Statement

The End Statement is the “goal” of the Local Training Board.

The Workforce Planning Board provides relevant information on industry and employment factors that adds value to economic and education planning at the grass roots. With this up-to-date information you can better budget for issues affecting the growth and development of your local company and economy.

For 20 years we have been delivering sound, reliable reports and direction in the development of skill sets of the local population. With this information we have been able to offer strategic options for businesses to succeed. We are able to work with business and community groups to address their most pressing concerns. This allows us to help develop a strong and vibrant future outlook.

The primary role of Workforce Planning Boards is to help improve understanding of and coordinate community responses to labour market issues and needs. Stakeholders include: individuals, employers, sponsors, reference groups, medical and employment service providers.

### We help by:

- Gathering local labour market information
- Identifying training needs, trends and gaps
- Promoting the value of life-long learning
- Building and strengthening community partnerships

### Who do we help?

Workers – today's workforce (employed and unemployed).

Groups – who are underrepresented in the workplace.

Employers – who value a skilled workforce.

Educators/Trainers – who analyze labour markets.

Youth – who are tomorrow's workforce.

Taxpayers – who expect accountability of public funds.

### **Code of Ethics**

The Four County Labour Market Planning Board maintains the highest standard of ethics in the conduct of its business and in relation to its employees, clients and members of the community.

Our integrity and reputation for ethical practices are among our most important assets and depend upon the conduct and personal integrity of all our employees.

The Four County Labour Market Planning Board relies on each member of the team to understand and deliver their work in a manner which is consistent with socially responsible and acceptable ethical business practices.

Compliance is expected during work hours and at work related functions that take place during or after hours.

### **What We Expect from our Employees**

From our employees, we expect you:

- To conduct yourself in a friendly, courteous and professional manner in compliance with the Customer Service Charter.
- Maintain the highest ethical standards and refrain from gossip.
- Contribute to the efforts of the team and offer assistance wherever required, whether or not such assistance falls within the normal responsibilities of the job.
- Co-operate freely.
- Ensure the smooth delivery of FCLMPB services.
- Be honest, trustworthy, reliable and dependable.
- Take direction from the Executive Director.
- Work co-operatively and collaboratively with direct reports, colleagues and clients.
- When the proper course of action is unclear, the matter should be discussed openly with the Executive Director.

### Open Door Policy

The Board values employee input and wants to know employee concerns in order to deal with them effectively. It is our position to encourage employees to discuss problems, concerns, and decisions etc. with the Executive Director. Confidentiality is expected to be maintained in all matters.

### Dress Code

Every employee is responsible for exercising sound judgment and common sense for his/her attire at all times. A neat and tidy appearance is important to ensure a professional business image is presented at all times to our clients. No apparel, personal grooming, or hygiene practices should distract or offend others, or create a safety hazard for the employee or his/her coworkers.

### Footwear

Four County Labour Market Planning Board does not require a worker to wear footwear with an elevated heel unless it is required for the worker to perform his or her work safely.

# Policy Manual Administration and Organization

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The Four County Labour Market Planning Board, its Directors or its nominees will administer the Human Resources policies. This policy clarifies individual employees' roles within the organization and assists all to appreciate the duties and requirements of fellow workers.

All employees are required to review all the policies contained in this policy manual and abide by all the terms. We have made every possible effort to ensure this manual is comprehensive and contains policies relevant to your work environment; however, it cannot address every possible application or exception. We reserve the right to exercise our discretion in the interpretation and enforcement of our policies. Each situation will be assessed and appropriate action decided upon. If you have any questions about any of our policies or how to interpret them, please speak to the Executive Director.

All employees are required to ensure that this manual is treated as confidential and not shared with anyone outside of this organization. Violation of the enclosed policies will result in the employee being subject to disciplinary action which may include immediate termination of their employment with the FCLMPB.

## **Scope of Manual**

The policies and procedures in this manual apply to all employees and persons associated with the organization including Board Members, management, community partners, volunteers, contract employees, students, and may also apply to visitors to the office where indicated.

This policy manual will help employees accomplish our goal, maintain accountability, and clarify how we conduct business. Information contained within this manual is confidential to the Four County Labour Market Planning Board employees only and is not to be shared with anyone outside of this Board without the permission of the Executive Director on behalf of the organization.

## **References**

The Four County Labour Market Planning Board may also be referred to as the FCLMPB, the Planning Board or the organization.

Executive Director may also be referred to as ED.

## **Adherence to Legislation**

The provisions of this policy manual are subject to any federal, provincial or local laws that may prohibit or restrict their applicability.

## **Lines of Accountability**

The Four County Labour Market Planning Board staff is accountable to the Executive Director, who is accountable to the Co-Chairs of the Four County Labour Market Planning Board, who in turn are accountable to the Board of Directors.

# Employment

## Recruitment and Selection

### Hiring

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#### Purpose

The Four County Labour Market Planning Board is an equal opportunity employer who strives to ensure that all employees and potential candidates are considered for employment opportunities in a fair and consistent manner.

It is the responsibility of the Four County Labour Market Planning Board to provide a clear and specific outline of the duties and responsibilities for which the employee was hired. This will provide a clear understanding of what is expected within a particular position by both the employee and the Four County Labour Market Planning Board.

#### Guidelines

Staffing decisions are based on the following principles:

- Selection of staff is based on merit;
- Staffing processes and procedures are free from overt and systemic barriers; and
- Staffing is conducted in accordance with Ontario Human Rights Code, 1990 and other relevant legislation.

A vacancy occurs when an incumbent has resigned, been terminated or transferred to another position, and/or when a new position has been established. A temporary vacancy may also occur due to a long-term leave of absence, or temporary assignment.

#### Job Postings

All requirements for additional staff will require the approval of the Executive Director prior to the job being posted. Once approved, the Executive Director will make arrangements for the job to be posted on applicable web sites.

## **Area of Search and Advertisement**

The area of search must include the four county area (Bruce/Grey/Huron/Perth) so that at least three (3) eligible applicants who meet the advertised requirements are likely to apply.

The advertisement must be placed a minimum of ten (10) working days prior to the deadline for applications. Advertisements shall include the words "only selected applicants will be contacted".

## **Application Process**

All applicants are required to submit their resume along with a cover letter to the Executive Director for consideration of employment. A minimum of three (3) references are required. The Executive Director will review all properly completed applications and resumes, and interview the most qualified candidates.

Applicants for positions will be made aware that accommodations are available, upon request, to support the recruitment process. Where an accommodation is required, we will consult with the applicant to provide or arrange for the provision of suitable accommodation.

## **Selection Committee**

A Selection Committee may be appointed by the Executive Director.

No Director or employee may sit on a Selection Committee with respect to a competition for which one of his/her immediate family members is an applicant. Directors are expected to comply with the Code of Ethics and the Conflict of Interest Guidelines in all matters.

The Selection Committee must establish an agreed upon format in interviewing and evaluating candidates.

If the position requires proficiency in French, one member of the Selection Committee must be able to conduct part of the interview in French.

## **Candidate Screening and Interviews**

Candidates must be screened and rated only against reasonable and bona fide job requirements using valid and bias-free methods, such as selection interviews, tests, candidate's work samples.

Candidates selected for an interview must:

- be legally entitled to work in Canada;
- meet the statutory age limitations;
- meet the credential requirement, or equivalent, where one is established;
- and have their application received or registered in an inventory by the established closing date of the competition.

Candidates must not be penalized during screening, or assessment, or during the selection process because of either an identified or perceived need for special accommodation on the job.

Upon completion of all scheduled interviews and the hiring decision made, the Executive Director shall notify all applicants that were not selected for employment regarding the status of the position.

## **Interview Guidelines**

The following guidelines are designed to assist the Selection Committee members to prepare for and conduct the interview(s):

### ***Prior to the Interview:***

- Identify preferred and essential criteria;
- Prepare interview questions relevant to the position;
- Review candidate's application prior to the interview.

### ***During the Interview:***

- Greet the candidate and introduce him/her to the Selection Committee;
- Take the time to make the candidate feel comfortable;
- Explain the total selection process, including time frames, purpose and process of the interview;
- Provide an overview of the Four County Labour Market Planning Board;
- Question each candidate thoroughly and consistently with the prepared questions;
- Be objective. Avoid any expression of approval, condemnation or criticism during the interview;
- Encourage and provide adequate time and opportunity for the candidate to ask questions, expand on his/her qualifications and explain his/her interest in applying for the position;
- Provide time for review and clarification of any outstanding or addressed issues;
- Clarify that reference checks will be undertaken from references provided;
- Determine any objections by the candidate. Candidate must sign a Release of Information identifying references that may be contacted.
- Thank the candidate for his/her interest and time.

### ***After the Interviews:***

- Allocate time immediately after each interview or after all interviews are complete to review perspectives of the Selection Committee on candidate's suitability, based upon resumes, interviews and/or reference checks;
- When appropriate, test candidate's skills ensuring all tests are job-related.

The Ranking Form will be completed based on competencies for the position.

### **Reference Checking**

Prior to the hiring decision being made, reference checks will be performed to ensure that only the highest quality candidates are selected for employment. Before any candidate may be approved for an offer of employment, reference checks must be conducted.

The Executive Director or Office Manager shall perform a minimum of two (2) reference checks for all potential candidates regarding their levels of education, employment history, qualifications, as well as, their overall suitability for the position. Documentation of all conversations that occur during reference checks shall be maintained in a confidential file folder with other selection materials.

In the event that it is determined that the candidate has supplied falsified information, or misrepresented the facts on their application, this shall serve as grounds for immediate disqualification from consideration for the position.

Reference check questions will be job-related and used to ensure a candidate's qualification for the position and will not refer to any Human Rights prohibited grounds.

### **Offer of Employment**

FCLMPB shall provide an initial hiring contract to the successful candidate. Job offers shall be contingent on the applicant's agreement to company policies, successful background checks, Agreement to sign Code of Conduct and Confidentiality Agreement and any other condition applicable to the position that are required of the employee.

If the applicant accepts the offer, they will be considered an employee and will be provided with a start date.

### **Competition Documentation**

The competition file of interviewed candidates is a record of the selection process and must be kept for at least one (1) year after use. A complete file must be kept for each competition and shall include:

- the job description;
- selection criteria;
- area of search;
- acknowledgement correspondence to all applicants and offer or rejection letters where applicable;

- Selection Committee members' names and telephone numbers;
- interview schedule;
- candidate's written consent to check references;
- resume;
- reference check information;
- rating and ranking materials, including questions and anticipated responses; and
- Sufficient information to explain the treatment of every applicant, including screening, rating and ranking steps.

### **Probationary Period**

All new employees shall be subject to a three (3) month probationary period during which time a performance review will be conducted. This condition will be noted in all employment contracts.

### **Hiring of Relatives**

An immediate family member of any Director or current employee is not prohibited from applying for any advertised position. However, in any hiring situation, as in all matters, Directors and staff must comply with the Code of Ethics and the Conflict of Interest Guidelines.

For purposes of this section, immediate family includes: employee's mother, father, wife, husband, sister, brother, daughter, son, mother-in-law, father-in-law, sister-in-law, brother-in-law, grandparent, grandchild, step-child, foster child, or common-law spouse.

A relative of any Board Director or current employee may equally apply for any advertised position. If the relative should be recommended as the successful candidate, the following criteria must be demonstrated:

- standard competition procedures have been followed;
- the applicant is the most qualified;
- no undue influence was exerted on the hiring committee/Directors;
- no potential conflict or difficulties appear to exist;
- the applicant's relative is not involved in the hiring process.

### **Human Rights Commitment**

The FCLMPB will ensure that our employees are provided with meaningful employment that is ethical, fair and is in compliance with all applicable employment and human rights legislation.

The Board will support the accommodation of employees and job applicants who require workplace accommodation under any of the grounds described in the Human Rights outlined below.

We will work to achieve a workplace free of barriers by providing accommodation for the needs of those individuals covered by the Code up to the point where it causes undue hardship for FCLMPB to accommodate.

Age	Gender expression
Ancestry	Gender identity
Citizenship	Marital status
Colour	Place of origin
Creed	Race/colour
Disability (mental or physical)	Record of offences
Ethnic origin	Sex
Family status	Sexual orientation

### ***What is Undue Hardship?***

Undue hardship may occur where it is established that no forms of appropriate accommodation exist, or where the creation of accommodation would cause excessive costs that create extreme financial difficulty for the company, or where the accommodation would create a health and safety hazard.

### **Accommodation of Existing Employees**

Employees should make requests for accommodation to the Executive Director and are required to include as much information regarding the needs of the individual as possible. Requests that are protected under human rights will be accommodated. Accommodation may require that the work be modified or adjusted to address the needs of the individual. Accommodation will be based on the requirements of the individual. The Executive Director will ensure that a written description of the accommodation plan is prepared for the employee.

### **Religious Accommodation**

FCLMPB is committed to respecting the religious beliefs and practices of all employees and will strive to accommodate employees who must be absent from work for all or part of a regularly scheduled working day due to a bona fide religious obligation.

Employees who require religious accommodation are directed to provide as much advance notice as is possible, and we will strive to provide the required time off through the normal scheduling of work.

### **Pay Equity**

The Board is committed to maintaining pay that is competitive with wages paid by similar employers and pays employees in jobs of comparable value on an equitable basis in compliance with all applicable legislation. The Board will comply with the Pay Equity Act in Ontario, and shall take factors of skill, effort, responsibility, and working conditions into consideration when determining whether the work is equal or of equal value.

The Board recognizes that the Pay Equity Legislation and the Employment Standards Act permit differences in pay due to seniority, merit, or differences that are not due to gender. If it is found that a difference in pay is due to one of these permissible exceptions, then there will be no pay equity adjustments.

## **Security of Employment**

All employment positions are dependent upon availability of funding. The Four County Labour Market Planning Board understands that job security is one of the most important workplace issues for employees. However, FCLMPB operates in a dynamic and ever-changing business environment and fluctuations in the workforce may occur. As a result, like all other organizations in today's marketplace, FCLMPB cannot guarantee security of employment for its employees.

Lay-offs may be necessary at FCLMPB due to unforeseen circumstances, such as a loss in funding or due to reorganization. Where possible, FCLMPB will provide employees with as much notice as possible of any changes in their employment status. However, when a temporary lay-off lasts for 13 weeks or more, it will be deemed a termination, and the termination date will be deemed the first day of the layoff.

The Four County Labour Market Planning Board has the right to terminate employees' employment upon giving written notice or pay in lieu of notice pursuant to the provisions of the applicable Provincial Employment Standards Act, unless there is just and reasonable cause, in which case, employment will be terminated without notice or pay in lieu of notice.

# Orientation, Training and Development

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## Purpose

The FCLMPB recognizes the importance of education and training in order to allow employees to best perform their duties. To enable employees to be aware of and participate in training, both internal and external, the following guidelines are established.

## Guidelines

### Orientation

Orientation is a process designed to systematically introduce and familiarize a new employee to all aspects of the Board as well as outline his/her duties and responsibilities.

It is the responsibility of the Executive Director to ensure that all new employees are aware of:

- Board's purpose, philosophy and history;
- Board's structure, organization and reporting relationships;
- Services and Programs;
- Policies and Procedures;
- Duties and Responsibilities; and
- Introduction to Staff and Board Members.

Each new employee will be provided with a copy of the Employee Manual. An orientation checklist must be signed and dated by both the Executive Director and the new employee within the first week of employment.

### Job Descriptions

The Planning Board is committed to have an up-to-date job description for each new employee when they commence their position. A job description provides a written description of what job occupants are required to do, how they are supposed to do it and the rationale for any required job procedures.

Employees who feel their job description does not accurately reflect their role should speak directly with the Executive Director.

### Health and Safety Training

The Four County Labour Market Planning Board is vitally interested in the ongoing health and safety of our employees, clients, visitors and the public at large, and will work to ensure that our workplace meets or exceeds all applicable requirements under health and safety legislation.

Health and safety orientation is used to familiarize new employees to the Board's premises. All health and safety orientation and training will be documented and kept on file in the event of workplace accidents, incidents or injuries.

Job specific health and safety training is designed to provide information regarding the health and safety hazards that employees may reasonably be expected to come into contact with in the course of their regular job duties, and the knowledge and skills required to safely perform their job duties.

Health and Safety training must be completed by the new employee prior to the start of their regular job duties.

The Board will also ensure that young workers will be given proper health and safety orientation and any additional support required to ensure their safety on the job. Orientation provided will be relevant to the company's hazard assessment and will cover all identified workplace hazards.

# Performance Reviews

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## Purpose

The purpose of this policy is to ensure that all employees are provided with accurate and appropriate feedback regarding their performance. The Four County Labour Market Planning Board will work with its employees to ensure organizational objectives are met through the achievement of individual performance goals and objectives.

The Board values its workforce and will endeavour to aid in employee achievement of professional goals and objectives and will work to ensure the alignment of individual performance goals with that of the strategic direction of the organization through the establishment of performance goals, providing coaching/feedback, and annual performance reviews.

## Guidelines

It is the policy of the Four County Labour Market Planning Board to conduct and maintain an evaluation of all employees on an annual basis on the anniversary of their employment. The evaluation of the Executive Director shall be the responsibility of the Board Co-Chairs using whatever process is deemed appropriate. All staff evaluations will be carried out by the Executive Director. Confirmation of completion of evaluations will be made to the Board on an annual basis. Evaluations will be made available to the Board of Directors for review. Once signed, a copy will be given to the employee and the original will be kept in each employee's personnel file.

Performance reviews are designed to help keep employees on the right track with direction and goals that will lead to their continuous improvement and further self-development for future career opportunities. Performance reviews assist in the identification of strengths and areas of opportunity in organizational abilities and capacities that will aid in the development of effective training, employee placements and productivity forecasts.

All information discussed and documented as part of the performance review process will be kept strictly confidential.

A performance review does not guarantee an annual salary increase for satisfactory performance. Changes to salaries, wages or benefits for all employees are reviewed annually by the Executive Director and changes are dependent upon available funding.

## **New Employee Evaluations**

For new employees, an evaluation shall be conducted prior to the end of the three (3) month probationary period and maintained on an annual basis on the anniversary of their employment.

# Employee Information

## Personnel Files

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### Purpose

The Board has adopted this policy to ensure that all employee files are maintained in a confidential manner, are kept up-to-date, and include all pertinent information relating to their employment. All members of the Four County Labour Market Planning Board, who are privy to any personal information with regard to any employee, must hold that information as confidential, unless otherwise requested by law. For complete or specific rules and regulations, refer to the Freedom of Information and Protection of Privacy Act and the Personal Information Protection and Electronic Documents Acts.

### Guidelines

The Board maintains separate employee files for each employee, which includes personnel, medical and payroll information. Employee files are kept confidential using appropriate safe guards and are the property of The Board. Only authorized personnel have access to employee files.

These files must contain:

1. The employee's name and address.
2. The employee's date of birth.
3. The date on which the employee began his or her employment.
4. The number of hours the employee worked in each day and each week.
5. The information contained in each written statement given to the employee regarding public holidays, vacation entitlements and requests, etc.
6. On call and scheduling records, including:
  - The dates and times that the employee was scheduled to work or to be on call for work.
  - Any changes made to the on-call schedule.
  - The dates and times that the employee worked.
  - If the employee has two or more regular rates of pay for work performed for the employer and, in a work week, the employee performed work for the employer in excess of the overtime threshold, the dates and times that the employee worked in excess of the overtime threshold at each rate of pay.
  - Any cancellations of a scheduled day of work or scheduled on call period of the employee, and the date and time of the cancellation.
7. Records Regarding Vacation Pay:
  - The amount of vacation pay that the employee earned during the vacation entitlement year and how that amount was calculated.
  - Records relating to how and when increases in vacation entitlement are given.

## **Privacy of Personal Information**

All members of the Four County Labour Market Planning Board and employees of the Board, who are privy to any personal information with regard to any employee, must hold that information as confidential, unless otherwise requested by law.

Every employee has the right to access their personal file pending a 48-hour notice. No files or any part thereof can be removed from the premises. Confidential information within the office shall be inaccessible to non-authorized personnel as determined by the Board of Directors and/or the Executive Director. All documentation remains the property of the Four County Labour Market Planning Board.

In the case of a deceased employee, a personal representative or the executor or administrator of the employee's estate will have the right to access the employee's personal file for a specific reason. The request must be made in writing. A copy of the death certificate is required prior to access being granted.

# Ending Employment

## Reasons for Separation

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### Purpose

The purpose of this policy is to define the various types of employee terminations and provide procedures to ensure that terminations are handled with care and cause a minimum of disruption to Four County Labour Market Planning Board's operation.

All employees are entitled to be treated with compassion and fairness regardless of the circumstances of their termination, which may include dismissal, permanent layoff or resignation.

The termination procedures will conform to the Ontario Employment Standards Act, 2000 (ESA).

Procedures for terminating the employment of employees shall be based on the individual circumstances of each case.

All employees are to be fully informed regarding their separation.

### Guidelines

#### **Contract Employees**

Contract employees are those individuals who are hired for a limited duration of time or for completion of a specific project at an agreed upon rate of pay. The conditions of hire are set out in the individual employment contract. A contract employee is not considered a permanent employee; however this does not mean that a contract employee would be excluded from applying to any appropriate position within the FCLMPB that may arise during the course of their contract employment.

#### **Resignation**

Resignations are generally due to the existing employee finding new employment, failure to return to work in a timely manner after an approved leave of absence, permanent or long-term disability where the employee is unable to perform his/her job duties (with or without reasonable accommodation), or the death of an employee.

The Board also considers that an employee has resigned his/her position if the employee has abandoned his/her job. Job abandonment is defined as the failure to report back to work after three (3) consecutive missed business days without prior notification to management.

The Board requests that those employees who wish to resign their position give at least two (2) weeks written notice to allow time to find a suitable replacement.

## **Abandonment of Position**

Abandonment is defined as being absent from duties without permission. If after three (3) consecutive days of absence the Four County Labour Market Planning Board has not been able to contact the employee nor has the employee contacted the FCLMPB, the position will be considered to have been abandoned by the employee. Notice of termination shall be delivered by registered letter, or hand delivered to the employee's last known address, stating that the employee has been declared to have abandoned his/her position and is therefore no longer an employee of the Four County Labour Market Planning Board.

## **Retirement**

With the understanding that there is no mandatory retirement age in Canada, we are committed to showing respect and recognition to any employees who have reached the age of sixty-five (65) or over and who wish to exercise their right to retirement benefits.

Employees considering retirement should discuss the matter with management at least six (6) months prior to the intended date in order to ensure sufficient time for workforce planning and preparation of the necessary paperwork.

## **Just Cause Termination**

“Just cause” terminations are generally due to unsatisfactory performance, misconduct, or failure to meet the expectations of the company. The Board will give verbal or written warnings pertaining to unwanted behaviour. In the event that the employee fails to correct the behaviour, or violates company policy in other respects, he/she may incur disciplinary action, up to and including termination.

Depending on the severity of the offence, an employee may be terminated without warning. In all cases of just cause termination the Executive Director will inform the employee of the rationale for the termination of employment.

## **Involuntary Termination**

Involuntary terminations are generally due to unsatisfactory performance, misconduct, layoff due to reduction or reorganization of the work force, failure to meet the expectations of the organization or failure to fulfill job metrics. The FCLMPB reserves the right to terminate an employee with or without cause and with or without prior written notice in accordance with applicable laws.

The Four County Labour Market Planning Board will take an employee's service record into consideration prior to any involuntary termination. In the event that the employee has previously proven to be a valuable company asset, the Board may explore the possibility of a demotion, or transfer.

Employees who are terminated under this clause are not entitled to any monetary or other benefit except as may be provided by the current version of the Ontario Employment Standards Act.

## **Termination Due to Lack of Funding**

If funding for a particular position is discontinued, the position will cease to exist. Employees will be given at least two weeks' notice in writing prior to the last day of employment. Any notice period will be at minimum, in compliance with ESA provisions.

## **Job Redundancy**

In the circumstance that the Four County Labour Market Planning Board decides to eliminate a job, an employee's position may be eliminated. In this circumstance, the employee will be given at least two weeks' notice in writing prior to the last day of employment. Any notice period will be, at minimum, in compliance with ESA.

## **Release**

Employees must receive a written notice of release. Probationary employees may be released during the first three (3) months of employment for failure to meet the requirements of the position. Employees with more than three (3) months of employment may be released provided:

- they were given the chance to understand the job's requirements and the opportunity to demonstrate compliance with those requirements;
- periodic appraisals show that performance on the job failed to improve to the level expected; and
- they were kept informed of their shortcomings and provided with adequate assistance and opportunity to overcome them.

Release will also be used to terminate employment as a result of shortage of work, lack of funds, the abolition of a position or other organizational change

## **Eligibility for Rehire**

Employees who are terminated for just cause or job abandonment will not be eligible for rehire. If an employee is rehired, and has failed to disclose an involuntary termination at another Board location, the employee may be terminated for falsification of employment records.

## **Employee Responsibility**

Employees are expected to return all company property prior to leaving the Board.

## **Executive Director Responsibility**

At the time of termination, the Executive Director will:

- prepare a Record of Employment for the departing employee, and fulfill all reporting duties; and
- pay employees all accrued, unused vacation pays through to the last date of employment.
  - The employee will receive his/her final paycheque in accordance with applicable federal and provincial laws.

## **Exit Interviews**

Where possible, employees who have vacated their positions voluntarily, either by resigning or retiring, will be asked to complete exit interviews with the Executive Director.

The information obtained during the exit interview will be used to:

- identify systemic barriers;
- help create new policies;
- improve such areas as employee supervision, training and performance appraisal; and
- address organizational and workplace problems.

## **Progressive Discipline**

Discipline shall be progressive in nature except where the conduct is such that immediate dismissal is warranted. Please refer to the FCLMPB's Progressive Discipline Policy for further details and information.

# Compensation and Benefits

## Working Hours

### Hours of Operation and Schedules

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#### Purpose

The purpose of this policy is to outline the Board's hours of operation and work schedules. The Board believes it is important to communicate this information so that employees are aware of the timeframe in which they are expected to complete their job duties.

#### Guidelines

##### Office Hours

The office is open and staffed by employees Monday to Friday, 8:00 am to 4:00 pm and is closed Saturday, Sunday and Statutory (Public) Holidays. Upon hiring, an employee may choose to work 8:00am-3:30pm; 8:30am-4:00pm; 9:00am-4:30pm.

The Executive Director reserves the right to make changes to this schedule to meet the demands of the business. Adjustments to employees' hours of work may be required to meet job demands (i.e. meetings with clients).

##### Attendance and Punctuality

Regular and prompt attendance is expected of all employees. The Executive Director shall maintain a record of absences for holidays, vacation, leaves, (including type of leave – doctor, dentist, sick, pregnancy, parental, bereavement, family medical, jury or witness duty, etc.), overtime and illness. All days off shall be approved by the Executive Director of Office Manager. Absence is defined as the failure of an employee to report to work at the time for which they are scheduled to do so, regardless of whether or not such failure to report is excused.

**Absence:** When an employee is unable to fulfill his/her obligation to report to work, arrive when expected or work their regularly scheduled times, as expected, he/she is responsible for ensuring that his/her immediate supervisor or the office is informed as much in advance as possible. Appointments should be advised in advance, and every effort made to schedule these outside of regular work hours.

##### Staff Classifications

**Contract Employees** - Contract employees are those individuals who are hired for a limited duration of time or for completion of a specific project at an agreed upon rate of pay and are not considered a permanent employee.

**Full-time employee** – works thirty-five (35) hours or more per week and is considered a permanent employee.

**Part-time employee** - the hours worked will vary to meet the needs of the business but in no case will exceed 35 hours per week without specific written authorization from the Executive Director. Part time employees may be hired on contract, or on a permanent basis. Specific hours of work will be identified in the employee employment contract.

## **Breaks/Rest Periods**

A half hour lunch break will be provided to employees who work five (5) consecutive hours or more per day. Coffee breaks are taken at the employee's discretion; an employee is entitled to a 10 minute break in the morning, and a 10 minute break in the afternoon. If not used, these breaks are forfeited. Breaks may not be used at the beginning or end of the day to change an employee's regular working hours (i.e., you may not use your break from 3:50-4:00pm in order to leave early each day).

Such break times may be varied to accommodate the operational requirements of the Board or to suit the work schedule of the employee or their workload, at the discretion of the Executive Director.

## **Office Closures**

Office closures must be balanced with the risk of danger to employees taken into consideration. The office may be closed under special circumstances such as:

- extreme weather conditions e.g., heavy snowfall, freezing rain;
- unsafe road conditions; and
- unforeseen circumstances e.g. power outage, heater malfunction.

The decision to close the office shall be at the discretion of the Executive Director. During closures, the Executive Director or designate will attempt to contact employees to inform them of the decision, as soon as is reasonably possible. Employees will be contacted at the phone number(s) that they have provided to the Board.

Employees will be expected to arrive at work the following day, unless notified otherwise. Failure to return to work will be considered an unapproved absence and will be subject to disciplinary action.

In the event that road and/or weather conditions create a situation where the employee deems it unsafe to report to work for their regularly scheduled shift, the employee should use their own judgment. In such an event, the employee will be expected to contact the Board to inform them of his/her absence. The absence will be subject to our *Attendance and Punctuality Policy*.

## **Review of Salary/Wages**

Salaries, wages and benefits shall be reviewed by the Executive Director, while the overall budget is approved by the Board of Directors, either annually as of March 31, or in conjunction with employee performance evaluations.

# Overtime/Lieu Time

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## Purpose

On occasion, the Board will need employees to work overtime hours in order to satisfy client or workload demands. Employees are expected to work overtime as needed. Eligible employees will be compensated for any hours they work over their standard work week through the use of lieu time.

## Policy

As per Employment Standards Act (ESA), entitlement to compensation (in the form of lieu time) at the **overtime rate** begins only after the employee has worked forty-four (44) hours in a work week. Vacation time, leave time, or other excused absences do not count towards calculating the forty-four (44) hours of work. Only time that an employee actually works will be counted towards the forty-four (44) hours.

Employees who work beyond their standard hours of work, but before overtime provisions are applicable will be provided lieu time in compensation of the additional hours worked based their regular wage (Example: An employee regularly works thirty-five (35) hours a week and overtime provisions begin at forty-four (44) hours a week. If the employee works forty (40) hours in a week the employee is entitled to receive five (5) hours off at a later date as agreed upon by the Executive Director or Office Manager. Lieu time may not exceed 10 hours without prior approval and must be tracked on the attendance spreadsheet (excel document under “Staff Hours”) and updated on a weekly basis.

Employees will work with the Executive Director or Office Manager to consider alternate ways to adjust daily hours that would alleviate the need for extra hours. Extra hours worked are subject to the same approval process as overtime hours.

## Eligibility

All non-management employees are eligible for overtime compensation based on contract status. Employees may not start work early, work through lunch or breaks, work late, take work home, modify start-end hours or work overtime in an attempt to accumulate additional work hours/overtime. Paid leave (holiday, vacation or sick time) may not be used towards calculating overtime.

## Compensation – Time Off

Employees may convert banked overtime hours into equivalent time off (“equivalent” is defined as one hour off for each hour banked), up to an extra four (4) hours per week so that there are not more than a total of forty-four (44) hours per week on the employee’s pay.

Any overtime earned beyond forty-four (44) hours per week will be converted to time off at the rate of one and half (1.5) times the overtime hours worked. Lieu time needs to be taken within 3 months of the work week in which the overtime was earned or, with the employee’s agreement, within 12 months of that work week.

## **Approval Process**

When the need for overtime arises, the Executive Director will inform employees with as much notice as possible. In other instances, employees may recognize a need to work additional hours outside of their normal work schedule to respond to specific client timelines or to maintain an acceptable standard of service to our clients.

**If an employee recognizes the need for additional hours they are required to speak with the ED who will work with the employee regarding taking the additional time off within the immediate two (2) week period. Employees who do not receive prior approval to work the additional hours may be subject to disciplinary action.**

## **Overtime Pay**

For employees **who have two or more regular rates for work performed, i.e. a regular rate and a travel rate,**

- (a) the employee is entitled to be paid overtime pay for each hour of work performed in the week after the total number of hours performed reaches the overtime threshold; and
- (b) the overtime rate for each hour referred to in clause (a) is one and one-half times the regular rate **that applies to the work performed in that hour.**

# Payroll Administration

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## Purpose

This policy will communicate the Board's payroll processes and procedures as they relate to the documentation and administration of payroll paperwork, required deductions, wage garnishments, and pay periods.

## Guidelines

The Board maintains consistent and comprehensive payroll processes and procedures that comply with all relevant legislation and adhere to all reporting and tax withholding requirements ensuring that employees are paid appropriately and on time in accordance with our payroll schedule.

## Documentation and Administration

Upon hire, employees must immediately complete and submit required federal and provincial income tax forms and all other associated payroll paperwork to calculate statutory deductions as required by law. Employees must also submit their current banking information in order to facilitate the direct deposit process and are responsible for informing management of any changes to their banking information during the course of their employment.

## Wage Garnishments

A wage garnishment refers to a court order directing an employer to deduct a fixed amount off an employee's wages to pay off a debt owed by the employee to taxes, alimony, child support, a third party creditor, or student loans. Where the Board is notified of a wage garnishment order, the Board will act as garnishee and deduct these amounts from the employee's payroll pursuant to the order and make payment as required. The Board will notify the employee of these deductions once they have taken effect. The Board will not terminate employees due to orders for garnishment.

## Pay Periods

FCLMPB employees will be paid on a bi-weekly basis with remuneration to be directly deposited into the employee's bank account.

## Issues/Concerns

Should you have any issues or concerns regarding your pay, payroll information or the tracking of hours worked, please contact the Executive Director immediately.

# Benefits of Employment

## Benefits Package

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Employees may be eligible to participate in any group insurance plan and other benefit programs which may be in effect at that time for employees of the Board.

If an employee chooses not to participate in the benefits package as a result of coverage through a partner/spouse, should long-term disability and life insurance currently be a benefit offered by the Board, that coverage may remain mandatory, subject to the conditions of the current benefit plan(s) in effect.

Employees who opt out of the optional benefits may be required to prove proof of coverage through another source.

## Professional Development

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### Purpose

It is the policy and philosophy of the Board to make every conceivable effort, based on funds and expertise available, to offer all full time employees the opportunity for job-related training and development.

The Board recognizes the importance of education and training in order to allow employees to best perform their duties. To enable employees to be aware of and participate in training, both internal and external, the following guidelines are established. Professional conferences are considered training and these guidelines should be used in determining costs and paid time. All training/development must be held within Ontario.

### Guidelines

The Board recognizes that any job related training and career development has the following advantages:

- Provides organizational continuity.
- Improves motivation, morale, performance and productivity.
- Enhances achievement of employer and employee goals and objectives.
- Supports the Board's strategic plan and performance objectives.
- Improves an employee's current job performance.
- Allows for expansion or enhancement of an employee's current job.
- Enables an employee to perform needed or potentially needed duties outside the current job at the same level of responsibility; or
- Meets organizational needs in response to human resource plans and re-engineering, downsizing, restructuring, and/or program changes.

## Training and Development

### Requests

All staff requests for training and development, including funding / reimbursement thereof, must be made to the Executive Director in writing by completing the *Training or Development Request Form*.

Requests will be reviewed and evaluated on a case by case basis, in terms of cost, availability of funding, and positive outcomes for the organization. If a request is denied, the Executive Director will inform the employee directly.

Employees who have received approval to participate in professional development activities on behalf of the Board, are required to conduct themselves in accordance with our *Code of Ethics* at all times and without exception.

### Selection of Training

All conferences and training programs must be planned and approved in accordance with the Board budget. The Executive Director is responsible for identifying and seeking out training that will improve an employee's job performance.

### Categories of Training

***Correspondence Courses, Certificate programs and other courses required by the Board:***

The Board will pay 100% of the cost. Local training will be used, where possible.

***Workshops, Seminars and Conferences:*** The Board will pay up to 100% of registration and expenses.

***Correspondence Courses, Certificate Programs and other courses for staff development that will benefit the Board:*** The Board will pay up to 100% of the tuition.

***Training unrelated to job duties:*** The Board will not pay for training that is unrelated to job duties.

When an employee is approved to participate in a professional development activity, and the activity is solely related to their own personal professional development, the activity must be scheduled outside of the employee's regularly scheduled working hours. Employee attendance at training outside of working hours that is voluntary, is not required by the Board, and is not directly related to the employee's job, will not be considered time worked.

### Approval

Executive Director recommends and the Board approves training and development budgets.

## **Training Expenses**

The Board will pay, or reimburse an employee, for necessary expenses incurred in connection with the successful completion of approved training. This includes tuition, books and supplies. The Board may pay for accommodation and meal costs for an extended course training program. Necessary training expenses do not include an employee's pay or other compensation.

## **Training Time Away from Regular Work**

The time that an employee spends at an approved training program shall be considered as part of the employee's normal work hours.

Full day training seminars and full day classes shall be treated as full days of work and employees are not required to return to work.

Half day training seminars shall be treated as a half day of work. Employees are required to return to work if travel time permits.

For courses, workshops, seminars and conferences that require attendance during the regular work day, the employee will be allowed time off from their regular work duties with pay at their regular rate of pay.

No lieu time shall be accumulated during training programs.

## **Training Feedback**

Staff should provide feedback as to the quality and effectiveness of training received using the *Training and Development Course Evaluation* form. This information is beneficial in determining future training opportunities.

## **Training Documentation**

All documentation related to training should be provided for inclusion in the employee's personnel file.

## Expenses and Travel

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All expenses are subject to appropriate reconciliation before reimbursement will be considered.

It is the policy of the Board that employees shall avoid using their personal credit card for FCLMPB business if possible. Board expenses are not eligible for personal reward programs. Reimbursement for expenses will be considered upon presentation of the Statement of Expense form.

Upon incurring the expense, employees are required to submit the original receipts along with the expense form for verification and processing.

Meals will be reimbursed according to the amount identified on the Statement of Expense form. This figure includes all taxes and gratuities. Alcoholic beverages will not be reimbursed.

In the case of travel, the reason for travel, receipts or a mileage statement will be required. In the case of meals, only expenses supported by appropriate receipt will be considered.

Expenses will be reimbursed for employees in accordance with the Travel, Meals, and Accommodation Policies. Reimbursable travel is based on distance from the normal work place or point of departure whichever is closer. All related travel expenses will be paid at the rates established by the Local Board guidelines.

For approved out-of-town courses, workshops, seminars and conferences, travel expenses will be reimbursed in accordance with the *Expenses and Travel guidelines*.

## TRAINING AND PROFESSIONAL DEVELOPMENT REQUEST FORM

This Form must be submitted to the Executive Director before payment or acceptance of any training or professional development. Failure to obtain the necessary approvals may result in the FCLMPB not covering the cost(s) associated with your training or development program.

<b>Participant Information</b>	
<b>Name:</b> _____  <b>Date of Hire:</b> _____  <b>Notes:</b> _____ _____ _____	<b>Employment Status:</b>  <b>Full time</b> _____  <b>Part Time</b> _____  <b>Contract</b> _____  <b>Student</b> _____

<b>Training or Development Course/Seminar/Workshop Information</b>	
<b>Course Enrollment form attached?</b>  Yes    No	<b>Registration form attached?</b>  Yes    No
<b>Program or Certification</b>	<b>Registration Deadline:</b>
<b>Course/Seminar Title</b>	<b>Course/Seminar Fee</b>
<b>Start Date:</b> _____ <b>End Date:</b> _____	<b>Participant ID # (if applicable)</b>
<b>Institution Name:</b> _____  <b>Address and Phone, email, etc.:</b> _____ _____ _____ _____	<b>Other Registration information (contact name, time of event, travel or other special instructions):</b> _____ _____ _____ _____
<b>APPROVAL BY (print name):</b>	<b>Signature:</b>
<b>Date of Request:</b>	<b>Date of Approval:</b>

## TRAINING AND DEVELOPMENT COURSE EVALUATION

Your Name and Information	Instructor
	Course
	Institution
	Date (s)

### Your Opinion

Did you enjoy this training experience?

Was the training worthwhile to you?

Would you recommend this training? To whom?

### Your Experience

Did the program meet your expectations?

How do you consider the preparation of the sessions?

Was the facility appropriate (light, temperature, access, seating, noise)?

### Your Trainer

Did well

Did not do well

<input type="checkbox"/>	Speak	<input type="checkbox"/>
<input type="checkbox"/>	Answer questions	<input type="checkbox"/>
<input type="checkbox"/>	Encourage participation	<input type="checkbox"/>
<input type="checkbox"/>	arrive prepared	<input type="checkbox"/>
<input type="checkbox"/>	Learning aids	<input type="checkbox"/>
<input type="checkbox"/>	Make you comfortable	<input type="checkbox"/>
<input type="checkbox"/>	Knowledgeable	<input type="checkbox"/>

What was the best part of the training in your opinion?

What can be improved?

### Your Job

How will this training impact your job?

Other comments

What did you learn that can be immediately applied to your job?

# Legislated Leaves of Absence

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## Purpose

Four County Labour Market Planning Board as a responsible employer, is committed to comply with Ontario Employment Standards Act, 2000 (ESA) and other Ontario Legislation. For specific information regarding each of the following leaves, refer to the applicable legislation as identified below.

## Definitions

The following definitions have been taken from the *Employment Standards Act* of Ontario:

Child – Includes a child, step-child, foster child or child who is under the legal guardianship of the employee and under the age of eighteen (18).

Crime – An offence under the *Criminal Code of Canada*, other than an offence prescribed by the regulations made under paragraph 209.4 (f) of the *Canada Labour Code*.

Critically Ill Child – A child whose baseline state of health has significantly changed and whose life is at risk as a result of an illness or injury.

Family Member – Includes:

- the employee's spouse;
- a parent, step-parent or foster parent of the employee or their spouse;
- a child, step-child or foster child of the employee or their spouse;
- a grandparent, step-grandparent, grandchild or step-grandchild of the employee or their spouse;
- the spouse of a child of the employee;
- the employee's brother or sister;
- a relative of the employee who is dependent on the employee for care or assistance; or
- any individual prescribed as a family member.

## Guidelines

Written notification is required in advance for any kind of leave by filling out the *Leave of Absence Request Form*.

In case of an emergency, the employee must call the Executive Director as soon as safely possible or ask someone to do so in his/her behalf, the form will be filled out upon return to work.

The following leaves of absence are protected by Ontario's *ESA* and other relevant legislation:

Legislation	Leaves of Absence	
<a href="#"><u>ESA</u></a>	Pregnancy Leave	Family Caregiver Leave
	Parental Leave	Critically Ill Child Care Leave
	Family Medical Leave	Crime-Related Child Death or Disappearance
	Personal Emergency Leave	Emergency Leave, Declared Emergencies
	Organ Donor Leave	Reservist Leave
<a href="#"><u>ESA</u></a>	Domestic or Sexual Violence Leave	
<a href="#"><u>Juries Act</u></a>	Jury Leave	
<a href="#"><u>Election Act</u></a>	Voting Leave	

#### Personal Emergency Leave

All full-time employees are entitled to 12 paid days of Personal Emergency Leave during each contract year (April 1 – March 31). Part-time employees are entitled to a pro-rated number of Personal Emergency Leave days. Personal Emergency Leave days may include, but are not limited to: employee illness, short-term family emergencies (i.e., illness of a child, daycare cancellation). Personal Emergency Leave days must be taken as one full day (7 hours) or one half day (3.5 hours).

\*\* If an employee has been employed by the Planning Board for **less than one week**, the following rules apply:

1. The employee is not entitled to paid days of leave under this section, but CAN take UNPAID days.
2. Once the employee has been employed by the employer for one week or longer, the employee is then entitled to paid days of leave and any unpaid days of leave that the employee has already taken in the calendar year will be counted against the employee's entitlement under that subsection.

#### **Use of Personal Emergency Leave**

The paid days will be taken before any unpaid days of personal emergency leave in the contract year, and any part of a day taken as paid or unpaid leave is deemed to be one full day (7 hours) or one half day (3.5 hours) of leave on that day, as applicable. **Use of company-provided bereavement days will also count as use of an equal number of paid or unpaid Personal Emergency Leave Days, as per the Employment Standards Act.**

### **Personal Emergency Leave Pay (Amounts)**

If an employee takes a paid day of leave under this section, the employer will pay the employee the regular wages the employee would have earned had they not taken the leave.

### **Personal Emergency Leave, where a higher rate of wages would apply:**

If an employee uses a paid day of leave on a day or at a time of day when overtime pay, a shift premium or both would be payable by the employer,

- (a) the employee is not entitled to more than his or her regular rate for any leave taken under this policy; and
- (b) the employee is not entitled to the shift premium for any leave taken under this policy.

### **Personal Emergency Leave on Public Holiday**

If a paid day of leave under this section falls on a public holiday, the employee is not entitled to premium pay for any leave taken under this section.

## **Pregnancy and Parental Leave**

Maternity and parental leave shall be granted to all employees regardless of whether they are full-time, part-time, permanent, or contract employees, in accordance with the Ontario Employment Standards Act, 2000 (ESA), provided they were hired at least thirteen (13) weeks before the baby's expected birth/due date. Request for maternity and parental leave must be in writing. While an employee is on pregnancy or parental leave, FCLMPB will continue to pay its share of the premiums on benefit plans (i.e. life and extended health insurance plans) that were offered before the leave, if applicable.

### Written Notice

An employee who is entitled to maternity leave is required to give the Board at least two (2) weeks written notice of the date the leave is to begin.

An employee returning from maternity or parental leave is required to provide the Executive Director with at least four (4) weeks written notice of the expected date of return. The Executive Director shall place the employee in her/his former position, or a comparable position if their job no longer exists, at the same rate of pay earned immediately prior to the commencement of leave or a higher rate of pay if the wages for that job increased or would have increased, if they hadn't been on leave.

If an employee on pregnancy/parental leave decides to resign before he/she returns to work, they must give at least four (4) weeks written notice to the Executive Director.

### Pregnancy Related Complications

If pregnancy related complications force the employee to stop work before she has arranged her leave, she is required to give the Executive Director written notice within two (2) weeks from the date and to provide a medical certificate confirming the circumstances and estimated expected date of return or when or whether she will start pregnancy leave or take sick leave.

### Ending Leave Early

An employee may end her leave earlier than the day set out in writing by giving her employer written notice at least four weeks before the day she wishes to end her leave.

### Pregnancy Leave

Pregnant employees have the right to take up to seventeen (17) consecutive weeks (or longer in certain circumstances) of job-protected unpaid time off work. Usually, the *earliest* a pregnancy leave can begin is seventeen (17) weeks before the employee's due date. However, when an employee has a live birth more than seventeen (17) weeks before the due date, she will be able to begin her pregnancy leave on the date of the birth.

### Parental Leave

A new parent (e.g. birth parent, adopting parent, person in a relationship with a parent of a child and plans to treat the child as his/her own) has the right to take job-protected, unpaid time off work when a child is born or first comes into his/her care.

Employees who take pregnancy leave are entitled to take up to 61 weeks of parental leave, usually beginning right after their pregnancy leave ends. Those who do not take pregnancy leave and all other new parents can take up to 63 weeks of parental leave after the date the child is born or first comes into their care, custody and control. Parents do not have to take their leave at the same time.

The right to parental leave is independent of the right to pregnancy leave. Thus, a birth mother may take both pregnancy and parental leave.

### **Family Medical Leave**

Employees may take family medical leave for up to 28 weeks in a 52-week period with respect to each specified individual. The 28 weeks of family medical leave do not have to be taken consecutively.

A "week" is defined as running from Sunday to Saturday. If you are on a family medical leave and stop providing care or support before the end of the week, you are entitled to stay on leave for the rest of the week. You can return to work before the end of the week only if your employer lets you return. You will be considered to have used up one week of your 28-week entitlement even if you do return to work before the end of the week.

If two or more employees in Ontario take the leave to care for the same person, the 28 weeks must be shared.

### Eligibility

All employees, regardless of whether they are full-time, part-time, permanent or contract employees and regardless of how long they have been employed with FCLMPB, will be eligible for the leave outlined in this policy, in accordance with the Ontario Employment Standards Act, 2000 (ESA).

In order to commence Family Medical Leave, a request must be directed to the Executive Director, in writing, as far in advance as possible prior to the date the leave is to begin, or as soon as possible after it begins, accompanied by a medical certificate confirming that a family member has a serious medical condition with a significant risk of death occurring within a twenty-six (26) week period.

It is not necessary for an employee to apply for or be in receipt of employment insurance benefits for “compassionate care” under the Employment Insurance Act to be entitled to Family Medical Leave under the Ontario Employment Standards Amendment Act (Family Medical Leave), 2004. However, an employee must supply a medical certificate issued by a qualified health practitioner, as soon as possible after the employer requests it, verifying that an ill family member (i.e. a spouse, or common-law partner, parent, step-parent, common-law spouse of a parent, or foster parent; child, step-child, or foster child of the employee or the employee’s spouse; or a prescribed family member) needs care and support, and has a serious medical condition with a significant risk of death within a period of twenty-six (26) weeks.

While an employee is on family medical leave, the Board will continue to pay its share of the premiums on benefit plans (i.e. pension plans, life and extended health insurance plans, accidental death plans, and dental plans) that were offered before the leave, if applicable.

#### Leave and completion of vacation conflict

If an employee is on leave on the day by which his or her vacation must be completed, the uncompleted part of the vacation shall be completed immediately after the leave expires or, if the employer and employee agree to a later date, beginning on that later date. Due to the nature of the Board’s operations, an employee may not forego vacation and receive vacation pay rather than completing his or her vacation. If an employee is entitled to vacation time, it must be taken.

#### Reinstatement

Upon the conclusion of an employee’s leave, the employer shall reinstate the employee to the position the employee most recently held with the employer, if it still exists, or to a comparable position, if it does not. The employer shall pay a reinstated employee at a rate that is equal to the greater of the rate that the employee most recently earned with the employer and the rate that the employee would be earning had he or she worked throughout the leave. Any benefit contingent upon continuous service will continue to accrue while on leave.

### **Organ Donor Leave**

Any employee who has been employed by the Board for no less than thirteen (13) weeks and elects to undergo surgery for the purpose of organ donation is entitled to a leave of absence without pay, for up to thirteen (13) weeks.

### Requesting Organ Donor Leave

Any employee wishing to undergo surgery for the purpose of organ donation must, whenever possible, provide the Executive Director with at least two weeks' notice in writing to ensure that the leave can be appropriately planned for. If an employee must begin or extend the leave before advising the Board, he/she must advise the Executive Director of the matter in writing, as soon as possible before beginning or extending the leave.

The Board requires an employee who takes leave for the purposes of organ donation to provide a certificate issued by a legally qualified medical practitioner confirming that the employee has undergone, or will undergo surgery for the purpose of organ donation.

### **Family Caregiver Leave**

All employees, regardless of their length of service with FCLMPB are entitled to eight (8) weeks of unpaid job-protected leave per calendar year to provide care, or support, for a family member with a serious medical condition.

### Request for Family Caregiver Leave

Employees are required to give notice in writing indicating the need to take family caregiver leave. If an employee must begin a family caregiver leave prior to notifying the company due to an emergency situation, the employee must provide notification in writing as soon as possible after its start.

The Board requires an employee who takes this leave to provide a certificate issued by a legally qualified medical practitioner confirming that the family member has a serious medical condition.

### **Critically Ill Child Care Leave**

Employees who have been employed for at least six (6) consecutive months are entitled to up to one hundred four (104) weeks of unpaid job-protected leave to provide care or support to a critically ill child (see definition within definitions section of this policy), if a qualified health practitioner issues a certificate that:

- states that the child is a critically ill child who requires the care or support of one or more parents; and
- sets out the period during which the child requires the care or support.

### Conditions

- If the medical certificate specifies a period of time less than thirty-seven (37) weeks, the employee is only entitled to take the leave for the number of weeks specified in the medical certificate
- If the medical certificate specifies a period of fifty-two (52) weeks or longer, the employee's leave must end no later than the last day of the fifty-two (52) week period that begins on the earlier of:
  - The first day of the week in which the certificate is issued; and
  - The first day of the week in which the child in respect of whom the certificate was issued became critically ill.

- If more than one child of the employee is critically ill as the result of the same event, the employee is not entitled to take a longer leave

### Request for Critically Ill Child Care Leave

Employees are required to give notice in writing indicating the need to take critically ill child care leave. The employee must also provide a written plan that indicates the weeks in which he or she will take the leave. If an employee must begin a critically ill child care leave prior to notifying the Board due to an emergency situation, the employee must provide notification in writing, and a written plan indicating the weeks in which he or she will take the leave, as soon as possible after its start.

Changes to the written plan can occur provided the employee gives written notice of the changes. The Board requires an employee who takes this leave to provide a certificate issued by a legally qualified medical practitioner confirming that the child is critically ill.

### **Crime-Related Child Death or Disappearance**

#### Crime-Related Child Death

Employees who have been employed for at least six (6) consecutive months are entitled to up to 104 weeks of unpaid job-protected leave if an employee's child dies and it is probable, considering the circumstances, that the child died as a result of a crime.

Leave may only be taken during the 105-week period that begins the week that the child died. In most cases, an employee must take the leave in a single period.

#### Crime-Related Child Disappearance

Employees who have been employed for at least six (6) consecutive months are entitled to up to one hundred four (104) weeks of unpaid job-protected leave if an employee's child disappears and it is probable, considering the circumstances that the child disappeared as a result of a crime.

If the child is found alive within the fifty-two (52) weeks, the employee is entitled to remain on leave for fourteen (14) days after the day the child is found. If the child is found dead, the employee is entitled to take 104 weeks of leave from the day the child disappeared, regardless of whether they are still on leave.

A leave for the crime-related disappearance of a child must be taken within the fifty-three (53) week period that begins in the week the child disappeared, unless otherwise provided for in the *Employment Standards Act*.

An employee may take a leave only in a single time period, unless otherwise specified in the *Employment Standards Act*

An employee is not entitled to a leave of absence if the employee is charged with the crime or if it is probable, considering the circumstances, that the child was a party to the crime.

### Request

An employee who wishes to take a leave under this section shall advise the Board in writing that he or she will be doing so and shall provide the Board with a written plan that indicates the weeks in which he or she will take the leave.

If an employee must begin the leave prior to advising the Board, the employee must provide notification in writing, and a written plan indicating the weeks in which he or she will take the leave, as soon as possible after its start.

Changes to the written plan can occur provided the employee requests permission from the Board to do so in writing and the Board grants permission in writing or the employee provides the Board with four (4) week written notice before the change is to take place.

The Board may require an employee who takes this leave to provide evidence reasonable in the circumstances of the employee's entitlement to the leave.

### **Domestic or Sexual Violence Leave**

Employees who have been employed by Four County Labour Market Planning Board for at least 13 consecutive weeks are entitled a combination of paid and unpaid leave if the employee or a child of the employee experiences domestic or sexual violence or the threat of domestic or sexual violence.

The first 10 days of leave are divided into 5 (five) paid and 5 (five) unpaid days.

In addition, employees who qualify are entitled to an additional maximum of up to 15 weeks of unpaid leave.

### **Emergency Leave, Declared Emergencies**

An employee is entitled to a leave of absence without pay if the employee will not be performing the duties because of an emergency declared under the *Emergency Management and Civil Protection Act* and:

- because of an order that applies to him/her made under the *Emergency Management and Civil Protection Act*
- because of an order that applies to him/her made under the *Health Protection and Promotion Act*
- because he or she is needed to provide care or assistance to the following individuals:
  - the employee's spouse
  - a parent, step-parent or foster parent of the employee or the employee's spouse
  - a child, step-child or foster child of the employee or the employee's spouse
  - a grandparent, step-grandparent, grandchild or step-grandchild of the employee or of the employee's spouse
  - the spouse of a child of the employee
  - the employee's brother or sister
  - a relative of the employee who is dependent on the employee for care or assistance
- because of such other reasons as may be prescribed

Employees are entitled to take this leave for as long as he/she is not performing the duties of their position because of an emergency declared. Entitlement ends on the day the emergency is terminated or disallowed.

### Conditions

- This leave may be extended beyond the initial period of absence due to an order made under the *Emergency Management and Civil Protection Act*.

### Requesting Emergency Leave, Declared Emergencies

An employee who takes this leave shall advise his or her employer that he or she will be doing do.

The Board may require an employee who takes this leave to provide evidence reasonable in the circumstances at a time that is reasonable in the circumstance) that the employee is entitled to the leave.

### **Reservist Leave**

An employee is entitled to a leave of absence without pay if the employee is a reservist and will not be performing the duties of his or her position because,

- the employee is deployed to a Canadian Forces operation outside Canada; or
- the employee is deployed to a Canadian Forces operation inside Canada that is or will be providing assistance in dealing with an emergency or with its aftermath.

### Requesting Reservist Leave

Reservists must provide the Board with reasonable written notice of the day on which they will begin and end their reservist leave. If the employee must begin the leave before being able to advise the Board, the employee must advise the company of the leave in writing as soon as possible after beginning it. The Board may require an employee to provide evidence of their entitlement to the leave. Employees on a reservist leave are entitled to be reinstated to the same position if it still exists or to a comparable position if it does not.

### **Jury Duty/Witness Duty & Subpoena**

It is a citizen's civic duty to report for jury duty if called to do so. Therefore, any full-time employee will receive full salary and benefits (where applicable) limited to twenty (20) working days while on jury duty. Employees must return to the Board, any jury money received except for any expense money (travel, meals, etc.) that may have been included in the jury money. Such expenses may not be claimed from both the Crown and the Board.

Part-time employees may be entitled to reschedule their time lost.

### **Voting Leave**

Four County Labour Market Planning Board is committed to protecting the right of each employee to exercise their democratic right to vote on election days and to act in compliance

with federal, provincial, and municipal regulations guaranteeing time off work for these purposes. The Board will ensure that each employee has a window of three (3) consecutive hours off work during polling hours on an election day for voting purposes.

If an employee's regular schedule already provides for such a three (3) hour window of time during polling hours, this employee will be required to work their hours as usual. If an employee requires time off work to ensure that they have a period of three (3) consecutive hours in which to vote, that time off will be provided with pay.

### **Seniority**

Employees continue to earn seniority and credit towards length of service and length of employment during a leave of absence protected by employment standards.

### **Reinstatement**

Upon conclusion of a job-protected leave of absence, the Board shall reinstate the employee to the position that they most recently held, if it still exists, or to a comparable one, if it does not. Special exceptions apply for employees on reservist leave; for details please consult the *Employment Standards Act*.

# FCLMPB Additional Leaves

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## Purpose

Four County Labour Market Planning Board understands that situations may arise where employees need to take a leave of absence not provided for by applicable employment legislation. The purpose of this policy is to outline the provisions of other leaves of absences provided to employees by the Board.

## Guidelines

Written notification is required in advance for any kind of leave by filling out the *Leave of Absence Request Form*.

In case of an emergency the employee must call the Executive Director as soon as safely possible or ask someone to do so on his/her behalf. The form is to be filled out upon return to work.

## Bereavement Leave

The Board understands that employees should have time off work to attend funeral services, grieve in private, and deal with family issues in the event of a death of an immediate family member. It is our intention to ensure that our employees are provided the time they need to properly take care of their family obligations, while maintaining their employment.

For the purposes of this policy, immediate family members consist of:

• Mother	• Father	• Wife
• Husband	• Same sex spouse	• Common-law spouse
• Brother	• Sister	• Son/Daughter
• Mother-in-law	• Father-in-law	• Sister-in-law
• Brother-in-law	• Grandparent	Grandchild
• Step-child	• Foster child	Step-parent
• Legal guardian	• Grandparent of spouse	Adopted child
• Step sister	• Step brother	Foster sister
• Foster brother		

Employees shall be granted three (3) days leave with pay in the event of a death in their immediate family. These bereavement days will be granted starting within the next four (4) days from the day of passing. Further unpaid leave may be requested from the Executive Director and such requests will not unreasonably be denied.

Employees shall be granted one (1) day leave with pay in the event of a death of other family members such as aunt, uncle, niece or nephew. Additional bereavement leave without pay may be considered for necessary travel time.

Bereavement leave pay shall be equal to the regular hourly rate of the employee. Bereavement leave pay will not be considered hours worked for purposes of calculating overtime.

#### Definition of Spouse

For the purposes of bereavement leave, a spouse shall be defined as a:

- husband or a wife,
- common-law partner,
- same sex spouse, or
- same sex common-law partner

A common-law partner shall include any two people who have co-habited as partners for a period of not less than six (6) months.

#### Requesting Bereavement Leave

Employees are expected to notify ED and request bereavement leave time off as soon as possible when a death occurs in their family.

#### **Family Emergencies**

Consideration will be given for time off for family emergencies with or without pay. Employees are requested to complete the *Leave of Absence Request Form* to notify the ED of the reasons for the leave and length of leave required. If approved, consideration will be given as to whether the leave is paid, unpaid (or a combination) or taken as vacation leave.

#### **Personal Emergency Leave**

Four County Labour Market Planning Board provides Personal Emergency Leave provisions in order to assist employees who are absent from the workplace due to illness or injury. Employees have a responsibility to make every effort to ensure that they return to work in a state of health and well-being which will enable them to perform their job to the best of their abilities.

Personal Emergency leave for full-time and part-time employees, not on temporary or short-term contracts, will be provided for income protection. Credit will be established as follows:

- Full-time employees shall receive a maximum of twelve (12) paid days for personal or family related illness or emergencies.
- Part-time employees shall accumulate Personal Emergency credits at a rate of one-half (1/2) day per month up to a maximum of three (3) days.

Employees requiring the use of Personal Emergency Leave provisions are required to inform the Executive Director or Office Manager using the procedures outlined in the Board's Attendance and Punctuality Policy.

### Short-Term Leave

Short-term leaves of absence lasting from one (1) day to two (2) weeks (fourteen (14) consecutive calendar days) may be granted with or without pay at the sole discretion of the Executive Director. Employees are required to complete the *Leave of Absence Request Form* and submit to the Executive Director for approval. A short-term leave for the Executive Director must be requested in writing and approved by the Board of Directors in writing.

### Long-Term Leave

A leave of absence longer in duration than two (2) weeks (fourteen (14) consecutive calendar days) may be granted with or without pay. All such leaves must be requested in writing and be recommended by the Executive Director and approved by the Board of Directors in writing. A long-term leave for the Executive Director must be requested in writing and approved by the Board of Directors in writing.

## Paid Time Off

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### Purpose

Four County Labour Market Planning Board understands the importance of personal time off for its employee for rest, relaxation and personal pursuits, and recognizes that other paid time off may be required from time to time.

### Public Holidays

The Board recognizes the following public holidays:

• New Year's Day	• Family Day	• Good Friday
	• Victoria Day	• Canada Day
• Civic Holiday **	• Labour Day	• Thanksgiving Day
• Christmas Day	• Boxing Day	

NOTES: When any recognized holiday falls on a Saturday or Sunday and is not proclaimed as being observed on some other day, then a day established by mutual agreement should be deemed to be the holiday.

**\*\*Civic Holiday – Although not a public holiday, the Planning Board has voluntarily chosen to treat it as such.**

All employees and students are entitled to these days off with pay regardless of how recently they were hired, or how many days they worked before the holiday, in accordance with the Ontario Employment Standards Act.

In order to be paid a public holiday pay, employees must work their entire shift on their regularly scheduled days of work before and after the public holiday, which do not necessarily have to be the days right before or right after the holiday. Exceptions will be made where employees can show reasonable cause for missing work (e.g. illness, injury, medical emergencies, deaths or other emergencies which may be related to family members).

If the holiday falls on a day when the employee does not normally work or they are on vacation, the employee will be entitled to a substitute holiday off with public holiday pay, no more than three (3) months after the public holiday or, if the employee agrees in writing, up to twelve (12) months after the public holiday. If an employee's job ends before he or she has taken the paid public holiday time off, the employee will receive public holiday pay at the same time the employer pays the employee's final wages.

#### Holiday Pay

Statutory and civic holidays will be paid in accordance with the Ontario Employment Standards Act, 2000 (ESA) based on the total amount of regular wages earned in the pay period immediately preceding the public holiday, divided by the number of days the employee worked in that period.

Four County Labour Market Planning Board employees are not permitted to work on public holidays without the prior written approval from the Executive Director, which may only be granted in extreme circumstances.

#### **Vacations**

All employees are required to use their allotted vacation time in full every fiscal year (ending March 31).

Vacation accrual begins on date of hire and will be prorated for the remainder of that 1<sup>st</sup> fiscal year of employment.

The scheduling of vacation time is subject to approval by the Executive Director or Office Manager. It will be based on seniority (i.e. those with the highest seniority will have first choice of vacation time) and should be taken in a manner which impacts as little as possible on the activity of the Board.

#### Vacation Entitlement:

Vacation entitlement for all employees will be in accordance with the Ontario Employment Standards Act, 2000 (ESA), or as identified in the Employment Contract, and shall be earned and taken within the fiscal year of the Four County Labour Market Planning Board, being April 1st to March 31st.

There are two parts to vacation: vacation time and vacation pay.

The minimum vacation time all employees are eligible for is three (3) weeks of vacation time after twelve (12) months of employment and a minimum of three weeks of vacation entitlement to employees whose period of employment is five years or more, beginning after the end of the employee's fifth vacation entitlement year, which includes both active and inactive employment (i.e. it includes time off for layoff, sickness or injury, approved leaves, and pregnancy, parental and emergency leaves).

Vacation Pay amounts for workers who get 3 weeks will be at 6% of their regular wages.

Hourly employees have the option to either accrue their vacation pay and have it paid to them in a lump sum just prior to taking vacation days or, if agreed in writing, to have their vacation pay added to each pay cheque, in which case they would receive no pay during their actual vacation days off.

The scheduling of vacation time is subject to approval by the Executive Director or Office Manager. It will be based on seniority (i.e. those with the highest seniority will have first choice of vacation time) and should be taken in a manner which impacts as little as possible on the activity of the Board.

If an employee's job ends before he/she has received all of the vacation pay earned, the employee will receive their outstanding vacation pay earned no later than the latter of seven (7) days after the date the employment ended, or on what would have been the employee's next pay day.

#### Cumulative Vacation

Vacation time may not be accumulated from year to year unless approved by the ED.

#### Leave and Completion of Vacation Conflict

If an employee is on leave on the day by which his or her vacation must be completed, the uncompleted part of the vacation shall be completed immediately after the leave expires or, if the Board and employee agree to a later date, beginning on that later date. Due to the nature of the Board's operations, an employee may not forego vacation and receive vacation pay rather than completing his or her vacation. If an employee is entitled to vacation time, it must be taken.

#### Scheduling Vacation

Employees are required to complete and submit a completed *Absence Request* at least four (4) weeks prior to the start of the vacation to the Executive Director or Office Manager for consideration. Vacation plans should not be booked until such time as the ED or Office Manager approval has been received. The Board reserves the right to decline a vacation request if it does not meet the needs of the business.

# Leave of Absence Request Form

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## Employee Information

<b>Name</b>		<b>Position</b>	
<b>Date</b>			

Please submit your request to the Executive Director at least one (1) month prior to the requested Start Date.

## Leave Information

<b>Type of Leave</b>	<b>Protected Leave</b>	<input type="checkbox"/>	<b>Specify</b>	
	<b>Other Leave</b>	<input type="checkbox"/>	<b>Specify</b>	
<b>Start Date</b>			<b>End Date</b>	
<b>Total Number of Days Requested</b>				

Remarks

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\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director's Approval

\_\_\_\_\_  
Date

# Conduct and Discipline

## Conduct

### Attendance and Punctuality

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#### Purpose

The purpose of this policy is to establish, for each employee, the requirement that they work all scheduled hours as deemed necessary by his or her position. Four County Labour Market Planning Board places a high value on attendance and punctuality, and expects all employees to arrive at work at the scheduled time of day on each work day. Regular attendance and consistent punctuality are critical to the goals, objectives, and effective operation of the Board.

This policy's goal is to address and/or correct absenteeism and attendance issues before they become counterproductive and/or disruptive.

FCLMPB considers an employee absent if he or she does not attend work as scheduled, regardless of the cause. The primary objectives of this policy are to:

- reduce instances of unscheduled and/or disruptive absenteeism/attendance, as well as foster responsible leave usage by employees;
- improve employee morale by reducing the negative effects of absenteeism on employees who perform the duties of their absent colleagues; and
- enhance employee's safety and service to clients, customers, and business partners by promoting excellence in employee attendance.

#### Guidelines

1. Full-time hours shall be thirty-five (35) hours per week. Part-time hours will be less than thirty-five (35) hours per week and may change based on the job and the needs of the business. Hours of work shall be identified in the employee employment contract.
2. Each employee is responsible for notifying the Executive Director of Office Manager of any absence for each day that the absence occurs, regardless of cause, and indicating when he or she is likely to return to work. Absences without excuse will not be tolerated and are subject to progressive corrective action.
3. Four County Labour Market Planning Board reserves the right to terminate any employee who is absent for three (3) or more consecutive working days without notification.

4. An employee who does not intend to report to work because of illness (or any other reason) must notify the Executive Director – either by telephone or email message – at least thirty (30) minutes before the employee’s regularly scheduled starting time. Failure to provide required notification of any absence whatsoever may result in disciplinary action.
5. Employees who are absent for five (5) or more consecutive working days are required to submit a note from a licensed physician or medical practitioner stating the nature of the illness and/or medical condition that led to the absence. Employee absenteeism due to a work-related illness or injury could be required to submit to a physical examination before returning to work in order to minimize liability. This note should include a return to work date if applicable.
  - Any employee who remains absent for more than five (5) consecutive working days after an authorized leave of absence shall be considered as having abandoned and resigned his or her position.
  - Any employee who has been absent due to illness or injury for more than fifteen (15) days per calendar year shall have their attendance record reviewed; he or she may be required to submit a physician’s note or other medical evidence in order for the Executive Director to determine if modified work is necessary.
6. Unacceptable attendance includes (but is not limited to) unexcused or persistent early departure during scheduled working hours, abuse of established sick leave benefits, or tardiness.
  - Early departures during scheduled working hours are considered excessive if they exceed ten (10) days per calendar year, when they are not work related or lieu time.
  - Employees are considered tardy if they arrive to work fifteen (15) minutes or more after their scheduled start time.
  - Abuse of sick days will not be tolerated, particularly if the patterns are chronic and persistent:
    - Absences during the day before and/or the day after scheduled vacation day(s) or statutory holiday(s).
    - Absences during the day immediately following a pay day.
    - Absences where an employee calls in sick immediately after or before weekends or holidays
    - Situations where the absence(s) coincides with desirable days off.
7. Unexcused and/or unauthorized absences will result in the employee forfeiting his or her pay for the duration of the absence.
8. Absences approved under the provision of federal and provincial law, and absences approved for the purpose of complying with military requirements, will not be considered as an unscheduled, unapproved, or unexcused absence.

An attendance report is to be submitted by each employee on a monthly basis. Remarks must be entered if inconsistencies on the hours worked arise.

## **Working out of Office**

For employees whose work requires them to work out of the office, their attendance will be based on pre-established “deliverables” (results) that will be submitted to the Executive Director.

Deliverables will be set by Executive Director in writing depending on project needs, hours expected to work per week. They will clearly indicate quality expectations, quantities, time frames and others as needed.

Constant communication and prompt delivery is expected in these cases.

An employee who fails to submit such deliverables as expected in quantity, quality or on schedule are subject to progressive corrective action.

Working from home is not permitted without the prior consent of the Executive Director. An employee who fails to receive prior consent is subject to progressive corrective action.

Four County Labour Market Planning Board reserves the right to terminate any employee who does not comply with these requirements.

## **Disciplinary Action**

Disciplinary action for excessive absenteeism, poor attendance, or other violations of this policy shall be administered, in progression, according to the *Progressive Disciplinary Policy*.

# Confidential Information

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## Purpose

In order to remain competitive, Four County Labour Market Planning Board must ensure its employees are not sharing confidential information with individuals outside of the Board. The purpose of this policy is to define the Board's confidential business information and outline the requirement for all employees to protect and safeguard such information from inappropriate disclosure.

## Definitions

Confidential information means information, whether in written, oral or electronic form, which is not generally known outside of the Four County Labour Market Planning Board, which if known would compromise or injure our Board or aid our current and future competitors.

Confidential Business Information – includes, but is not limited to:

- daily operating procedures
- personal information regarding fellow employees
- scheduling information
- training procedures and techniques
- service specifications
- business or promotion concepts
- trade secrets, patents and inventions
- discussions with Ministry officials
- intellectual property
- marketing information
- revenue figures
- earning information
- service pricing
- client lists and information
- designs and operating techniques
- discussion with community partners that could damage relations with other community partners or government officials if divulged

## Guidelines

During employment with Four County Labour Market Planning Board, or at any time thereafter, employees may not copy, use or disclose to any person any secrets or business information relating to the private or confidential affairs of Four County Labour Market Planning Board or its affiliates, suppliers, clients or prospective clients.

Should employees receive any inquiries from the public or other 3<sup>rd</sup> parties (i.e. media) soliciting information about Four County Labour Market Planning Board, immediately refer the inquirer to the Executive Director. Any employee who divulges or fails to appropriately safeguard confidential information without prior authorization may be disciplined up to and including dismissal.

## Privacy of Personal Information

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All members of the Four County Labour Market Planning Board and employees of the Four County Labour Market Planning Board, who are privy to any personal information with regard to any employee, must hold that information as confidential, unless otherwise requested by law. For complete or specific rules and regulations, refer to The Freedom of Information and Protection of Privacy Act and the Personal Information Protection and Electronic Documents Act (PIPEDA)

Every employee has the right to access their personal file pending a 48-hour notice. No files or any part thereof can be removed from the premises. Confidential information within the office shall be inaccessible to non-authorized personnel as determined by the Board of Directors and/or the Executive Director. All documentation remains the property of the Four County Labour Market Planning Board.

In the case of a deceased employee, a personal representative or the executor or administrator of the employee's estate will have the right to access the employee's personal file for a specific reason. The request must be made in writing. A copy of the death certificate is required prior to access being granted.

## Written Consent

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Consent for release of personal information must be given in writing by the employee.

## Conflict of Interest

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### Purpose

Integrity and commitment are among our core values. These values imply that each employee acts in the best interest of Four County Labour Market Planning Board and refrains from any conduct or activity that is actually or potentially detrimental to the well-being of the Board, or that may be so perceived.

### Guidelines

A conflict of interest arises when an employee is faced with a choice of acting in some matter where the interests of the Four County Labour Market Planning Board conflict with the interests of the employee or any other person to whom the employee owes a duty.

Example of such actions:

- Borrowing money from a supplier or client.
- Transacting with a supplier, client or competitor out of the ordinary course of business.
- Direct or beneficial ownership of an interest in the securities of a supplier, customer or competitor, of more than 1%.

- Supplying goods and services to the Four County Labour Market Planning Board via a business controlled by the employee or an immediate family member.
- Engaging during working hours in activities, which are not directly related to your duties that deprive the Board of the employee's services. Exceptions may be made on a specific and irregular basis, with the express written approval of the Executive Director.

## **Outside Employment**

Employees must not work independently for any customers, clients or suppliers of the Four County Labour Market Planning Board unless the FCLMPB has a special agreement with them allowing such independent work. The FCLMPB has no desire to curtail or interfere with the outside activities of individuals, but requires that outside employment, whether or not for profit, be subject to these conditions:

- The outside employment does not create the appearance of conflict of interest with the FCLMPB.
- The employee is not compensated for services that are considered part of their FCLMPB job duties.
- The employee reports the outside employment to the Executive Director or in the case of the Executive Director to the Board as a whole at the time of its onset or at the time of hiring. Significant changes must also be reported.
- The employee's ability to do a fair day's work is not impaired mentally or physically, nor does it result in loss of working time due to telephone calls or visits.
- The services provided as part of the outside employment, are not performed on FCLMPB time or premises or using any property, goods or information of the FCLMPB.
- Employers, customers or other interested parties of the outside employment are clearly informed that the services are being performed without the supervision or connection with the individual's regular employment with the FCLMPB.

A conflict of interest is a situation where an outside interest might influence the FCLMPB actions or an employee might benefit financially from confidential information obtained during work performed for the FCLMPB. Employees are required to keep the Board informed, through the Executive Director, of any outside interests which could result in conflict with the FCLMPB's duties and obligations to its members, clients and the community. The Executive Director will decide how potential conflict of interest situations are handled and may consult with the Board if a particular situation requires.

## **Management of Records**

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The Board is required to keep all information records for a minimum of seven (7) years. It is the responsibility of the Secretary (or designate) to ensure that all records are stored in a fashion as to guarantee confidentiality, privacy and security of information. Confidential records must be destroyed by shredding.

### **Record Keeping**

In accordance with the requirement of the Ontario Employment Standards Act, 2000 (ESA), the following records will be kept and retained (for the time period indicated) for each employee, and made available for inspection as required by an employment standards officer, if necessary:

The employee's name and address – for up to three (3) years after the employee ceased to be employed;

- The employee's date of birth, if the employee is a student or under eighteen (18) years of age – for up to three (3) years after the employee's eighteenth (18<sup>th</sup>) birthday, or three (3) years after the employee ceased to be employed, whichever is earlier;
- The date on which the employee began his or her employment – for up to three (3) years after the employee ceased to be employed;
- The number of hours the employee worked in each day and each week – for up to three (3) years after the day or week to which the information relates;
- The information contained in each written statement given to the employee for the following – for up to three (3) years after the information was given to the employee:
  - The gross amount of wages, vacation pay, termination pay or severance pay (if applicable) paid to the employee and how that amount was calculated;
  - The pay period for which the wages/payments were paid;
  - The wage rate, if there is one;
  - The amount and purpose of each deduction from wages/payment'
  - The net amount of wages/payment paid to the employee;
  - The amount of vacation time, if any, that the employee had earned since the start of employment but had not taken before the start, or at the end, of the vacation entitlement year;
  - The amount of vacation pay paid to the employee during the vacation entitlement year, including the amount of wages on which the vacation pay was calculated and the period of time to which those wages relate; and
  - Records pertaining to all notices, certificates, correspondence and other documents given to or produced by the employer that relate to an employee taking pregnancy leave, parental leave, or family medical leave – for up to three (3) years after the day on which the leave expired.

# Duty to Report

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## Purpose

The purpose of this policy is to outline the requirement that all employees of the Four County Labour Market Planning Board are required to immediately report any acts of wrongdoing to the Executive Director.

## Guidelines

Employees have an obligation to report any wrongdoing that may adversely impact the Board, our employees, clients, or the public at large, without fear of retaliation or a negative impact on their employment status with us. Retaliation against any employee who files a complaint is strictly prohibited and will result in appropriate disciplinary action. Acts of retaliation include (but are not limited to) interference, coercion, threats, and restraint.

Employees are encouraged to file a complaint immediately after an alleged incident of workplace wrongdoing. Nevertheless, the FCLMPB is aware that such a timely response may not always be possible, due to feelings of fear on the complainant's part. However, any delays in reporting acts of wrongdoing can make the case more difficult to establish.

Reports of workplace wrongdoing should be made directly to the Executive Director who will seek to resolve claims of wrongdoing as expediently as possible. Investigations and resolutions will be administered according to the Board's *Progressive Discipline and Complaint Resolution Policies*.

## **Fraudulent or Malicious Reports**

This policy may not be used to bring fraudulent or malicious complaints against employees. Any report made in bad faith, if demonstrated as being such through convincing evidence, will result in disciplinary action being taken against the individual lodging the fraudulent or malicious report. Anyone who knowingly makes a false report of wrongdoing or provides false information about a report will be subject disciplinary action, up to and including termination of employment.

# Mutual Respect in the Workplace

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## Purpose

Four County Labour Market Planning Board is committed to cultivating a welcoming workplace that is amenable to all and has adopted this policy to communicate employee expectations regarding mutual respect in the workplace.

## Guidelines

### **Workplace Gossip/Rumours**

The spread of workplace rumours by way of gossip is strictly prohibited. This includes verbal, written and electronic communication. Workplace rumours are capable of spreading quickly, and may irreparably damage the professional image or reputation of our employees, and our reputation as an employer. In some cases, workplace gossip or rumours may constitute harassment or verbal assault. Gossip and rumours in the workplace create a myriad of problems, including:

- lost productivity and wasted time;
- erosion of trust and morale; and
- increased anxiety among employees as rumours circulate without any clear information as to what is fact and what isn't;

In the event that an employee witnesses, is engaged in, or is affected by workplace gossip or rumours the employee should report the incident to the Executive Director for investigation.

### **Language**

The Board strictly forbids the use of profane/inappropriate language on our premises. The use of profane/inappropriate language may be offensive to some employees, clients, and is generally unprofessional conduct that is unacceptable in the workplace.

### **Noise**

Employees should avoid causing undue distractions in the workplace via excessive noise from conversations, radios or other music playing devices, computers, or video players as it may create an unwanted distraction.

### **Distractions**

Employees should respect the work-schedules of others when engaging them in conversation, or providing any type of distraction that may remove their focus from work. We ask that employees limit personal conversations to scheduled break times, or either before or after regular work hours.

## **Cleanliness**

All employees are responsible to maintain a clean workplace by tidying up after themselves whenever possible, including at their desk or workstation, and in any kitchen areas as well. This includes washing dishes and disposing of unused foods.

Any staff organizing a meeting on the premises is also responsible for cleanup following the meeting.

Coffee, tea, cream and sugar are supplied for employee and visitor enjoyment. If removed from our location, it will be considered theft and will be dealt with accordingly.

Washrooms are also available for use by staff and visitors. Ensure that you cleanup after yourself at all times.

## **Smoking**

The Board is committed to providing a comfortable, smoke free environment for all employees, clients and other visitors. In accordance with the Smoking in the Workplace Act in Ontario, no person shall be permitted to smoke in the workplace or company property.

Four County Labour Market Planning Board strictly prohibits smoking within its facilities. Smoking is only permitted in the front parking lot well away from the entrance to the office. Smoking is also prohibited in any hotel rooms or rental cars booked for company business purposes.

The Board has no intentions towards influencing the actions of employee smoking habits and will not pursue disciplinary action for those that smoke off of Board premises. The Board will not discharge employees, or refuse to hire applicants on the grounds that they are smokers. In the event of a violation of this policy, the Board may pursue appropriate disciplinary action.

## **Use of the Board Resources**

Four County Labour Market Planning Board materials, property and equipment are intended for their assigned business purposes only and are intended exclusively for use in the performance of our business and to be used by our employees. We strictly prohibit the use of company resources for conducting unapproved business for any alternate sources of employment, compensated or otherwise, or for any home-based business at any time. Abuse of our resources will not be tolerated, and may be subject to disciplinary action up to and including termination of employment.

Employees who use our materials, property or equipment are required to ensure that they are safeguarded against theft and/or loss. In the event that any of our resources are lost or stolen, employees are required to report the loss/incident to the Executive Director as soon as possible, and will be required to participate in any investigations that are deemed necessary.

In the event that any materials, property or equipment are damaged, lost or stolen and the damage, loss or theft is found to have been caused by employee negligence the employee will be subject to disciplinary action up to and including termination of employment.

# Workplace Issues

## Complaint Resolution

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### Purpose

The purpose of complaint resolution is to ensure employee concerns arising out of the application, interpretation or alleged violation of their employment agreement are dealt with in a fair, orderly, and expeditious manner. It is expected that the parties involved must make serious attempts to solve the issue(s) and to explore innovative solutions to resolve employee concerns. Under no circumstance should any employee fear discrimination or reprisal in the workplace as a result of the filing of a complaint.

### Guidelines

#### Employee Related Complaints

##### Discussion Stage:

When an employee has a disagreement with another employee or group of employees the employee should attempt to discuss the issue with the offending employee(s) in an effort to resolve the issue. All attempts should be made to reach a reasonable resolution through mediation of the issue with both party's involvements. Under ideal circumstances, the two parties shall reach a reasonable resolution without the necessity of filing a formal complaint. If an apology is made by the offending party and the complainant accepts the apology, this may be viewed as a reasonable resolution. In the event that a discussion is not feasible or fails to reach a reasonable resolution, a *Formal Complaint Form* may be filed.

#### Employment Related Complaints

The Board believes it is important for employees to have an outlet to express any dissatisfaction with respect to issues related to the conditions of their employment or tangible job actions. Such issues may include:

- wages;
- working conditions;
- the administration of company policies;
- disputes with co-workers or managerial staff with unwanted, and unresolved consequences;
- harassment whether sexual, discriminatory, or personal in nature;
- perceived unfair or inequitable treatment;
- abuse of authority; or
- termination.

Employees with concerns related to any matter regarding employment are encouraged to bring the issue to the attention of the Executive Directive and under ideal circumstances, the issue should be resolved by providing the employee with further explanation and clarification. The

discussions pertaining to the concern and resulting resolution shall be documented and placed in the employee file.

In the event that a complaint cannot be resolved by informal means, a discussion is not feasible or fails to reach a reasonable resolution, a formal complaint may be filed.

It is important to note that concerns relating to workplace harassment (sexual, or racial), or illegal discrimination should be reported to the Executive Director (or delegate) to be reviewed immediately. Refer to the *Anti-Violence, Discrimination and Harassment Policy* for further information.

## **Reporting**

- Complainants should record the details of the unwanted circumstances, the names of any applicable witnesses, and any attempts made to resolve the issue.
- Formal complaints stemming from unresolved employee or managerial conflicts shall be submitted in writing with any pertinent documentation, to the Executive Director or the Board if it is related directly to the Executive Director.
- Formal complaints shall be reviewed and investigated
- In all cases where formal complaints have been lodged, it is important to maintain a policy of strict confidentiality between the complainant and the responder. For investigative purposes, the offending party may be notified.
- Anonymous complaints shall not be reviewed.

## **Formal Complaint Process**

### Step 1

If the issue is not resolved during the initial discussion stage, no later than within twenty (20) days from the occurrence or knowledge thereof or within twenty (20) days of it being unsuccessfully dealt with at the initial stage, a formal complaint shall be filed in writing.

Unless otherwise mutually agreed upon, a meeting must take place within twenty (20) days from the date of the filing of the formal complaint between the employee and the Executive Director and a member of the HR committee delegated to assist in the resolution of the issue or, in the case of a complaint filed by the Executive Director, with the full Human Resources Committee. Any complaint resolution meeting shall take place during working hours where possible.

The parties shall record the issue(s) and position(s) as understood by the other side. The parties shall fully discuss the issue(s) and make a sincere effort to resolve the issue(s). Settlements at this level shall have no precedent value and will not be referred to or imposed by either party to this agreement within the organization, unless the parties mutually agree to do so. Minutes will be kept and read and signed by both parties at the end of the meeting. A copy of such minutes shall be maintained in the offices of Four County Labour Market Planning Board.

### Step Two

If the issue(s) is (are) not settled on final discussion, either party must inform the other party at the meeting of its desire to have the issue(s) resolved by a third party mediator. Any complaint

to be referred for mediation by Four County Labour Market Planning Board shall be aired and confirmed at a full Board of Directors Meeting at the first opportunity. If at all possible the complainant shall remain unidentified and the accusation shall be kept as confidential as is possible under the circumstances.

If a mediator is unable to resolve the issue the complainant may proceed to discuss the issue with the Ministry of Labour, Human Rights Commission, or whatever professional body is appropriate given the circumstances (although at no point in time is the complainant unable or discouraged to seek Ministry of Labour or other professional guidance.)

At this stage (or perhaps before), if this issue is still unresolved, the Board will seek legal counsel and any further action by the Board will reflect the legal recommendation. The employee(s) are also free to obtain their own legal counsel and proceed in accordance with that counsel.

## **Investigation**

All formally submitted complaints will be properly reviewed and investigated. The Board handles all formal complaints with a high level of confidentiality and will work to resolve every issue punctually and with a minimal disturbance to all involved parties. All employees who have submitted a formal complaint or who are involved in the investigation of a formal complaint are required to:

- maintain confidentiality regarding the complaint itself and their involvement; and
- cooperate with any investigations in relation to the complaint.

## **Resolutions**

In the event that an investigation concludes that the complaint is substantiated, the Board will determine an appropriate course of action including the following.

- Written warning/reprimand
- Education and training
- Suspension
- Termination of employment

Both parties will be notified of the decision in writing.

In the event that a complaint is not substantiated due to lack of evidence or other reasons, both parties shall be informed in writing with the rationale used. The complainant shall be notified first. A complainant may request that the investigation be re-opened in the event that pertinent new evidence can be provided, or a reprisal due to the allegation has occurred.

The Board cannot guarantee that an employee's specific concern will be resolved in the manner he/she requested, or his/her satisfaction with the resolution.

## **Records**

The Board shall keep on file all formal complaints and the accompanying documentation and the findings of any investigation. Information from a previous investigation resulting in a substantiated complaint may be used for review and consideration purposes in the event of a new allegation.

## **False or Frivolous Complaints**

Employees should be cognizant of the fact that a formal complaint against another employee is a serious allegation with repercussions. Where a complaint is found to be either false or frivolous, or where supporting documentation for a complaint has been falsified, the complainant or any witness(es) may be subject to disciplinary measures up to and including termination of employment.

*An unsubstantiated complaint does not necessarily mean that it was filed under false or frivolous pretences.*

# Progressive Discipline

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## Purpose

Four County Labour Market Planning Board strives to ensure that employees have the opportunity to correct any performance or behavioural problems that may arise and to facilitate open lines of communication with both employees and Executive Director in a friendly, respectful and cooperative manner to create a high performance working environment.

The purpose of this policy is to outline the Board's system of progressive discipline which will be utilized whenever an employee exhibits problematic behaviour. It is the policy of FCLMPB that discipline should be corrective, not punitive and that a consistent and reasonable level of disciplinary action will be applied when work performed is less than satisfactory, behaviour is unacceptable or violation to policies and regulations occur.

## Guidelines

Progressive discipline can be issued on attendance, conduct, health and safety or performance concerns. Typically, progressive discipline will progress through the following steps:

- Step 1 Documented Verbal Warning
- Step 2 Written Warning
- Step 3 Final Written Warning or Suspension
- Step 4 Termination

It is to be noted that the seriousness, nature and/ or frequency of the conduct resulting in disciplinary action will determine the starting point in the above process. Certain acts of misconduct may lead to immediate discharge without reference to previous warnings

Without limiting, the following cases may result in immediate termination:

- Possession, sale or consumption/use of alcohol or drugs on the premises or when visiting customers, partners or attending events while representing FCLMPB.
- Being impaired on office premises or at events as a FCLMPB representative.
- Fighting with other staff members.
- Unauthorized possession of FCLMPB property.
- Being absent without permission or valid reason for more than two (2) days.
- Violating FCLMPB's policies on Antiviolence, Discrimination and Harassment.

All disciplinary meetings will conclude with the filling out of the proper discipline forms that will include expectations of improvement and time frame for achievement, advice of potential future disciplinary action if the offending conduct is not ceased. The employee will have the opportunity to express his/her point of view. The document will be signed by the offending employee and will be kept in the employee's personnel file and considered active for twelve (12) months.

## Procedure

### Step 1: Documented Verbal Warning

The Executive Director will formally meet with the employee and shall identify the problem to the employee and suggest corrective behaviour. The verbal warning will include advice of potential future disciplinary action which may include suspension or termination of employment if the offending conduct is not ceased.

### Step 2: Written Warning

Written warning will be provided to the employee clearly outlining the reason for the disciplinary action and advising of potential future disciplinary action which may include termination of employment if the offending conduct is not ceased.

The written warning should identify any noticeable pattern. If the amount and/or pattern continues, the next step in progressive discipline is a final written warning.

### Step 3: Final Written Warning

If the problem persists, the employee should be interviewed outlining the reason for the disciplinary action and advising of potential future disciplinary action which may include suspension (see below) or termination of employment if the offending conduct is not ceased.

## Suspensions Pending Investigation

A suspension pending investigation is not disciplinary, but is intended to allow the Board time to examine a serious issue thoroughly and to determine appropriate action. Suspensions pending an investigation are provided with pay.

Employees placed on suspension pending an investigation are required to:

- not have contact with anyone from FCLMPB other than a specifically designated point of contact; and
- temporarily leave any and all FCLMPB property (i.e., keys, equipment, information, etc.) on premises until such time as the investigation is completed.

In the event that an employee is placed on a suspension pending the results of an investigation, the employee will be notified of the decision, a stated timeline for the investigation and the actions that predicated the decision. During the course of the investigation, the suspended employee will be given an opportunity to respond to the allegations.

As the suspended employee will be suspended with full pay, he/she will be required to be available for interviews during this period and will be given twenty-four (24) hours' notice prior to any interviews taking place. Should the suspended employee need to leave town or be otherwise unavailable for interviews, he/she must submit a request and be granted approved leave. If the suspended employee fails to be available, we will proceed with the investigation and make a determination based on the information available.

#### Step 4: Termination from Employment

The employee, upon displaying no satisfactory improvement, would be dismissed on the grounds of his/her unwillingness to correct his/her actions.

If the violation is such that the Executive Director deems it necessary to immediately terminate the employee, the termination notice and documentation will be prepared in a timely manner and presented to the employee.

#### **Discrimination**

The Executive Director will ensure that its treatment of an employee in a given situation is consistent with its disciplinary response in previous similar situations.

# Client Relations

## Client Service Standards

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### Purpose

Four County Labour Market Planning Board strives to continually maintain “a welcoming place” which ensures trust and respect for all employees, clients, and volunteers. In order to maintain our excellence in customer service, we have established this policy which will outline guidelines regarding our customer service standards.

### Guidelines

#### **Employee Responsibilities**

- Always greet visitors to the FCLMPB as soon as possible after they enter the office.
- Acknowledge the visitor and assure him/her someone will be right with them.
- If necessary, the employee should locate another staff member who can quickly provide assistance.
- Answer the telephone in a friendly and polite manner including “Four County Labour Market Planning Board” and your name.
- Be as helpful as possible, referring the caller to a staff member who is qualified to assist the caller, as required.

#### **Board Responsibilities**

- Ensure that our products and services are accessible, and meet a consistently high standard of quality.
- Only collect and use customer information in a lawful manner that protects the privacy of our customers, and is compliant with applicable legislation including the Privacy Act and PIPEDA.
- Ensure that our facilities, products and services are accessible to persons with a disability. All customer service provided by the Board shall follow the ideals of dignity, independence, integration and equal opportunity. We will meet or exceed all applicable legislation regarding the provision of accessible customer service. Please refer to our Accessible Standards for Customer Service Policy within this manual for more information.

# Accessible Standards for Customer Service

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## Purpose

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

This policy ensures that visitors with disabilities have proper access to Four County Labour Market Planning Board facilities and services consistent with the principles of dignity, independence, integration and equal opportunity.

## Definitions

Assistive Device – A technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – The term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide Dog – A highly-trained working dog that has been trained to provide mobility, safety and increased independence for people who are blind.

Service Animal – an animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to their disability; or
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

## Guidelines

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- The provision of goods and services to persons with disabilities;
- The use of assistive devices;
- The use of guide dogs, service animals and service dogs;
- The use of support persons;
- Notice of service disruptions;
- Customer feedback;
- Training; and
- Notice of availability and format of required documents.

## The Provision of Goods and Services to Persons with Disabilities

The Board will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways and at their own pace when accessing goods and services provided that this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

## Assistive Devices

### Customer's Own Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by the Board. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

## **Use of Guide Dogs, Service Animals and Service Dogs**

Four County Labour Market Planning Board is committed to welcoming people with disabilities who are accompanied by a service animal. A client with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law.

### Recognizing a Guide Dog, Service Dog and/or Service Animal

If it is not readily apparent that the animal is being used by the customer for reasons relating to their disability, FCLMPB may request verification from the customer.

Verification may include a:

- letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- valid identification card signed by the Attorney General of Canada; or,
- Certificate of training from a recognized guide dog or service animal training school.

### Care and Control of the Animal

The client that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

### Allergies

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, the Board will make all reasonable efforts to meet the needs of all individuals.

## **Use of Support Persons**

If a client with a disability is accompanied by a support person, the Board will ensure that both persons are allowed to enter the premises together and that the client is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

### Admission Fees

If payment is required by a support person for admission to a Board event, the Board will ensure that notice is given in advance about the amount, if any, payable by the support person of a person with a disability.

## **Notice of Disruption in Service**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of the Board. In the event of any temporary disruptions to facilities or services that clients with disabilities rely on to access or use the Board's goods or services, reasonable

efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

### Notification Options

When disruptions occur the Board will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Board's website;
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment; or
- any other method that may be reasonable under the circumstances.

### **Feedback Process**

Feedback from visitors is welcomed as it may identify areas that require change and encourage continuous service/program improvements. Visitors with disabilities will be asked to provide feedback on how their needs were met in order to identify areas of improvement if any complaints arise. If this information was gathered in verbal form, the information will be immediately submitted in written form to the Executive Director.

Feedback about the delivery of services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods of communication.

### Submitting Feedback

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

### **Training**

Training will be provided to all employees or other third parties that act on behalf of the Board.

### Training Provisions

Training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.

- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - use assistive devices;
  - require the assistance of a guide dog, service dog or other service animal; or
  - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- The Board's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

### Record of Training

The Board will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

### Board's Directive to Employees

- Staff members will make every possible effort to communicate with a person with a disability in a manner that takes into account his or her disability.
- For people who have a hearing disability and can communicate in writing, a note pad and pencil/pen will be provided, to improve the quality of the communication between staff and visitor.
- Visitors are welcome to use their own assistive devices.
- For visitors with low vision, the Board has increased the font used on the web page for easier access, and has a magnifier glass available at the office location if needed. If the visitor prefers so, and documentation is involved in the visit, staff members will read contents out loud.
- The Board provides washroom facilities for handicap visitors. In the event of one of the washrooms being out of order, visitors will be informed that they can use one of the other facilities available on site.

## **AODA Integrated Accessibility Standards Regulation**

The Integrated Accessibility Standards Regulation (IASR), created under the Accessibility for Ontarians with Disabilities Act, applies to all organizations in Ontario and will increase accessibility for all persons with disabilities.

- The IASR establishes the compliance framework for obligated organizations (the General Requirements Standard)
- The IASR also establishes accessibility standards and requirements for Information and Communications, Employment and Transportation.

The Integrated Accessibility Standards Regulation does not replace or affect existing legal obligations under the *Ontario Human Rights Code* and other laws in respect to accommodation of people with disabilities. Organizations must comply with both pieces of legislation.

The Ontario Human Rights Code or other applicable legislation may require additional accommodation measures that go beyond or are different from the standards established by the regulations of the AODA.

### **General Requirements**

#### **Accessibility Policy**

In accordance with the General Requirements Standard, the Board has developed, and will implement and maintain policies about what the Board will do to meet the IASR requirements and become more accessible.

#### **The Employment Standard**

The Employment Standard is a framework for integrating accessibility into regular workplace processes.

By pro-actively removing barriers across the employment life cycle, employers create workplaces that are accessible and which allow employees to reach their full potential.

The Employment Standard applies to paid employees. This includes, but is not limited to, full-time, part-time, paid apprenticeships and seasonal employment. It does not apply to volunteers.

The Board will:

- Provide Workplace emergency response information using accessible formats and communication supports
- Make recruitment, assessment and selection practices accessible
- Tell staff about policies for supporting employees with disabilities
- Make information accessible to employees using accessible formats and communication supports
- Help employees with disabilities stay safe

- Develop accommodation plans for employees with disabilities as requested
- Help employees with disabilities return to work
- Make performance management, career development and job changes accessible to employees

### **Accessible Workplace Emergency Information**

The Boards committed to providing employees with disabilities with individualized emergency response information in an accessible format upon request. We will also provide customers and clients with publicly available emergency information in an accessible format when necessary.

Individualized emergency response information is a plan to help an employee with a disability during an Emergency, or emergency information that is formatted so an employee with a disability can understand it. The Board will work with disabled employees to ensure they have the required assistance and support in these circumstances.

If any The Board employee with a disability would require help in an emergency:

- They will be given individualized emergency response information
- Their consent will be obtained to share this information with persons designated to help them in an emergency
- The employer will designate appropriate persons to assist the disabled employee during emergency situations
- The employer is required to review the emergency response information when:
  - the employee changes work locations
  - there is a review of the employee's overall accommodation needs
  - there is a review or change to the organization's emergency response policies.

### **Employment and Recruiting Practices**

The Board is committed to fair and accessible employment practices. When notified, we will take the following steps to accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Ensuring application processes are easily accessed by support devices such as screen readers and audio devices
- Ensuring that interviews are conducted in a location that permits use of any assistive devices that the applicant/employee may require

### **Accommodation Policy**

The Board has developed and put in place, a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due

to a disability. Should any employee require modified duties or return to work processes they should contact the Executive Director as soon as possible.

### **Performance Review Process**

We will ensure the accessibility needs of employees with disabilities needs are taken into account when the Board uses performance management, career development and redeployment processes:

- Ensuring any employment contracts or job descriptions clearly state any special accommodations or modifications to duties which apply to the specific employee
- Ensuring a performance review process is created to take into account these accommodations or modifications
- Ensuring there is a regular review of the employee's needs and duties

### **Information and Communications**

The Board is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities as needed to assist in determining their information and communication needs.

In order to meet the requirements of the AODA for information and communications, The Board will ensure all publicly available information is made accessible (upon request) by January 1, 2016 by providing our clients with products in accessible format, such as larger fonts.

### **Kiosks**

The Board does not currently use self-service kiosks. The Board will ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks for use after January 1, 2014.

### **For more information**

For more information on this accessibility plan, please contact the Four County Labour Market Planning Board

Accessible formats of this document are available free of charge, upon request from:

The Four County Labour Market Planning Board

Box 1078, 111 Jackson Street South, Suite 1, Walkerton, Ontario

519-881-2725 or [info@planningboard.ca](mailto:info@planningboard.ca)

# Information Technology

## Electronics/Communications Use Policy

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### Purpose

To ensure that all employees are responsible, the following guidelines have been established for using email and the internet. No policy can lay down rules to cover every possible situation. Instead, it is designed to express Four County Labour Market Planning Board's philosophy and set forth general principles when using electronic media and services.

### Guidelines

To remain competitive, better serve our clients and provide our employees with the best tools to do their jobs, Four County Labour Market Planning Board makes available to our workforce access to one or more forms of electronic media and services, including computers, email, voicemail, fax machines, external electronic bulletin boards, wire services, online services, intranet, internet and the World Wide Web.

FCLMPB encourages the use of these media and associated services because they can make communication more efficient and effective and because they are valuable sources of information about vendors, customers, technology, and new products and services. However, all employees and everyone connected with the organization should remember that electronic media and services provided by the organization are Board property and their purpose is to facilitate and support Board business. All computer users have the responsibility to use these resources in a professional, ethical, and lawful manner.

### Monitoring Systems

The contents of any and all email and voice mail communications are accessible at all times by appropriate management personnel, as well as authorized third parties. As a result, the Planning Board's voice and email systems (and the contents of all messages composed, sent, or received via such systems) and their usage are subject to periodic and unannounced review and should be treated like any other shared filing system or other records that are accessible by third parties.

The Board reserves the right, in its sole discretion, to review, from time to time any user's electronic files, voice mail messages, voice and email usage, and any and all messages composed, sent, or received by the user.

### Passwords

Although each user of any email, or voice mail services provided by the Board may have an individual password to access the organization's email and voice mail systems, these systems and any and all voice or email messages composed, sent, or received by Board personnel over

or through these systems are the property of the Board. All system passwords and encryption keys must be available to the Board's management.

### Board Property

All email and voice mail messages constitute Board records. The contents of any voice or email message may be disclosed to authorized management personnel without employee permission or knowledge, subject to applicable privacy laws. The Board may maintain a policy of backing up and maintaining voice and email messages for various business and legal reasons, and this applies even to messages that have been "deleted." Even when a message is deleted, it is still possible to recreate the message.

### Confidentiality of Company Information

Since no computer or communication system is completely secure, and may be accessed by those outside the organization, the Board's voice and email systems are not intended to transmit sensitive or confidential material such as pricing information, trade secrets, client information, employee information or any other proprietary Board information. Caution and good judgment must be exercised when considering sending confidential, proprietary or potentially harmful information over these systems.

Internet access is provided to employees by the organization for business use only, including electronic communications to clients, suppliers and vendors and for other business use and research. Internet usage is for appropriate business purposes only. Moreover, the internet and the Board's email system should not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information or similar materials without prior authorization. It will also be a violation of this policy for any employees to download or distribute information that is offensive, insulting or demeaning to employees or any other person, such as sexually explicit or gender-specific pictures, cartoons or jokes; ethnic or racial slurs; or any other message that may be construed to be unlawful harassment or which concerns any ground prohibited under applicable human rights legislation.

All users, other than authorized personnel in the circumstances described above, are prohibited from the unauthorized access of another user's voice or email messages. No employees (other than authorized personnel in the circumstances described above) may: (a) attempt to read or "hack" into other systems, or other user's electronic or voice mail boxes; (b) "crack" passwords or breach computer or network security measures; or (c) monitor electronic files or communications of others. Only authorized personnel are permitted, subject to applicable privacy laws, to gain access to another user's electronic files without that user's express permission.

In the event an employee receives an attachment warning that when opened it may contain a Virus, and that it should be saved to disk, or should only be opened if the sender is known to be a secure environment, the attachment must not be opened on the Boards' system.

### Use of Portable Electronic Storage Devices

The use of portable electronic storage devices, such as memory sticks, diskettes, flash drives and CDs is strictly prohibited without the prior authorization of the Executive Director.

## Prohibited Use of Systems

Personal use of the Boards' computer and email systems is strictly prohibited.

Other unacceptable use of the electronic communication systems includes, but is not limited to:

- excessive use or time theft;
- accessing sexually explicit websites, or those relating to violence or other inappropriate content (i.e. sites containing information that is considered obscene, defamatory, profane, libellous, threatening, harassing, abusive, hateful, etc.);
- accessing web-based email, weblogs or other "chat"-based sites, including social networking pages, i.e., Facebook must only be used for the purpose of conducting Board business;
- posting information about Four County Labour Market Planning Board or our businesses, including comments about our products, services, operational strategies, financial results, clients or competitors, even in response to a false statement or questions (unless specified by the Executive Director); and
- making disparaging comments about our business or employees within the business.

Employees who use the internet in a manner that violates existing company policies or the policies of the accessed information's source network will be subject to disciplinary action, up to and including termination or employment and may face legal action.

# Telephone and Company Property Use Policy

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## Purpose

All Four County Labour Market Planning Board property is entrusted to its employees for use in performing their jobs. The use of these tools should conform with this policy.

## Guidelines

### Telephone and In-Person Etiquette

Employees are expected to answer the telephone in a friendly and polite manner. The phone should be answered promptly (within at least three rings). Employees should be as helpful as possible, referring the caller to a staff member who is qualified to assist the caller, as required.

### Personal Phone calls

Employees are asked to use discretion when using the Board phone for personal use and to keep personal phone calls during office hours to a minimum. Personal outgoing long distance calls are permitted if made infrequently. Should management determine that an employee is making excessive use of FCLMPB long distance service; the employee will be charged for these calls.

### Company Property

Employees are expected to maintain any items assigned to them in good working order, and keep them secure at all times.

If Board issued equipment leaves Four County Labour Market Planning Board property, such as a laptop computer, the employee is responsible for ensuring the safekeeping of this company-owned equipment. Lost, stolen or damaged equipment should be reported immediately to the Executive Director (and to the police in the event of a break-in/theft).

### Cell Phone

Company cell phones will not be provided to employees, except when necessary (i.e., special project delivery). Personal cell phones may be used on the job for corporate business purposes with expenses for cell plans reimbursed as outlined below. The following guidelines should be followed in regard to the use of a cell phone on the job:

- Know when to turn the device off or to vibrate mode:
  - a. Cell phone OFF or sound OFF during meetings, seminars, and most importantly when in one-on-one meetings.
  - b. VIBRATE when in public places where it is possible to take a call, but where the ringing would disturb others.
- Avoid talking in an area where it may be distracting to others or where the conversation can be overheard – confidentiality must be maintained at all times.
- Lower the ring volume of the phone.
- When it is necessary to take a call, others must be informed at the beginning of a meeting that an important call is expected, the individual must excuse himself/herself and leave the room when the call comes in.

- Avoid talking at the table while in a restaurant. If the call must be taken, the call should be answered, the caller requested politely to hold for a moment, the individual must excuse himself/herself from the table, and take the call in a quiet corridor in the restaurant or outside.
- All corporate email, contacts and documents remain the property of the Board and must be deleted from personal cell phones upon resignation or termination from the corporation.

### Cell Phone Use Reimbursement

If the employee uses their personal cell phone for corporate business and receives corporate email on their personal device, the corporation will reimburse monthly expenses for cell plans at \$30 or half of the regular monthly expenses for the cell plan, whichever is the lesser. If an increased data plan is required in order for the employee to do their work, it is the employee's responsibility to increase their personal data plan. The amount of cell phone reimbursement must be agreed to by the employee and the Executive Director, and in the case of the Executive Director, by the Executive Director and the Board of Directors.

### Personal Use of Mobile Phones

The use of cell phones for personal use in the office is discouraged. Employees who use their personal cell phone to access the internet for personal reasons are only permitted to access the internet during their designated break and meal time.

The Board does not accept responsibility for any loss or damage suffered by employees as a result of employees using the Board's internet connection for personal use. The Board is not responsible for the accuracy of information found on the internet. Users are responsible for any material that they access, download, or share through the internet.

### Security Procedures

- All mobile phone/device users must immediately report any incident or suspicion of unauthorized access and/or disclosure of corporate data or resources.
- Employees who connect to the Board email system, whether internally or externally must ensure that their connection and correspondence is secure.
- Mobile phone/device users must not send or store sensitive data on their mobile phones/devices (e.g. confidential and proprietary information/data, patient data/files/records, financial data, etc.).
  - Similarly, employees should not save or download any other Board data/information to their mobile phone/device unless it is necessary to do so for business purposes.
- Neither company- nor personally-owned mobile phones/devices intended for business use may be used to conduct illegal transactions, harassment, or any other unacceptable behaviour.

### Loss or Theft

As the integrity of data and information on mobile phones/devices is the sole responsibility of the user, common-sense physical security measures should be employed at all times to prevent theft or loss. Users must report loss or theft of a device immediately to the Executive Director.

# Social Media

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## Purpose

The Board strives to maintain a positive image in the community, and has adopted this policy to ensure that our employees are aware of their responsibility to maintain a positive image as a representative of the Four County Labour Market Planning Board.

## Definitions

Social Media – Forms of electronic communication through which users create online communities to share information, ideas, personal messages and other content (Merriam-Webster Dictionary). These include, but are not limited to: Facebook, Twitter, Google+, YouTube, LinkedIn, blogs, etc.

## Policy

### Corporate Social Media

Only certain employees will be given access to administer the Board's social media pages as it relates to their job duties/responsibilities and company goals and objectives.

### Public Statements/Media Releases

Employees are asked to direct any media inquiries to the Executive Director.

- Public statements, media release or responses to inquiries can only be made by a designated spokesperson.
- Media releases must:
  - use appropriate trademark information;
  - use appropriate sponsor or funder recognition where required; and
  - be approved by the Executive Director prior to their release.
- Public statements regarding, or in reference to, the Board must use positive language, and shall not defame, and/or speak negatively of the Board or its' employees.
- Public communication regarding unverified information (e.g. rumours or information gathered from a third party) is strictly prohibited.

### Personal Social Media

Employees are expected to comport themselves professionally both on and off duty. Where an employee publicly associates him/herself with Four County Labour Market Planning Board, all materials associated with their social media page/account may reflect on the Board. Employees will be held accountable for what they write or post on social media or internet pages and are strictly prohibited from posting:

- inflammatory comments, unprofessional remarks or disparaging/defamatory remarks about the Board, its employees, customers, or competitors;
- discriminatory statements or sexual innuendos regarding employees, management, customers, or vendors;

- proprietary and confidential organizational information;
- as a representative of the company without prior authorization; and
- on personal social media pages in any way that conflict's with the Board's policies.

Where an employee mentions the Board in a post, he/she will be required to include a disclaimer stating that any opinions expressed are those of the employee and do not represent the company's positions, strategies or opinions. Where a link can be made between a negative or inflammatory post and the Board, even if not named directly, the employee may be subject to disciplinary action.

# Health and Safety

The Four County Labour Market Planning Board is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective.

Four County Labour Market Planning Board will make every effort to provide a safe, healthy work environment. All employees must be dedicated to the continuing objective of reducing risk of injury. The Board, as employer, is ultimately responsible for employee health and safety. As Executive Director, of Four County Labour Market Planning Board, I give you my personal commitment that I will comply with my duties under the Act, such as taking every reasonable precaution for the protection of employees in the workplace.

In pursuit of this commitment, the Board will develop, implement and enforce such policies and procedures that promote and provide a healthier, safer work environment. We understand the importance of safety to the well-being and productivity of our people, and strive to safeguard the workplace from injury through dereliction of duty towards safety. We are committed to working closely and proactively with our Joint Health and Safety Representative with an aim to prevent injuries and accidents within our facilities and on our work sites.

Four County Labour Market Planning Board will act in compliance with all local, provincial and federal workplace health and safety regulations and legislation. Policies in our *Duties of Employer and Other Persons, Health and Safety Representative* will outline the Board's various health and safety expectations for all employees.

Every employee must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the employer. Employees will receive information, training and competent supervision in their specific work tasks to protect their health and safety.

It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of this organization from the Board of Directors to the employees.

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Gemma Mendez-Smith, Executive Director

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Date

# Duties of Employer and Other Persons

## Employer/Employee Responsibilities

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### Purpose

The purpose of this policy is to outline the legal obligation of the Board and other persons to ensure the ongoing health and safety of all employees.

### Guidelines

#### Directors and Officers Responsibilities

Every director and every officer of an organization shall take all reasonable care to ensure that the Board complies with:

- the Act and the regulations;
- orders and requirements of inspectors and Directors; and
- orders of the Minister

#### Employer Responsibilities

An Ontario employer, who is covered by the Occupational Health and Safety Act (OHSA), has a range of legal obligations, including the obligation to:

- instruct, inform and supervise workers to protect their health and safety;
- assist in a medical emergency by providing any information – including confidential business information – to a qualified medical practitioner and other prescribed persons for the purpose of diagnosis to treatment;
- assist in a medical emergency by providing any information—including confidential business information—to a qualified medical practitioner and other prescribed persons for the purpose of diagnosis or treatment;
- appoint competent persons as supervisors. “Competent person” is defined as one who must:
  - be qualified—through knowledge, training and experience—to organize the work and its performance;
  - be familiar with the Act and the regulations that apply to the work being performed in the workplace; and
  - know about any actual or potential danger to health and safety in the workplace
- inform a worker, or a person in authority over a worker, about any hazard in the work and train that worker in the handling, storage, use, disposal and transport of any equipment, substances, tools, material, etc. ;
- help joint health and safety committees and health and safety representatives to carry out their functions;
- not employ or permit persons, who are under the prescribed age for the employer’s workplace to be in or near the workplace;
- take every precaution reasonable in the circumstances for the protection of a worker;
- post in the workplace a copy of the OHSA, as well as explanatory material prepared by

the Ministry of Labour that outlines the rights, responsibilities and duties of workers. This material must be in English and the majority language in the workplace;

- in workplaces in which **more than five workers** are regularly employed, prepare a written occupational health and safety policy, review that policy at least once a year and set up and maintain a program to implement it;
- post a copy of the occupational health and safety policy in the workplace, where workers will be most likely to see it;
- provide the joint health and safety representative with the results of any occupational health and safety report that the employer has. If the report is in writing, the employer must also provide a copy of the parts of the report that relate to occupational health and safety;
- advise workers of the results of such a report. If the report is in writing, the employer must, on request, make available to workers copies of those portions that concern occupational health and safety; and
- ensure that every part of the physical structure of the workplace complies with load requirements prescribed in the applicable Building Code provisions, any prescribed standards and sound engineering practice.

Ontario's Occupational Health and Safety Act and regulations assign specific duties and responsibilities to senior executive and management. The most comprehensive is section 25(2) (h), which requires employers to "take every precaution reasonable in the circumstances for the protection of a worker."

Canada's Criminal Code also requires corporate officers or directors to exercise the reasonable care needed to stop reckless corporate health and safety violations. Under the Occupational Health and Safety individuals may be fined up to \$25,000 and/or imprisoned for up to one year and corporations may be fined up to \$500,000.

Under Bill C-45 amendments to the Criminal Code,

- Individual may face up to ten (10) years imprisonment for criminal negligence causing bodily harm, and life imprisonment for criminal negligence causing death is, and the maximum penalty. However, individuals are subject to a range of Criminal Code sentencing options from absolute discharge, to probation, to life in prison, depending on the specific circumstances of the contravention.
- Corporations may face up to a \$100,000 fine.

### Management Responsibilities

Management employees are responsible for:

- fostering a workplace culture of health, safety and wellbeing with appropriate leadership;
- maintaining an up-to-date working knowledge of health and safety regulations as mandated provincially and federally;
- liaising with government agencies to ensure workplace health and safety compliance;
- coordinating health and safety inspections, and following up to ensure the completion of necessary corrective action;
- taking every reasonable precaution to protect the health and safety of employees under their supervision. This includes *assessing or identifying and controlling of all the hazards* in the workplace that could cause injury or illness;

- ensuring that employees receive adequate training in their specific work tasks to protect their health and safety;
- assisting in the development, implementation, and enforcement of the Board's health and safety policies and procedures;
- continually promoting health and safety awareness with instruction information, training and supervision to ensure the ongoing health and safety of employees;
- ensuring that equipment is safe and that employees work in compliance with established safe work practices and procedures;
- advising employees of potential and actual hazards;
- conducting health and safety meetings as required; and
- reviewing injury and illness trends to identify problem areas and solutions.

### Employee Responsibilities

Employees have a responsibility for their own safety and for others who may be affected by their actions or omissions. All employees are responsible for the following.

- Compliance with occupational health and safety policies and procedures.
- Notifying the Executive Director of any health and safety concerns, regarding either the workplace, employees, visitors, so that they may be dealt with promptly.
- Protecting his or her own health and safety by working in compliance with the law and with safe work policies.
- Reporting unsafe or potentially hazardous conditions, without fear of reprisal, to their Executive Director
- Completion of required occupational health and safety training.
- Performance of their duties in a manner conducive to a safe workplace.
- Reporting of any incident, injury or hazard as outlined in procedures.
- Promoting a hazard-free workplace.
- Learning the posted Emergency Plan detailing their facility's procedures.

Employees have the following basic rights:

- The right to refuse unsafe work that they believe is dangerous;
- The right to participate in workplace health and safety activities as a member of a health and safety committee or as a health and safety representative; and
- The right to know, or the right to be informed about, actual and potential dangers in the workplace.

Employees are encouraged to inform the Executive Director of any matter they perceive to be an actual or potential workplace hazard. Communication can be written or oral, and may be anonymous, if so desired. Employees who voice or identify a health and safety concern will not be subject to retaliation.

The Executive Director will review all concerns/comments and initiate an investigation on each reported and/or potential hazard.

An employee can refuse to work if he or she has reason to believe that one or more of the following is true:

- Any machine, equipment or tool that the employee is using or is told to use is likely to endanger himself or herself or another employee;
- The physical condition of the workplace or workstation is likely to endanger himself or herself;
- Workplace violence is likely to endanger himself or herself; or
- Any machine, equipment or tool that the employee is using, or the physical condition of the workplace, contravenes the Occupational Health and Safety Act or regulations and is likely to endanger himself or herself or another employee.

#### Work Refusal Procedure:

In the event of work being refused or stopped, the employees are required to inform the Executive Director of the work refusal immediately, and provide an explanation detailing the rationale behind the refusal.

The Executive Director will ensure that all appropriate actions are taken in the investigation process and adhere to the steps laid out in the Ontario Health and Safety Act.

#### Health and Safety Representative

A health and safety representative has the same responsibilities and powers as a joint health and safety committee member. These include:

- identifying actual and potential workplace hazards.
- Inspecting the workplace at least once a month or, if that is not practical inspecting the workplace at least once a year and at least part of the workplace each in accordance with a schedule agreed upon by the representative and the employer.
- being consulted about and being present at the beginning of health and safety-related testing in the workplace
- making recommendations to the employer about health and safety in the workplace, and
- participating in the first and second stage investigation of work refusals and inspecting workplaces when there are critical injuries or fatalities.

#### Hazard Assessment

Four County Labour Market Planning Board will conduct a hazard assessment, as often as necessary, of all work areas, processes and procedures in order to identify and reduce hazards that have the potential to cause workplace illnesses/injuries. The Board shall address and resolve workplace hazards using appropriate controls either at the source of the hazard, between the source and the employee, or at the employee. However, the Board will strive to control all hazards at their source.

Employees are required to immediately report any workplace hazards to management.

#### Workplace Hazardous Materials Information System (WHMIS)

WHMIS is Canada's national hazard communication standards. The key elements of the system are hazard classification, cautionary labelling of containers, the provision of safety data sheets (SDS) and worker education and training programs. The basis for hazard classification and communication in WHMIS is changing. With the incorporation of the Globally Harmonized

System of Classification and Labelling for chemicals (GHS) in WHMIS, the hazard classification and communication requirements of WHMIS have been aligned with those used in the United States and other Canadian trading partners and is to be fully converted to WHMIS 2015 by December 2018. While the requirements for labels and SDSs are changing the roles and responsibilities for employers and employees have not changed.

Four County Labour Market Planning Board shall:

- meet all legislative standards as outlines in the Ontario Occupational Health and Safety Act, and will ensure that information and training on hazardous materials is provided to all employees;
- ensure that all containers that contain hazardous materials have appropriate labels;
- ensure that Safety Data Sheets (SDS) are available to provide additional information and detail hazard and precautionary information;
- ensure that all workplace hazardous materials include supplier labels, and that suppliers provide the appropriate supplier labels and SDS;
- ensure appropriate control measures are in place to protect the health and safety of employees;
- ensure that employees will have full access to supplier labels and SDS information; and
- provide appropriate WHMIS training and education for all staff members who are exposed, or are likely to be exposed, to hazardous materials in the performance of their regular job duties.

Employees must:

- participate in WHMIS training and education;
- report any violation of the Act or its regulations to the Executive Director or Safety Representative;
- take necessary steps to protect themselves and their co-workers; and
- participate in identifying and controlling hazards.

# Workplace Injuries

## First-Aid Requirements

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### Purpose

Four County Labour Market Planning Board is committed to meeting all legislative regulations regarding first aid requirements of the *Occupational Health and Safety Act*, and *Regulation 1101 – First Aid Requirements, Workplace Safety and Insurance Act*. As such, the Board will ensure that appropriate first aid supplies are maintained and accessible at all times, and that a trained and competent individual is on-site at all times.

### Definitions

First Aid – First aid is the one-time treatment or care and any follow-up visit(s) for observation purposes only. First aid includes, but is not limited to:

- cleaning minor cuts, scrapes, or scratches;
- treating a minor burn;
- applying bandages and/or dressings;
- cold compress, cold pack, or ice bag;
- applying a splint; or
- changing a bandage or a dressing after a follow-up observation visit and any follow-up observation purposes only.

### Guidelines

Every employer employing more than five (5) employees and not more than fifteen (15) workers shall provide and maintain a first aid station with a first aid box containing as a minimum:

- a current edition of a standard St. John Ambulance First Aid Manual;
- 1 card of safety pins; and
- dressings consisting of,
  - 12 adhesive dressings individually wrapped,
  - 4 sterile gauze pads, 3 inches square,
  - 2 rolls of gauze bandage, 2 inches wide,
  - 2 field dressings, 4 inches square or 2 four-inch sterile bandage compresses, and
  - 1 triangular bandage.

First aid boxes must be maintained so as to ensure that all items in the box are in good condition at all times. The box must be large enough so that each item is in plain view and is easily accessible.

First aid stations will be in the charge of an employee who works in the immediate vicinity of the first aid station and who is a holder of a valid first aid certificate issued by a training agency recognized by the Workplace Safety and Insurance Board (WSIB). It is to be located in a place

that is easily accessible for the prompt treatment of an employee at all times when work is in progress.

The Board will keep a record of all circumstances respecting an accident as described by the injured employee, the date and time of its occurrence, the names of witnesses, the nature and exact location of the injuries to the employee, and the date, time and nature of each first aid treatment given.

The Board will inspect first aid boxes and their contents at not less quarter-yearly intervals and shall mark the inspection card for each box with the date of the most recent inspection and the signature of the person making the inspection.

First aid stations must also contain a notice board displaying:

- the “In Case of Injury” Poster (Form 82);
- the valid first aid certificates of the trained employees on duty; and
- An inspection card with spaces for recording the date of the most recent inspection of the first aid box and the signature of the person making the inspection.

### **Duties of First Aid Attendants**

A first aid attendant shall:

- at all times maintain reasonable access to a first aid kit;
- have general control and supervision of the first aid kit;
- be available at all times during their shift to treat an injured employee without undue delay;
- use barrier equipment where necessary, to guard against exposure to an infectious condition;
- keep their first aid certificate at the worksite and available for display on request of an officer;
- as necessary, contact emergency response services (fire, police and ambulance). Management will notify the injured person's next of kin/emergency contact (where applicable) after the status of the injured person's condition is known; and
- complete an injury treatment record for the incident.

### **Duties of the Employer**

- Make sure first aid is given immediately.
- Make sure there is a record of the first aid treatment/advice given to the employee.
- Provide immediate transportation to a hospital, a doctor's office, or the employee's home, if necessary.
- Complete WSIB form 7, Employer's Report of Injury/Disease, if the worker gets health care. Health care includes services requiring the professional skills of a health care practitioner (i.e., a doctor, nurse, chiropractor or physiotherapist); services provided at hospitals and health facilities and prescription drugs.
- The Board must also complete WSIB Form 7 if the injury causes the worker to:
  - be absent from regular work;
  - require modified duties at less than regular pay;

- require modified work at regular pay for more than seven calendar days after the date of accident; and
  - earn less than regular pay at regular work.
- return the completed Form 7 to the WSIB within three (3) calendar days of learning of the reporting obligation.
  - give the worker a copy of the accident report which is provided to the WSIB.
  - pay full wages and benefits for the day or shift on which the injury occurred.
  - supply a Functional Abilities Form to the health professional treating the worker.
  - cooperate in the work reintegration process.

### **Duties of the Employee**

- Get first aid immediately.
- Tell the Board of any injury or the possible onset of a work-related disease/condition.
- Claim benefits if the injury causes him or her to seek health care.
- The employee should also claim benefits if the injury causes him or her to:
  - Be absent from regular work
  - Require modified duties at less than regular pay
  - Require modified work at regular pay for more than seven calendar days after the date of accident
  - Earn less than regular pay at regular work.
- Claim WSIB benefits by:
  - Signing WSIB form 6, Worker's Report of Injury/Disease and giving a copy of the form to the employer.
- Choose a doctor or other qualified health professional. Do not change health professionals without permission for the WSIB.
- Cooperate in health care treatment.
- Consent to disclose their Functional Abilities information by signing the:
  - WSIB form 6;
  - Functional Abilities Form for Panning Early and Safe Return to Work; or
  - REO6 – Worker's Continuity Report (if applicable)
- Cooperate in the work reintegration process.
- Complete and return all WSIB forms promptly.
- Report to the WSIB any material change (i.e., change in income, return to work status, or medical condition).

# Reporting a Workplace Injury

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## Purpose

Four County Labour Market Planning Board will comply with all required regulations, legislation and workplace compliance issues regarding the correct reporting of any workplace injuries and will strive to prevent any potential workplace injuries through the implementation of appropriate health and safety policies, procedures and programs.

## Definition

Minor Injury - Any work related injury, minor or otherwise must be reported to the Executive Director immediately. A first aid kit is available in the primary bathroom facility (off the kitchen).

Serious Injury - A serious illness or injury is any physical condition that is life threatening or requires immediate medical attention. Examples include unconsciousness, bleeding, absence of breathing or pulse rate, uncontrolled breathing and/or severe chest pain. In an emergency situation, the employee should call 911 from any of the available telephones and immediately alert the Executive Director or any member of management.

When you call for help state whether the person is conscious or unconscious and how many people have been injured. Also, state your exact location, including company name, street address, floor, department and other specific information. It may be advisable to state the closest intersection. Do not hang up the phone until the Emergency Dispatcher instructs you to do so.

Critical Injury – is an injury that results in any of the following:

- Places life in jeopardy;
- Produces unconsciousness;
- Involves the fracture of leg or arm (but not a finger or toe);
- Involves the amputation of leg or arm (but not a finger or toe);
- Consists of burns to a major portion of the body;
- Causes the loss of sight in an eye; or
- Results in substantial loss of blood.

## Guidelines

1. When notified of a critical Injury management shall immediately proceed to the accident scene and ensure that the area is secured and remains undisturbed until released by a Ministry of Labour (MOL) Inspector.
2. The Executive Director or other designated employee will contact the health and safety representative and will conduct a joint investigation of the accident with that person once the injured team member is removed from the scene and it is safe to enter the accident area.
3. The Executive Director or other designated employee will immediately report the critical injury to the Ministry of Labour Health and Safety Contact Centre by telephone (1-877-202-0008) or other direct means and inform the operator that you are reporting a critical injury. You will need to provide the name of the injured employee as well as the time of the accident. An officer will call you back, so be sure that you leave a number you can

easily be reached at. Keep detailed notes as to the times of all calls, the name of the officer(s) you talk to, and details of the discussions.

Have the safety committee member present to talk with the M.O.L. officer to confirm what has taken place. Often the M.O.L. officer will release the scene if the safety committee member confirms that the accident investigation has been completed and corrective actions have been agreed on to remove any unsafe conditions.

If the M.O.L. officer agrees with the corrective actions, he/she will release the accident scene and make arrangements to investigate the following day. If the officer decides to investigate immediately, the accident scene must remain secured until the officer has completed their investigation. Continue to follow-up to ensure the accident scene remains secured and nothing is moved. Arrange to have copies of all relevant documentation such as training records, maintenance records, work procedures, etc. available for the M.O.L. officer when he/she arrives.

## Recovery and Return to Work

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### Purpose

The purpose of this policy is to outline employee expectations for cooperating with Four County Labour Market Planning Board and the WSIB in the event of a workplace illness/injury as well as, guidelines regarding employee recovery and return to work.

### Guidelines

Should a workplace illness/injury cause an employee to require substantial time away from work, or create a disability that restricts his/her ability to work, the employee will be expected to return to work as soon as it is reasonably safe to do so, in accordance with legislative requirements and be required to participate the Board's return to work process.

It is important that employees provide the Board with detailed information pertaining to their inability to perform their job duties with medical documentation, so that work alternatives may be sought out.

Where possible, the employee shall be returned to his/her original position, and provided with reasonable accommodation(s) where necessary. Where necessary, the employee may be required to perform modified work, or alternate job duties.

### Responsibilities

#### Employees shall:

- Establish and maintain contact with management regarding their injury rehabilitation progress;
  - Contact should be made at least once a week.
- Obtain and follow all medical advice, and work towards full recovery;

- Produce documentation from their health care provider to corroborate that they cannot return to work for an extended period of time, and whether or not a return to work process, or accommodation plan could expedite the employee's safe return to work;
- Put forth a reasonable effort to return to work safely, as early as possible; and
- Provide Four County Labour Market Planning Board with all pertinent information that could aid in the establishment of return to work options.

### **WSIB Cooperation Expectations**

In the event of a workplace injury, the Board will comply with all federally and provincially mandated legislation and WSIB regulations. It is in everyone's best interest to ensure that injured employees receive benefits for their injuries, as the benefits will assist them in coping with the injury, and speeding their recovery.

*WSIB guidelines outlining employee cooperation expectations related to workplace injury claims can be found [here](#).*

# Employee Wellness

## Anti-Violence, Discrimination and Harassment

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### Purpose

The management of the Four County Labour Market Planning Board is committed to the prevention of workplace violence. The organization will take whatever steps are reasonable to protect staff and Directors from workplace violence, discrimination and harassment from all sources.

The Board is committed to building and preserving a safe, productive and healthy working environment for its employees based on mutual respect. In pursuit of this goal the Board does not condone and will not tolerate acts of violence, harassment/bullying or discrimination against or by any employee. As such, this policy prohibits physical or verbal threats (with or without the use of weapons), intimidation, harassment or violence in the workplace in order to minimize the risk of injury or harm to employees.

Our workplace anti-violence, discrimination and harassment is not meant to stop free speech or to interfere with everyday interactions. However, what one person finds offensive, others may not. Usually, harassment can be distinguished from normal, mutually acceptable socializing. However, it is important to remember that it is the perception of the receiver of the potentially offensive message be it spoken, a gesture, a picture or some other form of communication which may be deemed objectionable or unwelcome that determines whether something is acceptable or not.

### Definitions

#### **Workplace Violence:**

- The exercise of physical force taken by a person against a worker, in a workplace, that causes or could cause physical injury to the worker.
- An attempt to exercise physical force against a worker, in a workplace, that causes or could cause physical injury to the work.
- A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

**Workplace Harassment** is a form of discrimination. It is against the law. Harassment is defined by the "Human Rights Act" as:

*"A course of vexatious comment or conduct that is known or ought reasonably to be known as to be unwelcome".*

It may consist of words or actions that belittle or cause humiliation to a Board member/staff member. Discrimination and Harassment based on the grounds prohibited under the Ontario Human Rights Code, 1990.

Harassment can take many forms and can occur between employees and/or Directors at any level in the organization. Whatever form it takes, personal harassment is a disruptive element in the work environment that undermines the integrity of the business relationship. It threatens the well-being and job performance of the Board Member/Staff/Community Partner Affiliate Member.

Harassment includes being subjected to unwelcome verbal or physical conduct that offends and humiliates. It can take many forms, such as:

- threats, intimidation, bullying or verbal abuse.

#### **Workplace Sexual Harassment:**

- Engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expressions where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- Making 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.

Sexual harassment can include but is not limited to:

- asking for sex in exchange for something, like offering a raise or promotion at work;
- asking for dates and not taking “no” for an answer;
- demanding hugs;
- making unnecessary physical contact, including unwanted touching;
- calling employees unkind names that relate to their sex or gender;
- making comments about a person’s physical appearance;
- saying or doing something because you think a person does not fit sex-role stereotypes;
- making sexual jokes;
- bragging about sexual ability; or
- spreading sexual rumours or gossip.

Often a person in authority is doing the harassment, but it may also come from peers, co-workers etc.

- demands or innuendos for sexual favours; or
- sexual assault (an offence under the criminal code), or
- leering or inappropriate staring.

**Racial Harassment:** someone is bothering you, threatening you or treating you unfairly because of your perceived race, colour, ancestry, and place of origin, ethnic origin, creed, or citizenship.

Racial harassment can happen when someone where you work:

- makes racial slurs or “jokes”;

- makes fun of you or insults you because of your racial identity;
- posts cartoons or pictures, in a workplace that degrade persons of a particular racial group; or
- calls you names because of your race, colour, citizenship, place of origin, ancestry, ethnic background or creed.

**Domestic Violence:** widely understood to be a pattern of behaviour used by one person to gain power and control over another person with whom he/she has had an intimate relationship. This pattern of behaviour may include physical violence, sexual, emotional and psychological intimidation, verbal abuse, stalking, and using electronic devices to harass and control.

### **Discrimination**

For the purpose of this policy, discrimination is action based on prejudice resulting in unfair treatment of other people. To discriminate is to make distinction between people on the basis of class or category without regard to individual merit.

### **Physical Assault**

An assault is carried out by a threat of bodily harm coupled with an apparent, present ability to cause the harm. Types of activity prohibited under this policy include not only the obvious things, i.e. slanderous statements or actions directed towards a particular staff member/board member/community partner affiliate, but also actions or conditions that create a "poisoned work environment".

### **Guidelines**

#### **Anti-Violence**

Violent behaviour in the workplace is unacceptable from anyone. Everyone is expected to uphold this policy and to work together to prevent workplace violence. The FCLMPB will ensure that this policy is implemented and maintained and that all staff and Directors have the appropriate information and instruction to protect them from violence in the workplace.

Employees will adhere to this policy and are responsible for ensuring that procedures are followed by all volunteers working under their direction as well as community partners, and visitors to the office

All employees and Directors are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats.

#### Workplace Violence Process

The following process, includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns.

### *Immediate Personal Threat*

Canada's Criminal Code deals with matters such as violent acts, threats, and behaviours such as talking. Police are to be called (911) in the event of an immediate and serious personal threat to any individual on the FCLMPB business whether that be in the office or on FCLMPB business outside the office.

### *Non-Immediate Threat*

The Executive Director or Board Co-Chair, as deemed appropriate by the individual experiencing the violence, is to be contacted. Through discussion with the complainant, they will reach agreement on whether the incident is harassment or violence. Incidents deemed as Harassment will be handled according to the existing harassment policy. Incidents deemed as violent will be reported to the police for further investigation.

Management pledges to investigate and deal with all incidents and complaints of workplace violence in a timely and fair manner, respecting the privacy of all concerned to the extent possible. Incidents resulting in charges laid by police will result in immediate dismissal.

### Domestic Violence

If FCLMPB is aware that domestic violence is likely to expose an employee to a workplace physical injury, every reasonable precaution will be implemented to protect the individual. FCLMPB treats the warning signs of domestic violence seriously and will take immediate action if the signs of actual or potential domestic violence are detected. Common signs of domestic violence include:

- The victim:
  - Trying to cover/disguise physical injuries (such as bruises, cuts, etc.);
  - Having difficulty concentrating on their work;
  - Being nervous/anxious when the abuser is in the workplace;
  - Missing work more frequently than usual;
- The abuser:
  - Interfering with the employee at work by:
    - Repeatedly phoning the employee;
    - Stalking/watching the employee;
    - Disrupting the workplace with questions about the employee;
    - Displaying jealous and controlling behaviour; and/or
    - Physically harming the employee or other employees.

### **Discrimination and Harassment Policy**

It is the policy of the FCLMPB that we maintain an environment free from discrimination and harassment of any sort.

- Complaints concerning harassment and discrimination receive prompt and thorough investigation.
- Board member(s) found to have harassed/discriminated against another Board member/staff/community partner affiliate will be subject to penalties up to and including

removal from their Board position, if deemed necessary by the results of the investigation.

- Staff member(s) found to have harassed/discriminated against another Board member/staff/community partner affiliate will be subject to discipline up to and including discharge, if deemed necessary by the results of the investigation.

**NOTE:** Managing performance and/or coaching is not considered a form of harassment and does not restrict a manager's responsibility in these areas.

### What is not Sexual Harassment?

An occasional compliment or remark is not included in this definition. Relationships between consenting adults, which are voluntary and are based on mutual attraction, do not constitute sexual harassment. On the other hand, behaviour which is intimidating, one sided and unwelcome by its male/female victims is harassment.

Harassment is not:

- consensual sexual behaviour between two people who are attracted to each other; or
- a hug between friends; or
- flirting, a genuine expression of affection between two consenting adults where no intimidation or power is intended or involved.

Although the above is not considered harassment, it is still inappropriate behaviour in the workplace and may be subject to corrective action being taken.

### Roles in Maintaining a Harassment-free Environment

As an employee you have the following responsibilities to our workplace. We trust that all of our employees will help us eliminate harassment from our workplace.

#### *Employee's Role*

If you witness harassment in the workplace you should:

- inform the harassed person that you have witnessed what you believe to be harassment and that you find it unacceptable. Support is often welcome. If that person does not feel they have been harassed, then normally the incident should be considered closed.
- inform the harasser(s) that you have witnessed the act(s) and find it unacceptable.
- encourage the harassed person to report the incident to management.

#### *Management's Role*

- Legally, management is responsible for creating and maintaining a harassment-free workplace.
- Management must be sensitive to the climate in the workplace and address potential problems before those problems become serious.
- If a manager becomes aware of harassment in the workplace and chooses to ignore it, that manager and the Board risk being named co-respondent in a complaint and may be found liable in legal proceedings brought about by the complainant and/ or local human rights' authorities.

## **Reporting Violence, Harassment and/or Discrimination**

Any employee who feels that he/she is being harassed/discriminated against or being the object of violence by other staff member is advised to:

- TRY to MAKE IT CLEAR to the offending party that his/her actions are UNWELCOME;
- maintain a record of what happened, noting the facts (re: dates, times, witnesses, nature of the harassment, your reactions, etc.);
- lodge a formal complaint with the Executive Director or Co-Chair

As soon as a harassment/discrimination issue comes to light, the Executive Director will commence a thorough and CONFIDENTIAL investigation of the matter. Harassment shall not be ignored. Silence can, and often is, interpreted as acceptance.

### Confidentiality During Investigation

The FCLMPB considers confidentiality a critical part of your personal rights as a director/staff member.

The directors/employees "RIGHT TO PRIVACY" will be upheld at FCLMPB to the best of the Board's ability. This may not always be possible, dependent upon the situation.

The complainant of a harassment/discrimination charge will be advised of the investigation and the procedures of his/her complaint; however, will not receive full disclosure of all reports or files generated by the investigation. This is done to ensure there is no invasion of privacy upon either the accuser or the accused.

It is the policy of FCLMPB to protect the privacy of both the accuser and the accused director/staff member in all cases of harassment of any sort.

Sensitive information will be kept private to ensure privacy of alleged perpetrator and accuser. FCLMPB will do everything it can to protect the privacy of the individual involved and to ensure that the complainant and respondents are treated fairly and respectfully. FCLMPB will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law. All records of harassment, and subsequent investigations, are considered confidential and will not be disclosed to any except to the extent required by law.

### Retaliation/Retribution

Threatening, intimidating or discriminating against someone who has either filed a complaint or who is providing evidence or assistance in complaint proceedings is a criminal offence. If any director/staff member is found, through investigation, to have or is participating in retribution or retaliation, that director/staff member will be subject to discipline up to and including termination of employment or removal from the Board.

### Penalties

Any individual who is found to have been violent, harassed/discriminated against another individual will be subject to discipline up to and including termination of employment. Every

incident of violence, harassment or discrimination is considered serious by Four County Labour Market Planning Board, however, not every incident may warrant discharge.

### Investigation

All complaints will be investigated as per the guidelines and timelines established in the *Complaint Resolution Policy*. Appropriate action to address the complaint will be initiated and may involve other parties (e.g., legal counsel, health practitioner, human rights officer, health and safety consultants or local police).

- The alleged victim will be interviewed by an appropriate person who can collect the information and summarize the events. Will sign testimony obtained on the interview.
- An appropriate person will interview potential witnesses to assist in ascertaining whether or not the complaint is valid and assessing the seriousness of the conduct in question.
- The alleged harasser will be interviewed by an appropriate person and will sign testimony obtained on the interview. The individual must be given an opportunity to present his/her side of the story
- Where investigation discloses harassment/discrimination, FCLMPB will take prompt and remedial action. The alleged victim will be advised of the investigation procedures taken as well as the outcome of such investigations.

Notwithstanding the provisions of this policy, staff members have the right to seek the advice and services of the Ontario Human Rights Commission at any time.

# Emergency Response

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## Purpose

The purpose of Four County Labour Market Planning Board's Emergency Response Plan is to ensure human safety, minimize damage to property, and assure rapid and responsive communication to all parties involved.

This plan will establish processes and procedures for appropriate responses to major emergencies, and assign roles and responsibilities for the implementation and execution of the Plan in the event of an emergency or catastrophe. The guidelines shown in this plan are intended to keep employees of Four County Labour Market Planning Board prepared should premises and/or facilities become unsafe due to calamity.

## Guidelines

### Emergency Types

For the purposes of this plan, FCLMPB defines "emergency" as an instance, or combination of instances, of unsafe conditions that pose a threat to people or property. They are as follows:

1. Fire and/or smoke. Any conflagration (fire) of combustible materials causing danger of burns from fire or suffocation/choking from smoke inhalation. This can also include fires nearby FCLMPB where there is a clear danger of the fire spreading to FCLMPB or causing the air to become un-breathable due to smoke.
2. Natural disaster or severe weather. This is a broad term meaning any emergency caused by inclement weather conditions or tectonic activity. Natural disasters include tornados, floods, earthquakes, mudslides, hurricanes, lightning strikes, avalanches, blizzards, ice storms, severe thunderstorms, and so on.
3. Chemical, biological, or radiological incidents. This may include a release of toxic chemicals or other dangerous agents within the vicinity of the Board, including natural gas leaks; the release of harmful bacteria, viruses, or other biological dangers; release of or exposure to radioactive materials.
4. Structural failures. This term encompasses any damage to Board property or premises that causes unsafe conditions due to structural failure. Failures or pending failures include (but are not limited to) bomb threats, collapsed walls, ceilings, or foundations, burst water mains, electrical power outages, and so on.

### 1. Fire/Smoke Response Procedures

#### Upon Discovery of Fire/Smoke or Hearing the Smoke Alarm

- Stop whatever they are doing, stay calm and follow procedures as indicated in the ERP – Fire.
- Take immediate action by alerting others and assign one person or yourself to call 911.
- Leave the affected area immediately by the nearest exit.

- Close all doors behind you.
- Activate the fire alarm pull station.
- If you encounter smoke, use an alternate exit. If you are unable to use an alternate exit or are trapped:
  - return to an office and close the door, leaving it unlocked;
  - seal off all cracks and air transoms or other openings which may admit smoke;
  - place towels/clothes (wet if possible) at the bottom of the door;
  - open windows if possible;
  - crouch low to the floor if smoke enters the room;
  - call the Fire Department at 911 and alert them to your location; and
  - wait to be rescued. Listen for instructions given by authorized personnel.
- Proceed with caution to the assembly area and wait for further directions.
- Do not return to the building until it is declared safe to do so by the Fire Department.

If your clothes catch fire:

- Stop whatever you are doing.
- Drop to the ground.
- Roll to smother the flames.
- If someone else's clothes catch fire, have them stop, drop and roll. Try to smother the flames with a piece of clothing.

#### Assisting Individuals in Need

- When exiting the building provide assistance in order to enable any persons with disabilities to exit.
- If an individual is overexposed to smoke or chemical vapors, remove the person to an uncontaminated area. If CPR certified, follow standard CPR protocols. Get medical attention promptly. Do not enter the area if you suspect that a life threatening condition still exists (such as heavy smoke or toxic gases).

#### Responsibility of Executive Director/Health and Safety Representative

In addition to following the emergency procedures outlined above the Executive Director or Health and Safety Representative will do the following:

- Call the Fire Department at 911 when it is safe to do so (or arrange for alternate person to call) and advise them of the building location and floor number e.g., 647 Wilton Grove Rd., London. Give them precise nature of the fire (i.e., car fire, electrical fire, carpet or paper fire). Do not hang up until given permission to do so by the operator.
- Report evacuation information to emergency response personnel (Fire/Police), letting them know if the office is totally evacuated or if there are missing personnel
- Follow instructions from the Fire Department and assist them as requested.

The Executive Director is responsible for accounting for each employee present that day. In his/her absence, the most senior staff member present that day is responsible for accounting for each employee.

## Fire Extinguishment, Control and Confinement

This is primarily the responsibility of the Fire Department. The production of toxic fumes in buildings makes firefighting potentially dangerous, particularly if a large amount of smoke is being generated.

Only after ensuring that the alarm has been raised and the Fire Department has been notified, can an employee attempt to extinguish a small fire (provided the employee is familiar with the operation of a fire extinguisher). If the fire cannot be easily extinguished, leave the area and confine the fire by closing the door.

### Use of the Fire Extinguisher

Only if the fire is small enough, you know how to use the fire extinguisher and feel confident.

- **Fire extinguisher is located outside the ED office door in the hallway**

If the fire does not go out or spreads after attempting to extinguish flames, leave the area immediately and close doors on your way out.

Using an Extinguisher:

Think “**PASS**”

- Pull the safety pin at the top of the extinguisher
- Aim the nozzle/hose at the base of the flames
- Squeeze or press the handle
- Sweep from side to side at the base of the fire until it is out.

## **2. Natural Disaster/Severe Weather**

The Four County Labour Market Planning Board recognizes that throughout the year, weather conditions may make it unreasonable to expect staff to travel to work and arrive home again safely.

- To protect the safety and well-being of staff, it is recommended that employees monitor the weather and if they have concerns, please contact the Executive Director. All Environment Canada website weather warnings will be adhered to. <http://weatheroffice.ec.gc.ca/> will direct you to the search by city page. All staff are responsible for ensuring compliance with this policy.
- Staff will be contacted by phone in case of office closure in an unexpected overnight storm.
- Weather changes during the work day will be monitored and staff advised to leave early if it is evident that conditions will only worsen as time passes.
- It is advised that work be taken home when severe weather is in the forecast; it is expected that staff work on line to minimize lost productivity during office closures. If you choose not to work from home, the time off will be considered as lieu time, or vacation time if you do not have any accumulated lieu time banked. The only exception will be in cases of blackouts or other storm conditions making it inadvisable, unsafe or impossible to work from home.

The decision to officially close the office remains with the Executive Director in the event the storm occurs overnight or unexpectedly over a weekend. However, any staff member either out of town, or in town, should feel comfortable in their own decision to either stay home if they have safety concerns or to leave work early if they are concerned about arriving home safely. In the event of severe weather FCLMPB will cover the cost of basic accommodation, with pre-approval of the Executive Director or one of the Co-Chairs. Permission will not be unjustly withheld.

Once the decision is made to close the office by the Executive Director, employees are requested to remain at home and report to work the next day unless informed otherwise.

A “weather watch” means that conditions are favourable for severe weather to develop. A “weather warning” means that severe weather has been sighted in the vicinity. When a weather warning is given while at work:

- account for all employees and visitors, ensuring that everyone is inside the facility;
- close all windows and close all curtains and/or blinds;
- instruct all employees and visitors to move away from windows;
- if necessary, gather employees and visitors into the basement, or, if no basement is available, into bathrooms or other enclosed area;
- listen to all weather reports for updates. Do not leave the basement or enclosed area until the weather warning has been lifted;
- stay calm. Encourage others to stay calm also;
- be prepared for isolation at the premises; and
- ensure that emergency equipment and supplies are available, or can be readily obtained.

### **3. Chemical, Biological, or Radiological Procedure**

The purpose of the Chemical, Biological, or Radiological Procedure is to inform employees and visitors of the steps that should be taken in the event that a contaminant, virus, or other harmful agent poses an immediate threat.

1. Call 911 and report the situation.
2. Ensure the Executive Director is informed immediately.
3. Commence evacuation procedures.

### **4. Structural Failure Procedure**

The purpose of this procedure is to inform employees or visitors of precautions to be taken in the event of a structural failure.

- In the event of a power outage, gather flashlights and other needed supplies. Check on all employees and visitors to ensure their safety. Ensure all backup or emergency lighting is fully operational. If the power outage is prolonged, consult with Executive Director to consider dismissing employees for the day.
- In the unlikely event of a bomb threat, it is impossible to discern valid threats from hoaxes. All threats will be treated as real in order to protect lives and property, and the premises shall be evacuated immediately.
- In the case of water, heat, or other utility disruptions, all attempts will be made to determine the cause of the disruption and the probable length of shutdown. If the

shutdown is prolonged, consult with Executive Director to consider dismissing employees for the day.

### **Individualized Emergency Response Information**

The Board, in consultation with the employee, will ensure that an individualized response plan is developed to ensure that it meets his/her unique needs during emergency situations. This information shall be reviewed as necessary (e.g. change in accommodation needs, change in general emergency response policies etc.).

#### Assembly Area

Employees should assemble across the street at the Brockton municipal office.

# Flu Outbreak or Pandemic

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## Purpose

The Four County Labour Market Planning Board has developed this policy to inform staff of the Board's statement about any such outbreaks or quarantines, and how this would affect day to day operations. Should there be any type of flu pandemic or health related issues such as an "S.A.R.S." outbreak, this policy is in place to insure all staff and their families are protected to the best of our ability.

## Guidelines

All employees are encouraged to receive a flu shot at their doctor's office or through one of the free clinics. Employees are permitted to attend a clinic during work hours to receive their flu shots. The Executive Director will be the coordinator of our Contingency Plan, and will keep the organization up to date on any developments which may affect the operation of FCLMPB.

Staff is asked to increase their hand washing regularly throughout the day and observe the suggested length of washing as well as to cover nose and mouth when sneezing or to sneeze onto one's arm and use hand sanitizers often to decrease the risk of spreading germs within the office.

Any officer, employee or agent of the company traveling to an "area affected by an outbreak" will not be permitted to return to the work premises until that person has undergone an appropriate period of quarantine or has produced a medical certificate from either a clinic or a qualified medical practitioner certifying that the person is not a suspect or probable case of infection. Affected area means areas published by the World Health Organization or the Bruce Region or County Medical Health Officer. If you feel you may have come in contact with someone who is infected call the Executive Director immediately.

Should an employee become quarantined, and they are able to continue to work from home, they will continue to receive regular salary. Should the employee be unable to work from home, due to severe flu symptoms, the normal company policy on sick leave will apply. Disciplinary action could be taken if an employee returns to work early and infects or even could potentially infect other staff members.

Diseases such as flu, SARS, and avian bird flu can be potentially fatal to some. It is for this reason we ask all of our employees to take every possible precaution when coming into contact with these types of diseases.

# Safe Driving

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## Purpose

The purpose of this policy is outline guidelines for the appropriate use of motor vehicles being operated under the employ of Four County Labour Market Planning Board.

## Guidelines

All FCLMPB employees are responsible for the following:

- Notifying the Executive Director of any health and safety concerns so they may be dealt with promptly.
- Holding a valid driver's license in good standing.
- Knowing and abiding by **all** applicable driving and traffic laws.
- Wearing a seatbelt at all times, including all stages of pregnancy.
- Ensuring that the vehicle is up to date with maintenance and in safe operating condition prior to operation.
- Reporting any incident, injury or hazard.

## Distractions

### Employee Safety While Driving

FCLMPB strictly prohibits to make or receive business calls on a mobile phone/device while operating a motor vehicle, whether that vehicle is personally-owned, or rented by the company. The use of hands-free mobile phones should be kept to a minimum when driving.

Exceptions to this policy statement may be made in the case of extreme emergencies, such as an accident, vehicle failure, or other imminent danger. Nevertheless, it is strongly suggested that drivers pull over safely and park the car before making a cell phone call.

## Alcohol, Drugs and Driving

Employees are not permitted to drive if unfit to do so (e.g. under the influence of alcohol, narcotics, medications or other drugs that are likely to affect your alertness or driving performance). Driving under the influence is against the law and will not be tolerated by the Board. Employees must contact the Executive Director if they are unsure about their fitness to drive.

## In the Event of an Accident

In the event of a motor vehicle accident employees must:

- move the vehicle to a safe spot, out of traffic, if possible;
- assess the situation and call the appropriate authorities where necessary (Ambulance, Fire Department, Police);
- obtain the appropriate contact information from the other parties involved in the accident, including their insurance information, names and phone numbers;

- share their appropriate insurance information and contact information with the other parties involved in the accident;
- contact the Executive Director to inform them of the accident, and provide as much pertinent information as possible; and
- use the first aid/road safety kit, where required.

**In the event of an accident the driver is specifically directed not to reference or assume any responsibility for the accident. This direction is provided to permit the individuals conducting the investigation to make their determination based on all the evidence and factors influencing the incident which may not be available to the driver.**

# Substance Abuse

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## Purpose

Four County Labour Market Planning Board is committed to the health and safety of its employees and has adopted this policy to communicate its expectations and guidelines surrounding substance use, misuse and abuse.

Employees under the influence of drugs or alcohol on the job can pose serious health and safety risks both to themselves and their fellow employees. To help ensure a safe and healthy workplace, the Board reserves the right to prohibit certain items and substances from being brought on to, or present on company premises.

## Guidelines

### Expectations

#### Employees

The following expectations apply to employees while conducting work on behalf of the Board, whether on or off company property:

- Employees are required to report to work in an appropriate mental and physical condition to perform their jobs in a satisfactory manner.
- While on Board premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs.
- From time to time, the Board may sponsor a social event during which alcohol may be served. In such cases, employees are expected to conduct themselves responsibly and to avoid drinking to excess.
- The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner.
- The employee must make the Executive Director aware of the possible effects of the prescribed drug, for safety reasons.
- Report unfit co-workers to management.
- Seek advice and/or appropriate treatment, where required.
- Communicate dependency or emerging dependency.
- Follow after-care program, where established.
- Employees are not permitted to drive if unfit to do so. Driving under the influence is against the law and will not be tolerated by the Board.

Any employee reporting to work and found to be under the influence of alcohol, illegal drugs or other controlled substances will be asked to leave the premises but, in view of their condition, will be provided transportation in order that they arrive home safely.

#### Management

- Identify any situations that may cause concern regarding an employee's ability to safely perform their job functions.

- 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.
- Maintain confidentiality and employee privacy.

### **Substance Dependency**

The Board understands that certain individuals may develop a chemical dependency to certain substances, which may be defined as a disease or disability. The Board promotes early diagnosis and encourages employees with a disability based on the dependency of alcohol or drugs to pursue medical and/or psychological treatment to become successfully cured of this disease.

Employees are not excused from their duties as a result of their dependencies. Any employee who suspects that he/she might have an emerging drug or alcohol problem is expected to seek appropriate treatment promptly.

### **Agreement for the Continuation of Employment**

The Board reserves the right to invoke an *Agreement for the Continuation of Employment* in accordance with an employee's commitment to become, and remain alcohol and drug-free. The Agreement will outline the conditions governing the employee's return to the job and the consequences for failing to meet the conditions.

### **Disciplinary Action**

Violations of this policy may lead to disciplinary action up to and including termination of employment for cause. Such violations may also have legal consequences.

# Working Alone

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## Purpose

This policy outlines guidelines and procedures for employees who are working alone in order to ensure their ongoing health and safety. Four County Labour Market Planning Board strives to ensure that all appropriate safeguards are enacted to protect employees who must work alone, in isolation or after hours.

## Definitions

For the purposes of this policy, “to work alone” means to work alone at a work site in circumstances where assistance is not readily available in the event of an injury, illness or emergency.

## Guidelines

Before an employee is required to work alone, the Board will conduct a Working Alone – Hazard Assessment and utilize its results to take all reasonable steps to eliminate and/or control any identified hazards. Employees are also encouraged to assess their work situation on an ongoing basis, to apply heightened awareness and plan proactively to avoid any potential or actual hazards.

Wherever possible, working alone should be avoided. Examples of strategies to avoid risks associate with working alone when it is unavoidable include but are not limited to:

- confirming that public or unauthorized access to the workplace is controlled during and after regular work hours;
- implementing a ‘buddy’ system involving another employee, family member or friend, with regularly scheduled ‘check ins’ to ensure continuing safety during working hours and while in transit to and from the office or other work location;
- having a cell phone programmed with emergency numbers and kept readily available;
- regularly reviewing building safety systems and emergency protocols;
- parking only in well-lit, populated parking areas and moving one’s car to the closet available parking location in anticipation of working late;
- taking a taxi to one’s car or to public transit, and waiting for the taxi inside the building or other secure location; and
- considering the use of a taxi rather than public transit during very early or late hours (Note that with prior approval, taxi costs may be claimed as an expense in the normal fashion.)

## Out of Office

In the interest of safety, if an employee will be out of the office, they must leave the following information regarding their whereabouts on the office Google calendar:

- Purpose of trip
- Name of contact and assistant (if applicable)

- Address of meeting.
- Date, time and expected duration of meeting and expected time of return.

If staff find themselves in a situation which they think may cause the Board concern about their safety, they should call the Executive Director regarding their whereabouts and status.

# Acknowledgement and Agreement

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My signature below indicates that I have received a copy of Four County Labour Market Planning Board's Employee Human Resources Manual.

I acknowledge I have read and understand the contents of this manual and will act in accordance with these policies and procedures as a condition of my employment with the Four County Labour Market Planning Board. I understand that if I violate the rules set forth in the manual, I may face disciplinary action up to and including termination of employment.

I understand and agree that nothing in the manual creates, or is intended to create, a promise or representation of continued employment and that employment may be terminated at the will of either Four County Labour Market Planning Board or myself.

I also understand that the Four County Labour Market Planning Board may review, supplement or rescind policies, procedures or benefits described in the manual, with or without notice.

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

*Please submit this signed acknowledgment to the Executive Director to be placed in your Personnel File.*