

VOLUNTEER LETHBRIDGE

EMPLOYEE HANDBOOK



Issues and Updates

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PART 1: WELCOME TO OUR ORGANIZATION

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

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

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

This Handbook shall be interpreted and applied in accordance with the *Alberta Employment Standards Code*, any successor legislation, and the regulations thereto, as amended from time to time (collectively referred to as the “ESC” or the “Code”).

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

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

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

1.0 OUR PHILOSOPHY

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

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

2.0 AN EQUAL OPPORTUNITY EMPLOYER

We are an equal opportunity employer and employ personnel without regard to race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, or sexual orientation.

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

In addition, the Organization pays compensation based on comparable value and does not discriminate in employment based on gender.

3.0 BACKGROUND CHECKS

The Organization reserves the right to require applicants and existing employees to consent to background checks so that it can ensure that its staff members possess the requisite skills, credentials, and qualifications. This may also be necessary for health and safety purposes.

Background checks may include, but are not limited to:

- Criminal background, vulnerable sector and police checks;

- Credit checks;
- Academic and professional reference checks and verification; and
- Any other inquiries required and/or permitted by law.

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

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

4.0 DRESS CODE POLICY

a. Overview

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

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

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

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

b. Application

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

c. Dress Code

i. Examples of Acceptable Attire

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

Job Title	Acceptable Attire	Equipment Required (if any)
All Staff	We have established a casual dress code that will allow our employees to work comfortably and efficiently. All clothing that is worn must be clean, neat and project a professional image of our company to both clients and co-workers.	

ii. Examples of Unacceptable Attire

Examples of unacceptable clothing include the following:

Job Title	Examples of Unacceptable Attire
All Staff	Clothing attire that is too revealing or clothing attire bearing inappropriate language or slogan.

5.0 CONFLICT OF INTEREST POLICY

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

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

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

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

An unresolved conflict of interest could result in immediate dismissal.

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

2 HOURS OF WORK

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

Day	Hours of Work
Sunday	Closed
Monday	8:30AM – 4:30PM
Tuesday	8:30AM – 4:30PM
Wednesday	8:30AM – 4:30PM
Thursday	8:30AM – 4:30PM
Friday	8:30AM – 4:30PM
Saturday	Closed

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

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

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

3 OVERTIME

3.1 General

Unless ineligible under the ESC, employees may be entitled to receive overtime pay. Further, unless an employee's contract of employment states otherwise, overtime pay will be paid at one and a half (1.5) times an employee's regular rate of pay.

For most employees, and unless an employee's contract of employment states otherwise, overtime pay is earned when an employee has worked more than eight hours in a day or 44 hours in a work week, whichever is greater. Each hour of overtime worked will be paid at the overtime rate.

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

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

3.2 Managers & Supervisors

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

3.3 Travel

3.3.1 Organization travel

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

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

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

3.3.2 Travel to and from work

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

3.4 Use of IT Resources Outside Work Hours

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

As set out in Part 10 below, information technology resources refer to the following non-exhaustive list:

- Personal computers and workstations;
- Laptop computers;
- Electronic mail (email);
- Cellular telephones and pagers;

- Personal digital assistants and smartphones;
- Data storage devices;
- Computer hardware;
- Peripheral equipment, such as printers, modems, fax machines, and copiers;
- Computer software applications and associated files and data, including software that grants access to external services such as the Internet; and
- Voicemail systems.

3.5 “Banking” Overtime

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

Time off in lieu is earned at the rate of one (1) hour of paid time off work for each hour of overtime worked. The Organization will allow employees to bank their OT hours in lieu of overtime pay.

Paid time off must be taken within six (6) months of the end of the pay period in which it was earned. However, any banked time must be taken on a date mutually agreed upon in advance by the Organization and the employee.

4 STATUTORY HOLIDAYS

The Organization adheres to the public holiday provisions of the ESC, as amended from time to time, and will administer this policy in accordance with the requirements of the Code.

Eligible employees are entitled to the following nine (9) statutory holidays with pay:

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

4.1 Additional Holidays

Employees are also entitled to the following additional days off, with the same holiday pay rules as set out below:

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

In addition, the Organization reserves the right to close its office from Christmas Day to New Year's Day. Should the Organization decide to close its office during this period, employees will receive paid time off. This policy will be reviewed annually and will depend on operational requirements.

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

4.2 Holiday Pay

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

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

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

5 VACATION

1.1 Vacation Time

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

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

Vacation time must be taken within 12 months of it being earned. After that time, you will not be permitted to carry vacation time over to a subsequent year unless you obtain approval in writing from management.

1.2 Scheduling Vacations

All vacation requests must be made by submitting to management a completed **Form A** (Vacation Request Form), which can be found in the Appendix hereto. All requests for

vacation must be submitted for approval at least two (2) weeks before the start of the proposed vacation period. All vacations must be approved by management in advance, as set out above. While the Organization will make every effort to accommodate employee vacation requests, the timing of an employee's vacation is ultimately subject to management's discretion and the needs of the Organization.

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

PART 3: LEAVES OF ABSENCE

1.0 BEREAVEMENT LEAVE

The Organization will provide Bereavement Leave to eligible employees in accordance with the provisions of the ESC. These entitlements may be subject to change in the event of any amendments to the ESC.

Employees who have been employed by the Organization for at least 90 days are entitled to three (3) unpaid Bereavement Leave days per year.

1.1 What is Bereavement Leave?

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

- Spouse, adult interdependent partner, or common-law partner;
- Children (and their partner/spouse);
- Current or former foster children (and their partner/spouse);
- Current or former wards;
- Parents, step-parents, and/or current or former guardians (and their partner/spouse);
- Current or former foster parents;
- Siblings, half-siblings, or step-siblings (and their partner/spouse);
- Grandchildren or step-grandchildren (and their partner/spouse);
- Grandparents or step-grandparents;
- Aunts, uncles, step-aunts, or step-uncles (and their partner/spouse);
- Nieces or nephews (and their partner/spouse); and
- A person the employee isn't related to but considers to be like a close relative.

This includes the following family members of an employee's spouse, common-law partner, or adult interdependent partner:

- Children (and their partner/spouse);
- Current or former wards;
- Parents, step-parents, or foster parents;
- Sibling, half-sibling, or step-sibling;
- Grandparents;
- Grandchildren;

- Aunts or uncles; and
- Nieces or nephews.

1.2 Taking Bereavement Leave

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

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

2.0 CITIZENSHIP CEREMONY LEAVE

The Organization will provide Citizenship Ceremony Leave to eligible employees in accordance with the provisions of the ESC. These entitlements may be subject to change in the event of any amendments to the ESC.

Employees who have been employed by the Organization for at least 90 days are entitled to a half day of Citizenship Ceremony Leave once in their lifetime.

2.1 What is Citizenship Ceremony Leave?

Citizenship Ceremony Leave is available to allow an employee to attend their own Canadian citizenship ceremony.

2.2 Taking Citizenship Ceremony Leave

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

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

3.0 DOMESTIC VIOLENCE LEAVE

The Organization will provide Domestic Violence Leave to eligible employees in accordance with the provisions of the ESC. These entitlements may be subject to change in the event of any amendments to the ESC.

Employees who have been employed by the Organization for at least 90 days are entitled to ten (10) unpaid Domestic Violence Leave days per calendar year.

3.1 What is Domestic Violence Leave?

Domestic Violence Leave can be taken when an employee, the employee's dependent child, or a protected adult who lives with the employee experiences an act of domestic violence.

Acts of domestic violence include:

- any intentional or reckless action that causes injury or property damage while intimidating or harming a person
- any act or threat that intimidates a person by creating a reasonable fear of property damage or personal injury
- psychological or emotional abuse
- forced confinement
- sexual contact that is coerced by force or threat
- any act deemed as stalking.

To constitute domestic violence, the act must be caused by a person who:

- is or has been married to the employee;
- is or has resided with the employee in an intimate relationship;
- is or has been the employee's adult interdependent partner;
- is or has been dating the employee;
- is the biological or adoptive parent of a child with the employee;
- is related to the employee by blood, marriage, adoption, or an adult interdependent relationship; or
- is residing with the employee and has care and custody over the employee by court order.

An employee may take domestic violence leave to:

- allow the employee, their dependent child, or a protected adult to seek medical attention for physical or psychological injury caused by domestic violence;
- obtain services from a victim services organization;
- allow the employee, their dependent child, or a protected adult to obtain psychological or other professional counselling;
- relocate (temporarily or permanently); or

- seek legal or law enforcement assistance, including time relating to legal proceedings.

3.2 Taking Domestic Violence Leave

Employees must notify their manager in writing as soon as is reasonable before taking Domestic Violence Leave. However, if, due to their circumstances, they have to commence a Domestic Violence Leave before notifying management, they must do so as soon as possible.

4.0 PERSONAL AND FAMILY RESPONSIBILITY LEAVE

The Organization will provide Personal and Family Responsibility Leave to eligible employees in accordance with the provisions of the ESC. These entitlements may be subject to change in the event of any amendments to the ESC.

Employees who have been employed by the Organization for at least 90 days can take up to five (5) unpaid days of Personal and Family Responsibility Leave each calendar year.

4.1 What is Personal and Family Responsibility Leave?

Personal and Family Responsibility Leave can be taken if an employee is sick needs to attend to their personal health matters or has responsibilities in relation to their family members.

For the purposes of Personal and Family Responsibility Leave, an employee's family members include:

- Spouse, adult interdependent partner, or common-law partner
- Children or children of the employee's spouse/partner
- Current or former foster children
- Current or former wards
- Parents
- Current or former foster parents
- Current or former guardian
- Siblings or half-siblings
- Grandparents
- Grandchildren
- A person living with the employee as a member of their family

4.2 Taking Personal and Family Responsibility Leave

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

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

5.0 MATERNITY AND PARENTAL LEAVE

The Organization will provide maternity and parental leave for eligible employees in accordance with the provisions of the ESC. These entitlements may be subject to change in the event of any amendments to the ESC.

Employees who have been employed by the Organization for at least 90 days can take Maternity and Parental Leave, subject to the additional requirements below.

Employees must obtain information about their rights to Employment Insurance (EI) benefits if they are considering taking a maternity or parental leave. For information about maternity and parental benefits, contact Service Canada's Employment Insurance Automated Telephone Information Service at 1-800-206-7218.

5.1 What is Maternity Leave?

Maternity Leave allows pregnant employees to take unpaid time off work to care for their newborn child.

5.2 What is Parental Leave?

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

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

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

5.3 How Long is Maternity Leave?

Birth mothers are entitled to 16 weeks of unpaid maternity leave.

An employee may choose to take a shorter maternity leave. However, once an employee has started her maternity leave, she must take it all at once. An employee cannot use part of the 16 weeks, return to work, and then go back on maternity leave for the unused portion. If the employee returns to work, then she gives up the right to take the rest of her leave.

5.4 How Long is Parental Leave?

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

Those who take maternity leave are also entitled to a maximum of 62 weeks of unpaid parental leave.

5.5 Taking Maternity or Parental Leave

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

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

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

6.0 COMPASSIONATE CARE LEAVE

The Organization will provide Compassionate Care Leave to employees in accordance with the provisions of the ESC. These entitlements may be subject to change in the event of any amendments to the ESC.

Employees who have been employed by the Organization for at least 90 days can take up to 27 weeks of unpaid, job-protected Compassionate Care Leave. The leave can be split into multiple installments, but each period must be at least one week long.

6.1 What is Compassionate Care Leave?

Compassionate Care Leave can be taken to provide care or support to a seriously ill family member who is at risk of death within 26 weeks. The ill family member is not required to live in Alberta.

Those considered a family member may be in relation to the employee or the employee's partner (spouse, common-law partner, or adult interdependent partner). Family members include:

- Spouse, adult interdependent partner, or common-law partner
- Children (and their partner/spouse)

- Current or former foster children (and their partner/spouse)
- Current or former wards
- Parents, step-parents, and/or current or former guardians (and their partner/spouse)
- Current or former foster parents
- Siblings, half-siblings, or step-siblings (and their partner/spouse)
- Grandchildren or step-grandchildren (and their partner/spouse)
- Grandparents or step-grandparents
- Aunts, uncles, step-aunts, or step-uncles (and their partner/spouse)
- Nieces or nephews (and their partner/spouse)
- A person the employee isn't related to but considers to be like a close relative

6.2 Taking Compassionate Care Leave

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

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

- give their manager at least two weeks of written notice of the date on which the leave will start, unless circumstances necessitate a shorter period
- give their manager a medical certificate issued by a physician or nurse practitioner who is caring for the ill family member. The medical certificate must confirm the following information:
 - that the family member requires the care or support of one or more family members; and
 - that the family member has a serious medical condition and there is a significant risk that the family member will die within 26 weeks. The 26 weeks is calculated by the earlier of:
 - the day the certificate is issued; or
 - the day the leave began, if it began before the certificate was issued

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

7.0 CRITICAL ILLNESS LEAVE

The Organization will provide Critical Illness Leave to employees in accordance with the provisions of the ESC. These entitlements may be subject to change in the event of any amendments to the ESC.

Employees who have been employed by the Organization for at least 90 days can take up to 36 weeks of unpaid, job-protected leave for the critical illness of a child, and 16 weeks for the critical illness of an adult. The leave can be split into multiple installments, but each period must be at least one week long.

7.1 What is Critical Illness Leave?

Critical Illness Leave is an unpaid job-protected leave of absence to provide care or support to a critically ill child or adult family member.

Those considered a family member may be in relation to the employee or the employee's partner (spouse, common-law partner, or adult interdependent partner). Family members include:

- Spouse, adult interdependent partner, or common-law partner
- Children (and their partner/spouse)
- Current or former foster children (and their partner/spouse)
- Current or former wards
- Parents, step-parents, and/or current or former guardians (and their partner/spouse)
- Current or former foster parents
- Siblings, half-siblings, or step-siblings (and their partner/spouse)
- Grandchildren or step-grandchildren (and their partner/spouse)
- Grandparents or step-grandparents
- Aunts, uncles, step-aunts, or step-uncles (and their partner/spouse)
- Nieces or nephews (and their partner/spouse)
- A person the employee isn't related to but considers to be like a close relative

7.2 Taking Critical Illness Leave

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

In order to commence Critical Illness Leave, an employee must:

- give their manager at least two weeks of written notice of the date on which the leave will start, unless circumstances necessitate a shorter period; and
- give their manager a medical certificate issued by a physician or nurse practitioner who is caring for the ill family member. The medical certificate must confirm the following information:

- that the child or adult is critically ill and requires the care or support of a family member;
- the start date of when the care or support is required;
- the end date of when the care or support is no longer required; and
- if the leave started before the certificate was issued, the date the leave began.

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

8.0 DEATH OR DISAPPEARANCE OF CHILD LEAVE

The Organization will provide Death or Disappearance of Child Leave to employees in accordance with the provisions of the ESC. These entitlements may be subject to change in the event of any amendments to the ESC.

Employees who have been employed by the Organization for at least 90 days can take up to 52 weeks of unpaid, job-protected leave if their child has disappeared, and up to 104 weeks if their child has died as a probable result of a crime. If the employee takes leave and the child is then found alive, the period of leave ends the earlier of 14 days after the child is found or 52 weeks after the day the child disappeared.

8.1 What is Death or Disappearance of Child Leave?

Death or Disappearance of Child Leave is an unpaid job-protected leave of absence employees can take if their child dies or disappears as a result of a probable Criminal Code offence.

8.2 Taking Death or Disappearance of Child Leave

An employee can begin their leave on the day of the death or disappearance of the child but must provide their manager with written notice as soon as is reasonable. Notice should include the estimated date of the employee's return to work, if known.

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

9.0 LONG-TERM ILLNESS AND INJURY LEAVE

The Organization will provide Long-Term Illness and Injury Leave to employees in accordance with the provisions of the ESC. These entitlements may be subject to change in the event of any amendments to the ESC.

Employees who have been employed by the Organization for at least 90 days can take up to 16 weeks of unpaid, job-protected Long-Term Illness and Injury Leave each calendar year.

9.1 What is Long-Term Illness and Injury Leave?

Long-Term Illness and Injury Leave is an unpaid job-protected leave of absence if an employee has a long-term illness, injury, or is quarantined.

9.2 Taking Long-Term Illness and Injury Leave

To commence leave, an employee must give their manager written notice as soon as possible and include an estimated date of return to work. Employees must also give the Organization a medical certificate issued by a physician or nurse practitioner before the leave begins, or as soon as possible if circumstances necessitate. The medical certificate must contain the estimated duration of leave.

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

10.0 RESERVIST LEAVE

The Organization will provide Reservist Leave to employees in accordance with the provisions of the ESC. These entitlements may be subject to change in the event of any amendments to the ESC.

Employees who have been employed by the Organization for at least 26 consecutive weeks can take Reservist Leave. Employees can take periods of unpaid, job-protected leave, as follows:

- up to 20 days each calendar year for annual training; or
- as long as necessary to accommodate the period of service required for international or domestic deployment.

Leave does not have to be taken in consecutive days.

10.1 What is Reservist Leave?

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

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

10.2 Taking Reservist Leave

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

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

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

11.0 EFFECT OF A LEAVE

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

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

Unless otherwise required by law, while an employee is on a leave, their terms of employment will remain the same and the Organization will continue to pay its share of the premiums required to maintain benefits, if any, which were available to the employee prior to the leave.

12.0 VOTING, JURY AND WITNESS DUTY

12.1 Voting on Election Day

If an employee's schedule interferes with their ability to vote in a federal, provincial, or municipal election, then appropriate paid time off will be provided in accordance with applicable legislation.

12.2 Jury and Witness Duty

If required by law, the Organization will allow an employee to take unpaid time off for jury duty in a court of record or as a witness (if they are subpoenaed) in a legal proceeding.

An employee must notify the Organization as soon as possible after receiving a jury/witness duty notice and must also show evidence.

13.0 OTHER LEAVES OF ABSENCE

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

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

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

- The purposes of the leave.

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

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

14.0 PAID SICK DAYS

After you have successfully completed your probationary period, you are entitled to six (6) paid sick days per year.

You must request your Sick Day(s) from your Manager in accordance to the Call In Procedures outlined in Part 4 of this Employee Handbook.

Sick days are accumulated at 0.5 days per month.

If any portion of the six (6) paid Sick Days are not used, the days can not be deferred and no extra money will be paid out.

15.0 PERSONAL CARE DAYS

After you have successfully completed your probationary period, you are entitled to two (2) paid personal care days per year.

If any portion of the personal care days are not used, the days can not be deferred and no extra money will be paid out.

PART 4: ATTENDANCE POLICY AND SCHEDULING

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

1.0 CALL IN PROCEDURES

In the event of absence, employees are required to call in/text/email to report the absence to their manager at least two (2) hours before their scheduled start time. If an absence can be scheduled in advance, an employee is required to do so in writing to their manager.

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

If an employee is going to arrive at work late, he or she is required to call in or report their late arrival to their manager as soon as possible.

If an employee must leave work early, they must notify their manager as soon as possible. The employee will be expected to make up the lost time during the work week in which the early departure occurs.

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

2.0 MEDICAL DOCUMENTATION

Employees are required to provide a medical note (at the employee's expense) after missing three (3) consecutive days of work due to illness.

3.0 CULPABLE ABSENTEEISM

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

Culpable absenteeism may lead to disciplinary action up to and including dismissal.

4.0 ABSENCES FOR APPOINTMENTS

All appointments (e.g. doctor/dentist appointment, etc.) should be scheduled outside of normal working time. We understand that some appointments can only be scheduled

during normal working hours; accordingly, time off for such appointments must be approved by an employee's manager.

Employees are expected to make up the time taken for personal appointments. For example, if an employee is away from the office for two (2) hours to attend an appointment, the employee is expected to make up that time during the same week in which the absence occurs; if the time is not made up, then it may be deducted at management's sole discretion.

5.0 BREAKS

The ESC requires that qualified employees take a half (0.5) hour break every five (5) hours. This requirement must be taken into consideration if the employee wishes to make up some or all the time through their lunch period.

6.0 SCHEDULING RULES

6.1 "Three-Hour Rule"

Unless otherwise specified in the ESC, if an employee who regularly works more than three (3) hours per day attends for and is ready to work, but works less than three (3) hours that day, then the Organization shall pay the employee wages for three (3) hours equal to the greater of three hours at the minimum wage or the employee's regular hourly rate for the actual number of hours worked. For greater clarity, the "three-hour rule" does not apply if an employee is not available to work the full three (3) hours.

PART 5: SOCIAL MEDIA POLICY

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

- **SCOPE**

The Policy applies to all employees of the organization.

- **Definitions**

“Social Media”	Forms of electronic communication (such as websites for social networking and microblogging) through which users create online communities to share information, ideas, personal messages, and other content; includes but is not limited to LinkedIn, Twitter, Facebook, Instagram, YouTube, and any other similar means of communication.
“Use”	Includes posting content or viewing the posts of others, sending/reading messages, watching videos, and any other similar use by means of computer, mobile phone, or any other device.
“Sensitive, Private, or Confidential Business Information”	Information, knowledge, or data of any nature and in any form relating to the past, current, or prospective business or operations of the organization that, at the time(s) concerned, is non-public information.

- **POLICY STATEMENT**

Employees are prohibited from using social media during working hours and may only do so during their approved breaks or unless otherwise authorized by their manager.

When using social media (whether during approved breaks or outside of work), employees must conduct themselves in accordance with the following rules and expectations:

- Be aware that others will associate you with your employer when you identify yourself as such.
- Do not post or share comments about a co-worker, client, or contractor/vendor that could be perceived as offensive, harassing, threatening, retaliatory, or discriminatory.
- Do not post or share sensitive, private, or confidential Organization information.

- Do not express opinions which purport to be the opinion of the organization. Any personal blogs should contain a disclaimer that the views expressed on it are personal views of the author only.
- Do not post or share comments representing your own views about the organization.
- Do not upload photographs to social networking sites of yourself or any other employee taken in a work situation or in a work uniform.
- Respect client privacy. Never give out personal client information.
- Ensure that you are always complying with your employment contract, Employee Handbook, and all other policies of the organization.
- Even if you act with the best intentions, remember that anything you put on social media can potentially harm the organization.
- Always respect others. Do not use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in our workplace. Show proper consideration for the privacy of others and for topics that may be considered objectionable or inflammatory (like religion or politics).
- You may be legally responsible for the content you post, so respect brands, trademarks, and copyrights. Remember that social media sites and applications have access to and control over everything you have disclosed to or on that site or application. Any information might be turned over to law enforcement without your consent or even your knowledge.
- Use strict privacy settings on all social network profiles.
- Always exercise caution and common sense. If you are unsure whether a post is appropriate, speak to your manager.
- If you accidentally put the organization's reputation at risk, or if you fall prey to an online attack, inform your manager immediately.

- **MONITORING INTERNET USAGE**

The organization may monitor your internet usage regularly and may undertake more in-depth monitoring where considered necessary. This includes monitoring the websites you visit, and any other matters referred to in this Policy.

- **CONTRAVENTIONS OF THE POLICY**

Contraventions of the Policy may lead to disciplinary action up to and including termination of employment.

- **REVIEW OF THE POLICY**

This Policy will be reviewed and may be amended from time to time based on the needs and experiences of our workplace.

PART 6: MEDIA POLICY

The Organization strives to advance its mission by communicating openly, accurately, and honestly using consistent messages with the media. The Media Policy (the “Policy”) sets out requirements when employees speak to the media.

SCOPE

This Policy applies to all employees of the organization.

DEFINITIONS

“Media”	Reporters, journalists, researchers, editors and others working for the press in all forms, including but not limited to newspaper, magazine and other publications, radio, television and internet sites.
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POLICY STATEMENT

3.1 General

- The organization’s Executive Director must have a communications and public relations strategy and must ensure that all employees are aware of such strategy.
- All messaging to the media must reflect communications and public relations strategies as outlined in media kits.
- All communication with the media must be accurate, thorough, clear, easy to access, and timely.
- It is important that confidentiality is always maintained. Unless information is already known to be in the public domain or we have the express permission of the person involved, no personal information or information that may cause an individual to be identified should be released.

3.2 Spokesperson for the Organization

- Only the organization’s Executive Director may speak to the media on behalf of the organization, unless the Executive Director delegates this responsibility to an employee.
- The organization’s Executive Director must approve all press releases prior to their dissemination.
- Employees who are not authorized to make statements to the media on behalf of the organization must refer media inquiries to the organization’s Executive Director.
- If the Executive Director is not available, then the employee receiving the request should do the following:

- Inform the requestor that they are unable to comment and that they will need to pass the request to the appropriate person.
- Take full contact details from the person making the request (name, company, telephone number, email address, topic for comment).
- Ask the requestor for their deadline.
- Inform the requestor that they will get the appropriate person to contact them within the deadline.
- Record all contact with the media, noting what comment was made, which method was used (i.e. written response, telephone interview, etc.), and any potential impact from the comment.

CONTRAVENTIONS TO THE POLICY

Contraventions of the Policy may lead to disciplinary action up to and including termination of employment.

REVIEW OF THE POLICY

This Policy will be reviewed and may be amended from time to time based on the needs and experiences of the organization.

PART 7: PROFESSIONAL DEVELOPMENT POLICY

The Organization supports employees who want to pursue further education or training for their professional development. The Professional Development Policy (the “Policy”) sets out requirements for reimbursement of professional development courses, programs, or activities undertaken by employees.

SCOPE

This Policy applies to all employees of the Organization who have completed their probationary period.

POLICY STATEMENT

The Organization has established the following rules around reimbursement of professional development activities:

- Courses, programs, or activities must be relevant to an employee’s role and beneficial to the Organization.
- The Policy does not cover personal development; training or development that does not support job-related skills or job-related effectiveness are not reimbursed.
- The Business will reimburse up to the full amount for a course, program, or activity per eligible employee per year.
- Employees must seek approval from the Organization before beginning a course, program, or activity for which they expect to receive reimbursement.
- Approval will be at the Organization’s discretion, taking into account the relevancy to the employee’s role, the benefit to the Business, and budget availability.
- Employees may be required to demonstrate proof of attendance or completion of a course, program, or activity.
- All professional development efforts should respect cost and time limitations, as well as individual and business needs.
- The Organization will not reimburse expenses for repeated courses, programs, or activities due to unsuccessful attempts.
- The Organization has the right to perform an evaluation at any time during the course, program, or activity to ensure quality and obtain useful information for future applicants.

TERMINATION OF EMPLOYMENT

If an employee’s employment is terminated for any reason whatsoever, whether occasioned by the employee or by the Organization for cause or without cause, the

employee must refund the Organization the costs covered by the Organization under this Policy, as follows:

When Termination Occurs	Refund
Less than 12 months after completion of course, program, or activity	100%
More than 12 months but less than 24 months after completion of course, program, or activity	50%

REVIEW OF THE POLICY

This Policy will be reviewed and may be amended from time to time based on the needs and experiences of the Organization.

PART 8: PERFORMANCE REVIEW POLICY

The Organization is committed to providing constructive feedback and maintaining open communication with all employees. The Performance Review Policy (the “Policy”) provides a general overview of how employees are coached, evaluated, and rewarded.

SCOPE

The Policy applies to all employees of the Organization.

POLICY STATEMENT

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Employee performance will be evaluated from time to time so as to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

The performance management practices are designed to:

- 1.0 Ensure employees understand their job responsibilities and have specific goals to meet.
- 2.0 Provide employees with actionable and timely work feedback.
- 3.0 Invest in development opportunities that help employees grow professionally.
- 4.0 Recognize and reward employees.

2.1 GOOD PERFORMANCE

Generally, employees who do the following things are more likely to receive positive performance reviews:

- Consistently meet their targets.
- Complete their job duties as expected.
- Show a willingness to learn and develop.
- Follow the organization’s policies.
- Have a good attitude and collaborate well with colleagues.

2.2 REVIEWS

The Organization conducts annual performance reviews. Managers will complete the performance review form and arrange a meeting with the employee to discuss the review. The goal of the discussion is to:

- 5.0 Recognize employees for good performance
- 6.0 Discuss progress and role

7.0 Identify areas of improvement

In addition to formal performance reviews, managers should meet with their employees regularly to provide feedback and discuss any other matters.

2.3 REVIEWS

Pay increases or bonuses after a performance review are not guaranteed.

2.4 TRAINING

Training and development opportunities are available for all employees throughout the year and may be discussed during performance reviews.

If necessary, the Organization may implement an improvement plan, on-the-job training, job shadowing, or other training methods to develop an employee.

MANAGERS' RESPONSIBILITIES

To conduct effective regular meetings and performance evaluations, managers are expected to:

- 1.0 **Set clear objectives:** Employees should know what is expected of them. When an employee is first hired, they should understand their job duties. Specific goals for each employee (and team-wide, if applicable) should be set. Those goals should be renewed during formal performance reviews.
- 2.0 **Provide useful feedback:** During scheduled meetings with employee(s), guidance and feedback should be provided, as appropriate. Fairness and specificity are important to help them understand and improve.
- 3.0 **Keep employees involved:** There should be two-way communication between managers and their employees. Expectations should be clear, and employees' motivations and aspirations should be taken into account. Training and development opportunities should be discussed.
- 4.0 **Keep logs about each employee:** These logs help evaluate the employee, but they may also prove useful in the case of a reward, promotion, or termination.

REVIEW OF THE POLICY

This Policy will be reviewed and may be amended from time to time based on the needs and experiences of the Organization.

PART 9: PERSONAL ELECTRONIC DEVICE USE POLICY

The Organization recognizes that employees may need their personal electronic device to communicate with family or friends or to obtain information on non-company matters while at work. Use of these devices in the workplace during working hours can interfere with employee productivity and be a distraction in the workplace. The Personal Electronic Device Use Policy (the “Policy”) sets out expectations around the use of personal electronic devices by any employee during working hours.

SCOPE

The Policy applies to all employees of the organization.

DEFINITIONS

“Emergency”	A serious situation that requires immediate attention
“Personal electronic device”	Any device that makes or receives telephone calls or emails, leaves voice messages, sends text messages, selects music, checks social media, or surfs the internet; includes cell phones, tablets, laptops, computers, or any similar electronic device.
“Use”	Includes checking/sending texts or emails, answering/making phone calls, checking social media, surfing the internet, playing games, listening to music, or any other use

POLICY STATEMENT

Employees are prohibited from using their personal electronic devices during working hours, unless they have received prior permission from their manager or in the event of an emergency. Personal electronic devices may only be used during approved breaks or for work related purposes.

During working hours, personal electronic devices must be out of sight and either powered off or in silent mode.

Employees are encouraged to ensure that their family and friends are aware of this Policy.

CONTRAVENTIONS OF THE POLICY

This Policy will be reviewed and may be amended from time to time based on the needs and experiences of our workplace.

PART 10: ORGANIZATION EQUIPMENT POLICY

The Organization provides employees with organization equipment required to perform their job. The Organization Equipment Policy (the “Policy”) ensures proper care and accountability in handling organization equipment.

SCOPE

The Policy applies to all employees of the Organization who have been provided with company equipment.

OWNERSHIP OF EQUIPMENT

All equipment issued to employees remains the property of the Business.

2.1 EMPLOYEE RESPONSIBILITIES

Employees who are issued equipment by the Business are responsible for the following:

- Safekeeping and properly caring for the equipment;
- Limiting use of the equipment to themselves;
- Limiting their use to work-related purposes for which the equipment was assigned, except when otherwise directed by management;
- Promptly reporting to their manager any loss of, damage to, or unserviceable condition of any equipment;
- Not attempting to repair any damaged or malfunctioning equipment without prior approval of a supervisor (unless it is part of their job);
- Not discarding or selling damaged or malfunctioning equipment without management written approval; and
- Securing equipment during transit.

2.2 LOSS/THEFT OF EQUIPMENT

Lost or stolen equipment must be immediately reported to management. If the equipment is stolen outside the Business’s premises, the employee must also report it to the police after discussing with management.

2.3 INTENTIONAL DAMAGE TO EQUIPMENT

Intentionally damaging company equipment (including the hardware or software) in any way may result in the loss of privileges and/or other discipline up to and including termination of employment.

The Organization reserves the right to recover expenditures associated with intentional damage to equipment, in accordance with applicable laws.

An employee may voluntarily reimburse the Organization for damaged equipment, which may be considered a mitigating factor in determining the extent of disciplinary action.

CONTRAVENTIONS OF THE POLICY

Contraventions of the Policy may lead to disciplinary action up to and including termination of employment.

PART 11: SMOKE-FREE WORKPLACE POLICY

The Organization is committed to creating a safe, healthy, and comfortable workplace for all its employees and visitors. The Smoke-Free Workplace Policy (the “Policy”) sets out the organization’s prohibition on smoking in the workplace.

SCOPE

The Policy applies to all employees of the organization.

DEFINITIONS

“Smoking”	Inhaling and exhaling or holding lighted tobacco or cannabis (medical or recreational); and Inhaling and exhaling the vapor produced by an electronic cigarette or similar device, whether or not the vapour contains nicotine.
“Workplace”	Includes but is not limited to: All organization-controlled premises, including but not limited to offices, meeting rooms, waiting rooms, washrooms, lounges, dining rooms, and immediate surrounding areas; and All non-organization-controlled premises where an employee is performing work for, and on behalf of, the organization.

POLICY STATEMENT

Smoking in the workplace is strictly prohibited. All employees and visitors must comply with and support the Policy.

Appropriate “no-smoking” signs will be clearly displayed in the workplace.

CONTRAVENTIONS OF THE POLICY

Repeated contraventions of the Policy may lead to disciplinary action up to and including termination of employment.

REVIEW OF THE POLICY

This Policy will be reviewed and may be amended from time to time based on the needs and experiences of our workplace.

PART 12: DISCIPLINE POLICY

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

1.0 IDENTIFICATION OF PERFORMANCE ISSUES

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

2.0 PROGRESSIVE DISCIPLINE

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

2.1 Step One: Verbal Warning

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

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

2.2 Step Two: Written Warning

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

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

2.3 Step Three: Dismissal

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

3.0 EXCEPTION FOR SERIOUS MISCONDUCT

The Organization reserves the right to dismiss an employee prior to carrying out any or all of the steps set out in Section 2.0 above where, in our sole discretion, we determine that the employee has engaged in serious misconduct – for example, theft, breach of confidentiality, workplace violence, discrimination, and/or harassment.

PART 13: ANTI-DISCRIMINATION AND ANTI-HARASSMENT POLICY

1.0 ORGANIZATIONAL COMMITMENT

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

Under the *Alberta Human Rights Act*, every person has the right to freedom from harassment and discrimination in employment.

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

2.0 OBJECTIVES

The objectives of this policy are to:

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

3.0 APPLICATION

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

It is also unacceptable for employees or contractors working on our behalf to engage in harassment or discrimination when dealing with clients or others with whom they have professional dealings, including but not limited to suppliers, service providers, and potential clients.

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

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

4.0 PROTECTED GROUNDS

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

- Race;
- Religious beliefs;
- Colour;
- Gender;
- Gender identity;
- Gender expression;
- Physical disability;
- Mental disability;
- Age;
- Ancestry;
- Place of origin;
- Marital status;
- Source of income;
- Family status; or
- Sexual orientation.

5.0 DEFINITIONS OF PROHIBITED BEHAVIOUR

For the purposes of this policy:

- “Discrimination” means any form of unequal treatment based on a protected ground, whether imposing extra burdens or denying benefits. It may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices, or procedures that appear neutral but have the effect of disadvantaging certain groups of people.
- “Harassment” means a course of comments or actions that are known, or ought reasonably to be known, to be unwelcome. It can involve words or actions that are known or should be known to be offensive, embarrassing, humiliating, demeaning, or unwelcome.
- “Sexual Harassment” means
 - engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity, or gender

expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; and/or

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

5.1 Examples of Prohibited Behaviour

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

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

5.2 What Isn't Workplace Harassment or Discrimination?

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

- Changes in work assignments;
- Scheduling;
- Job assessment and evaluation;
- Workplace inspections;
- Implementation and enforcement of dress codes; and
- Counselling/disciplinary action.

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

6.0 ROLES AND RESPONSIBILITIES

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

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

7.0 COMPLAINTS PROCEDURE

7.1 Step One: Reporting

Any employee who believes he or she has been subjected to workplace discrimination or harassment should report the matter to their manager for investigation in accordance with the procedures set out below. If the employee's manager is the person against whom the complaint is made, then the employee should report the matter to another manager or the next level of management.

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

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

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

7.2 Step Two: Workplace Investigation

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

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

Under no circumstances will a complaint or allegation be investigated by the individual against whom the complaint is made (i.e. the alleged harasser), or by an individual who is under the direct control of the individual against whom the complaint is made.

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

The investigation procedure is as follows:

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

7.3 Step Three: Action

The results of an investigation must be communicated in writing within ten (10) calendar days of the investigation being concluded to the worker(s) who has/have claimed the alleged harassment or discrimination. Where an investigation results in disciplinary

action, the complainant(s) and the respondent(s) will be informed in writing. If the investigation does not corroborate the complaint(s), then the complainant(s) and the respondent(s) will be advised in writing and the matter will be closed. It is important to note that the results of the investigation are not the same as the investigation report. The results of the investigation are a summary of the findings of the investigation.

If the investigation corroborates the complaint(s), then the Organization will, among other things, take appropriate disciplinary action against the offending employee(s) and any other measures it deems necessary to properly address the incident and prevent future incidents of workplace discrimination and harassment. The nature and extent of any disciplinary or remedial action will be determined by the Organization in its sole discretion and may include dismissal of the offending employee(s) for cause. The Organization also may require that a worker participate in an anger management program or other form of counselling, either voluntarily or as a condition of continued employment.

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

8.0 PROTECTION FROM RETALIATION

No employee who, in good faith, complains of, reports, or participates in the investigation of any allegations of workplace discrimination or harassment, will be retaliated against, and any attempt at retaliation will not be tolerated.

9.0 EMPLOYEE COOPERATION

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

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

10.0 CONFIDENTIALITY

The Organization recognizes the difficulty of coming forward with a complaint of workplace discrimination or harassment and a complainant's interest in keeping the matter confidential. To protect the interests of the complainant and the respondent, as well as the integrity of the process, confidentiality will be maintained throughout the

process and information relating to the complaint will be disclosed only to the extent necessary to carry out this policy and where disclosure is required by law.

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

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

11.0 POLICY REVIEW

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

PART 14: ACCOMMODATION POLICY

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

This policy covers any employee of the Organization who requires short or long-term accommodation as a result of any injuries, disabilities, handicap, illness originating on or off the job, or any other protected grounds under applicable human rights laws.

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

1.0 ACCOMMODATION PROCESS

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

Each request for accommodation will be assessed on a case-by-case basis, taking into account, among other things, the requirements of the job, the employee's particular situation, and the potential impact of the requested accommodation on the Organization. Other factors, including the employee's ability to perform the essential functions of his or her role with the accommodation and the reasonableness of the accommodation, will be considered.

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

2.0 OUR RESPONSIBILITIES

The Organization is responsible for:

- providing information to employees about accommodation and return-to-work assistance;
- identifying and eliminating barriers that may prevent an employee from performing his or her job;

- managing employee requests for accommodation in a timely, confidential, and sensitive manner;
- ensuring that appropriate individuals are involved in the accommodation process;
- informing individuals as to what information and documentation they need to provide to facilitate the accommodation process; and
- initiating discussions about accommodations with employees where appropriate.

3.0 EMPLOYEE RESPONSIBILITIES

Employees are responsible for:

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

4.0 CONDUCTING AN INTERACTIVE DIALOGUE

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

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

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

The individuals who should participate in the discussion may include:

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

The Organization may require an employee to provide medical documentation or fill out a capacity assessment in order to support the requested accommodation. Acceptable documentation will clearly include the employee's specific functional limitations, the prognosis for recovery, and the anticipated length of time the accommodation will be required. Vague or generic statements in documents are not acceptable or helpful. Examples of unacceptable statements include: "light duty", "cannot work full-time", or "can only be assigned to [particular piece of equipment or task]". If an employee refuses to provide the necessary and relevant supporting documentation, the employee may not be entitled to reasonable accommodation.

The Organization has the right to retain and use a medical professional of its choice to review and advise it on accommodation matters and to review relevant documentation. The employee is obligated to cooperate in this process.

PART 15: CONFIDENTIALITY

1.0 CONFIDENTIAL INFORMATION

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

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

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

2.0 HANDLING CONFIDENTIAL INFORMATION

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

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

4. If applicable, when faxing confidential material, the sender should inform the intended recipient and confirm that the fax machine is intended to receive confidential information. Where possible, fax numbers should be programmed into the speed dialling feature of fax machines to avoid the risks of misdialing.
5. At the end of the working day, individuals must lock doors, desks, filing cabinets, and any other storage cabinets containing confidential information. Such cabinets and storage facilities must be closed and secure at all times.

3.0 PROTECTION OF ELECTRONIC DATA

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

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

4.0 BREACHES OF CONFIDENTIALITY

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

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

5.0 ACCESS TO PERSONNEL FILES

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

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

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

6.0 FOIP TRAINING

All employees including independent contractors, volunteers, and other agents shall receive mandatory training on Freedom of Information and Protection of Privacy (FOIP).

PART 16: DRUG AND ALCOHOL POLICY

1.0 GENERAL

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

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

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

2.0 DEFINITIONS

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

3.0 APPLICATION

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

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

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

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

PART 17: INTERNET AND EMAIL POLICY

1.0 GENERAL

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

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

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

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

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

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

2.0 INAPPROPRIATE USE OF IT RESOURCES AND SYSTEMS

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

- Illegal activity, including breach of copyright laws;
- Accessing inappropriate websites, including but not limited to sites containing pornographic and hate literature;
- Online gambling or other game playing;
- Using technology to harass, discriminate, or make defamatory, slanderous, or libellous statements (e.g. sexually explicit or racial messages and/or jokes);
- Online shopping or bidding on online auctions (e.g. E-Bay, Amazon, etc.);
- Accessing chat rooms and instant messaging;
- Flooding or spamming;
- Downloading, installing, or using unlicensed software;
- Signing guest books, newsgroups, or bulletin boards; and
- Conducting personal Organization, such as online banking.

3.0 EMAIL USE

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

PART 18: TEMPORARY LAYOFFS

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

Employees will be notified of a temporary lay-off in writing. Temporary lay-offs will be carried out in accordance with the ESC and will not be considered termination of an employee's employment unless it is deemed as such under the ESC.

PART 19: TERMINATION OF EMPLOYMENT

1.0 GENERAL

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

2.0 MANNERS OF DISMISSAL

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

Reference to just cause in the employment agreement means just cause at law, which may include but is not limited to:

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

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

3.0 EMPLOYER PROPERTY

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

SCHEDULE "A"

EMPLOYEE ACKNOWLEDGEMENT FORM

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

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

Employee name: _____

Employee signature: _____

Date: _____

Form A

Vacation Request Form

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

Form B

Statutory Leave Notice Form

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

Form C

Non-Statutory Leave Notice Form

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