



Human Resources Manual

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TABLE OF CONTENTS

INTRODUCTION TO HUMAN RESOURCES MANUAL	4
HUMAN RESOURCES MANUAL ACKNOWLEDGEMENT.....	5
REQUEST FOR REVIEW AND/OR REVISION	6
ACCOMMODATION OF RELIGIOUS OBSERVANCES	7
CLOSURE OF OFFICES/INCLEMENT WEATHER.....	9
COMPENSATION AND HOURS OF WORK.....	10
COMPENSATION FOR TRIPS.....	12
CONFLICT OF INTEREST.....	13
CONFLICT RESOLUTION.....	16
DISCIPLINARY PROCESS.....	19
DISCIPLINARY GUIDELINES.....	21
DISCIPLINARY APPEAL PROCESS	22
DISCONNECTING FROM WORK.....	23
DISMISSAL.....	25
EMPLOYEE BENEFITS.....	26
EMPLOYEE REFERENCES	28
EMPLOYMENT OF RELATIVES, BOARD MEMBERS AND CLIENTS.....	29
EQUITY, DIVERSITY, AND INCLUSION.....	30
EXIT INTERVIEWS	31
GRIEVANCE PROCEDURES.....	32
HEALTH AND SAFETY ACCIDENT REPORTING	33
HUMAN RESOURCE RECORDS	34
IDENTIFICATION CARDS, ACCESS CARDS, KEYS.....	36
LEAVES OF ABSENCE	37
LONG TERM DISABILITY	42
ONTARIO HUMAN RIGHTS CODE	44
ORIENTATION.....	45
PROGRAM ORIENTATION CHECKLIST	46
PARENTAL LEAVE	49
PERFORMANCE EVALUATION.....	50
PERSONAL INFORMATION PROTECTION AND ELECTRONIC DOCUMENTS ACT, "PIPEDA"	52
PREGNANCY LEAVE	53
PROBATIONARY PERIOD	54
PROFESSIONAL QUALIFICATIONS	55
PROMOTION	56
RECRUITMENT, SCREENING, AND SELECTION	57
REGISTERED RETIREMENT SAVINGS PLAN.....	60
RETIREMENT	61
RIGHT TO DISCONNECT.....	63
SENIORITY	66
SICK LEAVE	67
STAFF DEVELOPMENT AND TRAINING.....	70
STAFF RECOGNITION/CUMULATIVE SERVICE POLICY.....	72
STAFF RIGHTS.....	73
STANDARDS OF CONDUCT.....	74
STATEMENT OF HUMAN RESOURCE PRINCIPLES	76
STATUTORY HOLIDAYS.....	77
STUDENT FIELD PLACEMENTS, VOLUNTEERS AND PEER FACILITATORS	78

STUDENT/VOLUNTEER PROGRAM ORIENTATATION CHECKLIST..... 80

SUBSTANCE USE..... 81

SUPERVISION 84

SUSPENSION 85

TERMINATION AND LAYOFFS..... 86

TERMS OF EMPLOYMENT 87

VACATION 88

VEHICLE USE..... 90

WORKING FROM HOME 92

WORKPLACE ACCOMMODATION 95

WORKPLACE ANTI-HARASSMENT, ANTI-DISCRIMINATION AND ANTI-VIOLENCE 101

WORKPLACE ANTI - HARASSMENT STATEMENT 106

INTRODUCTION TO HUMAN RESOURCES MANUAL

Reviewed and Approved July 2021, Reviewed: July 2022

Purpose

This manual has been written to:

1. Provide the basis for good working relationships for Management and staff members of Woodview.
2. Ensure consistent application of policies and procedures to all staff throughout the agency.
3. Serve as a record for specific, staff related, Board, and administrative decisions.
4. Provide an on-going point of reference for all staff.
5. Assist in the orientation of new staff.

Acknowledgement

All Woodview employees are required to sign a written acknowledgement that they have read and understand the contents of the Human Resources Manual within 30 days of being hired (Page 5). A signed copy of this acknowledgement is retained in the employee's human resource record.

Staff are required to review all policies annually and sign off to this effect on the Annual Declaration form.

Reviews and Revisions

All policies are reviewed annually and revised on a regular basis, at least every 3 years or as needed. Any proposed changes must be submitted to Senior Management for consideration using the Request for Review and/or Revision Form found in the front of each manual. Employees are encouraged to make suggestions for needed revisions at any time.

Senior management will review and determine whether the proposed change is appropriate and conforms to Woodview's Mission, Vision, Values, Service Principles, mandate, and relevant statutory laws and regulations.

Once the Executive Director reviews and approves the proposed changes, a senior management team member will advise the staff member of the outcome, the policy will be updated in the manual, and the revised manual will be replaced on the sidebar of MailSolutions. Updated policies will be sent to all staff with a description of the updated content.

Out of date policy manuals are archived electronically at the Halton administrative office for reference if required.

Responsibility for Access and Maintenance of the Manual

Access to the most up to date electronic version of the Administrative Manual is available to staff at all times located on the shared Documents folder of the e-mail system.

It is the responsibility of the Program Manager to ensure that outdated pages in printed manuals are removed and new or revised pages are inserted immediately upon receipt, and that all staff are fully informed of any updates or changes to the manual and have read and signed the written acknowledgement.

HUMAN RESOURCES MANUAL ACKNOWLEDGEMENT

Reviewed and Approved November 2019, Reviewed: July 2022

I have read and understand the contents of the Human Resources Manual for Employees of Woodview.

I understand that there will be a copy of the manual available to me at my work location for my personal reference.

NAME: (please print)

SIGNATURE:

PROGRAM & LOCATION:

DATE:

**PLEASE FORWARD A COPY OF THIS SIGNED FORM TO HEAD OFFICE ADMINISTRATION FOR INPUT INTO
HUMAN RESOURCE RECORDS.**

REQUEST FOR REVIEW AND/OR REVISION

Reviewed and Approved November 2019, Reviewed: July 2022

I request that the following policy and/or procedure be reviewed by Senior Management:

POLICY NAME: _____ **PAGE NO.** _____

IDENTIFY ISSUE:

RECOMMEND CHANGE:

GENERAL COMMENTS:

SUBMITTED BY: _____

PROGRAM AND LOCATION: DATE: _____

SUBMIT TO PROGRAM MANAGER: _____

PROGRAM MANAGER SUBMITS THE FORM ALONG WITH PROPOSED CHANGES TO THEIR DIRECTOR OF SERVICE to be brought forward to a senior management meeting.

REVIEW DATE: _____

DECISION/OUTCOME: _____

***NOTE:** It is the responsibility of the Directors to ensure that staff be made aware of all changes/revisions.

ACCOMMODATION OF RELIGIOUS OBSERVANCES

Reviewed and Approved November 2019, Reviewed: July 2022

Woodview will accept all requests for accommodation of religious observances as bonafide, unless there is specific evidence to indicate an abuse of the policy. Our duty to accommodate will be determined on a case by case basis. Woodview recognizes that in ensuring that employees have a right to equal treatment without discrimination in employment on the basis of creed, accommodation measures may be required to facilitate the practice of religious observances.

Definitions

For the purposes of this policy, the following definitions apply:

Accommodation: Accommodation is an adaptation or adjustment made to enable a person to perform the essential duties or requirements of a position. The requirement, qualification or factor must be reasonable and bonafide in the circumstances.

Religion or Creed: Creed is interpreted to mean religious creed or religion. It is defined as a professed system and confession of faith, including both beliefs and observances or worship. A belief in a God or gods, or a single Supreme Being or deity is not a requisite.

Religious Observance: Religious observance refers to commitments or obligations based on a person's religion or creed. This can include, but is not limited to, the celebration of religious holidays, requirements concerning attire, prohibitions or observances related to particular events, e.g. death of a family member.

Undue Hardship: Reasonable accommodation must be granted to allow employees to fulfill religious obligations, unless to do so would create an undue hardship. Determining whether a particular means of accommodation is reasonable or creates an undue hardship, requires an assessment of factors including, but not limited to:

1. cost - undue hardship exists if the financial costs, related to accommodation of the needs of the individual would alter the essential nature or would substantially affect the viability of Woodview;
2. operational impact and morale;
3. treatment of other kinds of requests;
4. ability to alter the work schedule.

Confidentiality of Information

Personal information concerning an employee's religion or creed cannot be released without the prior written consent of the individual.

Responsibilities

Supervisors, managers and directors, recognize that they bear special responsibility in ensuring that this policy and the legislated requirements of the *Ontario Human Rights Code*, on which it is based, are complied with.

Procedure

1. An employee who requires accommodation for religious observances must make a request for that accommodation, in writing, to her/his manager. The request should indicate the nature of the accommodation, the particular circumstances and requirements and any suggestions or alternatives concerning how the observance can be accommodated.
2. Where time off is required, employees should make requests for accommodation far enough in advance of the date(s) when they require the time off, so as to allow their manager sufficient time to assess the request and make an appropriate determination. If the religious observance is a regular, recurring holiday, the employee should make the request as soon as the specific dates are known, i.e. make a request for time off for holidays in a year at the beginning of every year.
3. The manager will make every reasonable effort to provide accommodation as requested by the employee, unless to do so would create an undue hardship.
4. In situations where time off is granted, the following options should be considered in order to meet Woodview's obligation to provide reasonable accommodation:
 - a) allow the employee to make up the time;
 - b) adjust shift schedules;
 - c) allow the employee to use vacation leave or compensating time;
 - i. off credits (where it exists, and if the employee has sufficient credits in his/her vacation bank);
 - d) provide a leave without pay.

CLOSURE OF OFFICES/INCLEMENT WEATHER

Reviewed and Approved November 2019, Reviewed: July 2022

In adverse weather, the Executive Director or designate has the authority to:

1. Close a work location, or
2. Shorten work hours.

If either of the above decisions is made by the Executive Director or designate, employees receive full pay.

Decisions made concerning the closure of programs will be made as early as possible on an “area by area” basis, taking local weather conditions into account.

Please note that school and / or bus cancellation does not automatically mean that Woodview offices / programs will close.

Guidelines

In the event of extreme inclement weather conditions, Woodview may elect to close offices and / or programs for the day, and re-open when it is deemed safe to do so.

In the event of a closure due to weather conditions, Woodview staff will be contacted via email to inform them of the decision to close. This will be done with as much advanced notice as possible.

Unless notified otherwise, Woodview staff are expected to arrive for regularly scheduled work. For staff whose regular work location is a school and schools are closed and Woodview offices are open, staff members are expected to work out of the open office locations or make alternate arrangements with the Program Manager. If school transportation is cancelled and schools remain open, staff whose regular work location is a school are expected to arrive for work at their regularly scheduled location.

In the event of a closure due to weather conditions, staff will be expected to arrive at work the following day, unless notified otherwise.

In the event that road conditions, or weather conditions, create a situation where the staff member deems it unsafe to report to work for their regularly scheduled shift, the staff member should use his/her own judgment. In this event, the staff member will be expected to contact his/her Manager to inform them of their absence due to weather conditions. The staff member may use lieu time, vacation time or take a day without pay. Working from home must be pre- arranged and approved by the Program Manager. Details of work to be completed are to be negotiated between the staff member and the Program Manager.

Residential Services & Staff

The residence is considered an essential service, and as such Woodview will endeavor to continue to provide services during inclement weather. Staff on duty are required to remain at work until they are relieved by other staff. Staff requiring transportation must arrange this in consultation with the Program Manager.

COMPENSATION AND HOURS OF WORK

Reviewed and Approved November 2019, Reviewed: July 2022

Pay Periods

WOODVIEW payroll runs on a bi-weekly basis, with an employee's pay being deposited into their bank accounts every two weeks. Based on a 40 hour work week, the number of hours worked in a bi-weekly pay period is 80.

Work Week

The workweek for full-time salaried staff consists of 40 hours, generally assigned by 5 eight- hour days. However, it is recognised that to adequately meet the needs of our clients, it is often necessary for staff to vary the pattern of the working day within the general requirement of a 40-hour workweek. These variations are subject to approval by the immediate Program Manager or designate.

Employees may incorporate travel time into their hours of work when travelling for work purposes, including to and from a client's home or meetings. When an employee travels to a location that is not their regular office location directly from their home, the time travelled included in their hours of work should be calculated from their home if the distance is equal to or less than the distance they would have travelled from their regular office location to that location.

Please refer to the "Travel, Meals, and Hospitality Expenses" policy in the Administrative Manual.

Eligibility

All non-management employees are eligible for overtime compensation.

Overtime - work completed in excess of 40 hours per week.

When extraordinary circumstances exist, staff may be required to work overtime. The expectation is that staff will take compensating time off within one month of the accumulation of this overtime, equivalent to the extra time worked.

No overtime is permitted without prior approval from a Program Manager or designate. **Staff are not authorized to approve their own overtime.**

Compensation for Overtime - paid or lieu time off for the hours employees work in excess of 40 hours but less than 44 hours, in one workweek.

If hours worked exceed 44 hours in a week then the overtime worked will be paid at the rate of time and a half.

Flex Time

Woodview understands that some employees may benefit from the availability of a flexible work schedule. We recognize that this can enhance employees' job satisfaction, boost productivity, creativity and decrease the total amount of time spent commuting to and from work.

Flexible time may be built into work schedules with the approval of the Program Manager or designate but at no time, will the flex time arrangement have a negative impact on the performance of the employee, adversely affect the performance of other employees or the effectiveness of the program.

Lieu Time

Lieu time is designed for employees that would rather bank their overtime hours accrued from 40 – 44 hours per week, and save them for later use as paid time off. Lieu time may be used in addition to any accrued Vacation and Sick time. The use of Lieu time is not designed to create flexible schedules, e.g. working through lunch to leave early, etc.

Lieu time will be granted as leave with pay to compensate employees for working *pre- approved* overtime.

Accumulated lieu time may be taken in time-off whenever it is mutually agreeable to the employee and his/her Program Manager or designate and will be scheduled in the best interests of the programs.

The maximum lieu time that may be accrued and taken in time, is 20 hours to be used within 3 months of accrual. Lieu time is not to be used as a form of flexible scheduling.

Employees requesting to use their Lieu time must request it off through Dayforce by entering in a “Time Away Request”.

An employee's **Program Manager** or designate **must authorize all overtime before it is worked**, for the employee to be eligible to accumulate this time as lieu time.

Lieu time cannot be claimed for any period of less than 30 minutes in a workday. The time must be documented, for payroll purposes, in Dayforce.

Transfer of Lieu Time

If an employee is promoted or transferred to a new program and lieu time is owed to the employee, he/she will be paid for that lieu time by the original program prior to promotion or transfer, unless otherwise agreed to by the appropriate Program Manager or designate.

For any employee that is terminated, or retires, their accrued lieu time will be paid at their normal rate of pay prior to their change in employment circumstances.

Overtime for Management

It is recognized that managers may often need to work hours beyond the 40 hour regular work week. To compensate for additional hours worked over the course of a calendar year, managers may be granted one week of overtime, as approved by and in consultation with their Director. This time must be used within the calendar year. There will be no carry over privileges.

Employee Responsibilities

Employees in consultation with their Program Manager or designate will be responsible for recording their own time in Dayforce. This will be approved, per bi-weekly pay, by the Manager, in Dayforce.

COMPENSATION FOR TRIPS

Reviewed and Approved November 2019, Reviewed: July 2022

These are maximum standards put in place to accommodate both funding limitations and programming needs.

For any trip, a staff member may take a day off for every day of camp worked.

This lieu time will be calculated and pro-rated according to shifts worked, and must be taken with the agreement of the direct supervisor. E.g. staff work 24 hours therefore staff take 8 hours off in lieu time **or** staff work 12 hours therefore staff, take 4 hours in lieu time off.

CONFLICT OF INTEREST

Revised and Approved July 2021, Revised: July 2022

Employees of Woodview are expected to conduct themselves with honesty, integrity and professionalism and with diligence in performing their duties on behalf of the agency.

Employees undertaking other professional activities outside of Woodview are expected to obtain approval from their manager in regards to any change to hours of work to make sure that client and agency needs are met.

The activities and undertakings of all Woodview employees must be conducted in a manner that does not compromise the reputation of Woodview for integrity, ethical behavior, and/or high standards of practice.

Purpose

Woodview's reputation with clients and families, its funders and donors and across the child, youth, and adult service systems depends upon the integrity and professionalism of its employees. Consequently, employees must make every effort to avoid placing themselves or the organization in situations where others (e.g. colleagues, clients, members of the general public) might reasonably question their judgment or their commitment to the standards and values of the organization.

Procedure

1. The Director of Human Resources or designate will review the Conflict of Interest policy with all new employees during orientation. Staff will sign off on the Orientation checklist that they have been informed of this policy.

Additional / External Work

2. All new and ongoing employees engaging in work with clients of a similar nature outside of Woodview must disclose the details of their other paid work upon hire to the Director of Human Resources, or as additional work is obtained throughout employment, to their manager, using the Additional / External Work Declaration Form. A note will be placed on the staff's personnel file upon notification of this information. In addition, staff will sign off on the Conflict of Interest policy on their Annual Declaration Form annually and it will also be discussed by managers and staff during their performance evaluation and noted in the evaluation.
3. Staff will not continue in independent employment outside of Woodview if it interferes with efficient performance of their Woodview job duties or scheduled hours, acknowledging Woodview as their primary employer and first priority for regularly scheduled shifts, meetings, and agency events.
4. Staff engaging in private practice including, but not limited to, consultation, counselling, therapy or respite may not work with clients who have open or closed cases at Woodview or who are on the waitlist, unless the client is no longer eligible for service.
5. Staff are not to use email, materials, facilities or resources belonging to Woodview in private practice.
6. Staff will not solicit clients of Woodview for personal or independent business interests of any nature.

Client Confidentiality & Privacy

7. Confidentiality and Privacy of Woodview client information is of utmost importance. All staff employed at Woodview who are also engaging in work with clients of a similar nature outside of Woodview, either in another organization or through private practice, must follow Woodview's Confidentiality and Records Disclosure Policy and Privacy Policy located in the Clinical Manual.
8. Staff, at all times, need to distinguish their needs and interests from those of their clients to ensure that within professional relationships, the client's needs and interests remain paramount.
9. Staff shall not exploit relationships with clients for personal benefit, gain or gratification.

Training

10. Staff who have been trained as a Woodview trainer, through training opportunities provided by and paid for by Woodview, may not engage in independent training outside the agency, except with the written approval of the Executive Director.

Agency Conflicts of Interest

11. Staff will not participate as a director, officer or any other capacity in the management of a firm that is a supplier of materials or services to Woodview.
12. Staff will not have personal financial dealings with an individual or company whose business involves the employee's sphere of responsibility.
13. Staff will not participate in the appointment or promotion process affecting an immediate relative, e.g., spouse, parent, child, in-law, etc.
14. When using personal social media or other accounts, staff must not claim or imply that their views are endorsed by or reflective of Woodview's. If a staff identifies themselves as a representative of the organization (i.e. in a social media profile), they must clearly state that the views expressed are their own personal views. Staff must not affiliate personal political or social opinions with Woodview in any way. It is expected that employees' personal use of social media is done in a manner that is respectful, responsible, and transparent.

Procedure if possible Conflict of Interest exists

1. Employees must disclose in writing any actual or perceived conflicts of interest that arise during their employment to their manager or supervisor including any activities that could be perceived as unethical or compromising to their reputation or that of Woodview.
2. Should employees have any questions as to what constitutes a real or perceived conflict of interest, they are to seek the guidance of their manager or supervisor, who will in turn confer with the appropriate director.
3. In any situations which arise in which a conflict of interest is deemed to exist, the Director in question will advise the Director of Human Resources and the Executive Director for discussion and decision making or in the case of the Executive Director, to the Board of Directors.
4. The Director, or designate, specific to that employee role or the Board of Directors in the case of the Executive Director will:

- a) Determine that no conflict of interest does or will exist; or
- b) Find that a conflict of interest does or will exist and will reach a written agreement with the employee involved whereby the conflict will be removed or avoided.

Employees are responsible for full compliance with this policy. Failure to do so may result in disciplinary action, including dismissal.

This policy is not intended to prohibit the acceptance or giving of common courtesies associated with accepted business practices, including accepting or giving gifts of nominal value which could not be construed as a bribe or other improper payment. However, employees should never expect favours and should tactfully discourage the practice. If you are a member of a college or governing body that prohibits accepting gifts of any value, please follow those guidelines.

CONFLICT RESOLUTION

Reviewed and Approved November 2019, Reviewed: July 2022

Policy Intent

Woodview is committed to providing a workplace free of conflict, where employees are treated with fairness, dignity and respect. This policy is to provide employees an outlet to raise concerns regarding any conflict in the workplace or dissatisfaction with concern related to their employment in an open and fair manner with provisions made to ensure their prompt and reasonable resolution. Under no circumstance should any employee fear discrimination or reprisal in the workplace as a result of the filing of a complaint. The aim of this process is to resolve conflicts speedily, confidentially and as close as possible to the level at which the concern occurred.

Conflicts

The following conflicts should be reported and Woodview shall strive to address them:

- Disputes with co-workers or managerial staff with unwanted and unresolved consequences,
- Perceived unfair or inequitable treatment,
- Harassment whether sexual, discriminatory or personal in nature,
- Abuse of authority.

Conflict Reporting Procedure

Staff

Responsibility

Step One

Employee(s)

1. Employees are encouraged to discuss the unwanted behavior or actions with the offending party as the situation dictates.
2. In the event that a discussion is not feasible or fails to reach a reasonable resolution, a formal complaint may be filed. One party may advise the other of the intent to take the issue to a supervisor.

Step Two

Employee(s)

1. Identify and document areas of concern/conflict.
2. Meet with supervisor(s) to discuss/attempt to resolve identified areas of concern/conflict.

If unsuccessful in resolving conflict at this stage, either party may advise the other of the intent to take the issue to Step Three.

Step Three

Employee(s) and Supervisor(s)

1. Prepare separate written reports identifying concerns.
2. Forward reports to appropriate Program Manager/ Director/ Director of Human Resources
3. Arrange to meet with Program Manager/Director/Director of Human Resources
4. Meet with Manager/Director/Director of Human Resources to discuss and attempt to resolve identified areas of concern/conflict

Manager

1. Complete a written report outlining:
 - People present at meeting
 - Date of meeting
 - Conflict Identified
 - Solutions presented
 - Resolution/decision reached and reasons
2. Distribute copies of report as follows:
 - Employee
 - Program Manager
 - Director and
 - Human Resource Record(s)

Documentation

- Complainants should record the details of the unwanted circumstance(s), the names of any applicable witnesses, and any attempts made to resolve the issue
- Formal complaints stemming from unresolved employee or managerial conflicts shall be submitted in writing with documentation to a Program Manager, Director or Director of Human Resources
- Formal complaints shall be reviewed and investigated
- Formal complaints must be submitted within 14 days from the date of the alleged incident(s)
- In all cases where formal complaints have been lodged, it is imperative to maintain a policy of strict confidentiality between the complainant and the responder (Program Manager /Director/ HR). For investigative purposes, the offending party may be notified
- Anonymous complaints will not be reviewed

Employee Expectations

Employees

- Shall be treated fairly throughout the process, as either a complainant, or alleged offending party
- Shall be responsible for maintaining confidentiality regarding their involvement and the complaint itself
- Shall co-operate with any investigations in relation to complaints

Management / Human Resources

- Management and Human Resources shall receive and address properly filed complaints
- In the event that the complainant and the offending party are engaged in a subordinate- supervisor relationship, they *may* be physically removed from each other on a temporary basis and may require a change in their reporting relationship
- Investigate or co-investigate any complaints, claims and documentation
- Attempt to reach a reasonable resolution to the conflict
- Inform the complainant and the offending party of possible resolutions available.
- Inform the Executive Director of proceedings and resolution

Resolutions

- All attempts shall be made to reach a reasonable resolution through mediation of the complaint with both parties involved
- The resolution decided, may be appealed to the Executive Director, or, if the resolution was made by the Executive Director, may be appealed to the Board of Directors when all internal grievance procedures are exhausted AND when the decision contravenes policies: See [Grievance Procedures](#).

When a complaint is substantiated

In the event that a complaint is substantiated and a reasonable solution to stop the unwanted behavior or action through mediation is not possible, the following actions may be taken for the offending party:

- Written warning/reprimand
- Transfer or demotion, and in some instances both a transfer and a demotion
- Education and training
- Suspension
- Termination of employment

Where a complaint is not substantiated

In the event that a complaint is not substantiated due to lack of evidence or other reasons both parties shall be informed with the rationale used. The complainant shall be notified first.

Both parties should be reminded that an unsubstantiated complaint does not necessarily mean that it was filed under false or frivolous pretenses.

False or Frivolous Complaints

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

Records

Woodview will keep on file all formal complaints, the accompanying documentation, and the findings of any investigation.

Information from a previous investigation resulting in a substantiated complaint may be used for review and consideration purposes in the event of a new allegation.

DISCIPLINARY PROCESS

Reviewed and Approved November 2019, Reviewed: July 2022

1. Under normal circumstances, where policies, procedures or professional practices are ignored or contravened, progressive discipline is implemented in **four stages**:
 - **verbal warning,**
 - **written warning,**
 - **suspension and**
 - **dismissal.**

Immediate suspension or dismissal may occur in serious situations if there is an occurrence of intolerable misconduct.

2. Initially, before dealing with discipline, it is expected that the Program Manager will have given reasonable expectations (oral and written) to the employee. In some cases, a Performance Improvement Plan (PIP) will be given to the employee.
3. The underlying assumption of discipline is that it will result in favourable change in behaviour where such is necessary.
4. The authority and responsibility to discipline an employee rests initially with the Program Manager (in consultation with the Director) and ultimately with the Executive Director.
5. The Executive Director has final responsibility for any decision to suspend or dismiss an employee.

Conditions of Disciplinary Measures

1. Employees must understand why they are disciplined.
2. The seriousness of the infraction and the steps already taken are considered when establishing a potential consequence.
3. Prior to any disciplinary action, the supervisor, must:
 - Ensure the employee knows the standard, requirement or procedure and clearly understands that failure to comply could result in disciplinary action.
 - Review the standard, requirement or procedure ensuring it is reasonable and conforms to the Agency's needs and practices.
 - Make a full, fair and objective investigation including disclosure of substantial, tangible proof that the employee has failed to meet or has violated the standard, requirement or procedure.
 - Ensure that the decision to discipline is totally free from discrimination or bias. Decisions on discipline are always done in consultation with the Director.

Verbal Warning

1. The Program Manager discusses the situation in private with the employee. The employee's input is encouraged and considered. The discussion should be constructive in nature including:
 - Identifying what is wrong,
 - Clearly articulating what is expected,
 - Articulating how the problem can be rectified and
 - Giving a clear, reasonable time frame for improvement.

2. The Program Manager will document date and nature of the discussion and will file the report in the Human Resource record for future reference.

Written Warning

1. Should the problem continue after the time period agreed upon, the supervisor discusses the situation in private with the employee, re-emphasizing items previously discussed. The employee is given an opportunity to explain why improvement has been lacking. The employee is advised that continued failure to improve could lead to disciplinary action. It may be appropriate to advise the employee that failure to improve could lead to dismissal.
2. The Program Manager in consultation with the Director prepares a written report which must include:
 - nature of incident, (date, time, what happened, consequences of employee's actions.)
 - any previous warnings or disciplinary action, and
 - a notation that future incidents of this nature or lack of improvement within a specified time frame will result in further disciplinary action up to and including dismissal.
3. The Program Manager and Director will meet with the employee. The employee will be given an opportunity to read the report, which will be discussed with the employee to ensure total comprehension.
4. One copy will be given to the employee; a second copy is filed in the employee's Human Resource Record. The employee is informed that the report is being placed in his/hers Human Resource Record.

DISCIPLINARY GUIDELINES

Reviewed and Approved November 2019, Reviewed: July 2022

As a general guideline, the initial occurrence of a minor incident will warrant a verbal warning and a continuation of further minor incidents will result in progressively more severe disciplinary action up to and including dismissal.

Discipline is always done in consultation with the Service Directors.

Suspension or dismissal will normally apply only where reasonable efforts to correct behaviour of employees have been taken and the employee has continued to demonstrate unsuitability for employment or there has been an occurrence of intolerable misconduct.

Suspension or immediate dismissal will be considered only in serious situations. Examples of conduct which may warrant immediate dismissal include but are not limited to the following:

- falsifying employment information
- misuse of approved leaves of absence
- wilful misconduct, disobedience or insubordination
- breach of confidentiality
- gross neglect of duties
- violation of Agency policies and procedures
- abuse of clients, employees or members of the public
- evidence of alcohol or drug induced impairment on the job
- falsification and/or unauthorized disclosure of Agency records
- wilful destruction of Agency property
- unauthorized use of/or removal of Agency property
- unethical behaviour
- criminal actions (including theft from the Agency, clients, employees, or public) or
- excessive, frequent or unauthorized absences.

Employees who have been disciplined and believe that just cause did not exist or the penalty was inappropriate, may seek a review in accordance with the Disciplinary Appeal Process.

An employee who has been found guilty of wilful misconduct or disobedience or wilful neglect of duty that has not been condoned by the Agency will be terminated immediately with no notice of termination or payments in lieu of notice.

DISCIPLINARY APPEAL PROCESS

Reviewed and Approved November 2019, Reviewed: July 2022

An employee has the right to appeal against a decision following disciplinary action.

Appeal to Written Warning

An employee may initiate the disciplinary appeal process by outlining particulars in writing. A copy of the report is to be forwarded to the Program Manager and/or Director and Director of Human Resources; the original is sent to the supervisor, within ten working days of the occurrence.

Upon receipt of the report, the Director and Director of Human Resources will arrange to meet with the Executive Director. Ideally the individuals investigating the appeal should not be the same individuals involved with the initial disciplinary process. The expectation is that new individuals will be able to hear an appeal without having any biases. However, where the people hearing the appeal are the same people who heard the first hearing, they should act impartially and make sure they review the original decision carefully.

An investigation will be conducted to determine the facts with the aim of confirming or contradicting the disciplinary process outcome.

If Management does not find sufficient support for the employee's appeal, the employee is notified in writing with a copy forwarded to his supervisor within ten working days of receipt of the appeal.

When findings of Management, substantiates the appeal, the Program Manager identifies the employee and the employee's supervisor of his findings. The Program Manager will then work out a remedy.

Appeal for Suspension or Dismissal

This stage is progressive and cannot be initiated unless an employee is suspended or dismissed.

DISCONNECTING FROM WORK

Approved June 2022

Woodview Mental Health and Autism Services is committed to taking every precaution reasonable in the circumstances for the protection of the health and safety of workers, as required by the Occupational Health and Safety Act. This includes workplace hazards associated with mental health.

Woodview is also committed to providing a supportive workplace that promotes and supports stress reduction and mental health, as well as a workplace free of violence, harassment, bullying, and discrimination, as outlined in our core policies. Additionally, Woodview Mental Health and Autism Services is committed to ensuring that its staff maintain an appropriate work/life balance.

As such, and as an organization of more than 25 staff, Woodview Mental Health and Autism Services has the following policy in place regarding staff's right to disconnect from work.

EFFECTIVE DATE AND CHANGES

This policy is effective as of June 1st, 2022. In the event of any future changes to this policy, the date of the changes made will be included in this section.

APPLICABLE LEGISLATION

Working for Workers Act, 2021, S.O. 2021, c. 35 - Bill 27

Mental Health in the Workplace

Woodview Mental Health and Autism Services wishes to encourage staff to come forward if they are experiencing any health issues, especially issues related to mental well-being. If staff feel comfortable doing so, they should talk to their manager/management team and/or take steps to seek professional help.

Connection and Disconnection Expectations

Email

Staff are expected to respond to emails during their designated working hours or unless expected to as part of their role or in emergency situations. Woodview Mental Health and Autism Services does not have an expectation that staff will respond to emails during their off- work time.

To ensure that these guidelines are not compromised, staff of Woodview Mental Health and Autism Services should update their signature to include working hours and/or approximate time for response to emails. For example, emails received after their regular working hours will be replied to within 48 hours of their receipt.

In some situations, staff on call or Managers required to deal with crisis, emergencies, or staff call-ins will be required to answer emails, calls, or texts after working hours.

Out of Office

Staff are expected to regularly update their out-of-office automatic emails so that the most up- to-date information will be communicated to those who are emailing them outside of their work hours.

General Email Guidelines

- Staff should use company email systems for business purposes only.
- Commercial and business-related uses of company-owned email accounts or systems that are not relevant to Woodview's business are prohibited.
- All email usage must be in accordance with normal business procedures and relevant to job duties.
- Woodview's email addresses or systems may not be used to create, distribute, or access any offensive or illegal material, including but not limited to material containing offensive remarks regarding gender, race, age, sexual orientation, or religious views.
- Emails received at Woodview's email addresses may not be automatically forwarded to email addresses not owned or maintained by the company.
- Creating or forwarding chain or joke letters from company email addresses or systems is not allowed.
- Woodview may not always monitor all email activities, although it reserves the right to do so.

Complaints

Staff who have concerns about Manager respecting their time away from work should first speak with their Manager to resolve the issue. In the event the issue is not able to be resolved at this level, staff are directed to bring the issue forward to the Human Resources Director.

Updates to this Policy

This policy may be updated or amended based on direction from the Government of Ontario.

Retention

Woodview Mental Health and Autism Services will ensure that copies of this policy, including any subsequent revisions, are retained for a period of three years after the policy ceases to be in effect.

DISMISSAL

Reviewed and Approved November 2019, Reviewed: July 2022

1. If the employee's conduct or job competence does not improve or if there is an occurrence of intolerable misconduct, the supervisor prepares a written report which must include:
 - Nature of the incident. (Date, time, what happened, consequences of the employee's actions) or lack of change of conduct, or lack of improvement in job competencies.
 - Previous warnings or disciplinary action, and
 - The Program Manager's recommendation to dismiss the employee.
2. The employee's manager, Service Director, Director of Human Resources and the Executive Director meet to review documentation; investigate the situation and consider possible action based upon the supervisor's finding.
3. If the decision is to proceed with the dismissal, the Executive Director, the Director of Services and the Director of Human Resources prepares a letter of dismissal.
4. The Director of Services and manager meet with the employee to give him the letter of dismissal.
5. A copy of the letter of dismissal is filed in the employee's Human Resource Record.
6. The Director of Services provides written documentation outlining the process that led up to the dismissal, which is filed in the employee's Human Resource Record.
7. Any requests for information on dismissed employees are to be directed through the Director of Human Resources and Administration.
8. An employee may be terminated immediately if the employee refuses to work within the policies and procedures of the Agency, or if the employee wilfully commits an offence that compromises the safety and well-being of the clients and/or staff of the Agency.

An employee, when terminated from employment will have written notice subject to the requirements of the Employment Standards Act.

EMPLOYEE BENEFITS

Reviewed and Approved November 2019, Reviewed: July 2022

Eligibility: You are eligible for group insurance if you are *actively* working permanently, at a minimum of twenty-four hours a week. Insurance will be activated the first day of the month following 3 full calendar months worked.

Group Life Insurance:

- coverage equal to one-time annual salary, rounded to the next highest \$1,000
- premiums paid 100% by Woodview on behalf of staff
- premiums paid for coverage are taxable benefits
- Life Insurance benefit reduces by 50% of the amount in force on 65th birthday

Accidental Death and Dismemberment:

- additional coverage equal to Group Life Insurance, to a maximum of \$200,000, unless aged 65 - 70
- coverage reduces by 50% at age 65 and terminates at age 70
- There is a schedule of payment for dismemberment, (please refer to booklet)
- Funeral expenses of up to \$5,000 if injuries covered under this policy result in accidental loss of life
- premiums are paid by Woodview.

Long Term Disability – Please Refer to Long Term Disability Policy

Employee Assistance Program:

Woodview has an Employee Assistance Plan - one offered through Hurst Place/Mohawk Shared Services, to all employees. This “brief therapy” program offers confidential, professional assistance to help employees and their families resolve problems that affect their personal lives or job performance. This service will be provided at no cost to the employee and is absolutely confidential.

Referrals are voluntary and can be made by any employee or family member by calling 1-888-521-8300. There is no cost to the employee or his dependent for this service. This benefit is provided courtesy of Woodview. The website links are www.lifeworks.com and www.hurstplace.com.

Extended Health Care:

Extended Health Care includes hospital accommodation, expenses including prescription drugs (excluding specialty drugs over \$10,000), private duty nursing, out of province/out of country medical and hospital care, paramedical coverage, ambulance etc.

Note: *A Doctor’s Prescription is needed prior to commencing Physiotherapy.*

A Doctor’s Prescription is also necessary for orthotics. PeopleCorp needs to pre-approve any expenses that may be incurred for orthotics to determine that the lab providing the devices is registered and approved by the Ministry of Health.

Prescriptions are not necessary for Chiropractic or Osteopathic Care or the services of an Acupuncturist or Registered Massage Therapist.

NOTE: The above descriptions are only brief summaries. Refer to the Employee Handbook issued by PeopleCorp for more detailed descriptions.

Out of Province/Country Coverage:

This benefit provides eligible employees and insured dependents medical assistance in case of emergency, while on a business or personal trip, for an accident or illness occurring outside the province of residence. This benefit is subject to the conditions as specified through the PeopleCorp Policy Booklet. (Please refer to your employee booklet)

Canada Pension Plan:

This plan provides benefits in the event of retirement, disability or death.

Rates are variable as determined by C.P.P. Maximum contributions by employee are determined by federal regulations. Woodview contributes the same amount as the employee.

Employment Insurance:

1. Employment insurance provides income during absence from work due to specific situations such as illness, pregnancy or layoff.
2. Employment Insurance is compulsory. Rates are variable as determined by E.I.
3. Both the Agency and its employees are required to contribute amounts as determined by the Federal Government.
4. The law determines eligibility requirements and waiting periods.
5. Upon termination of employment with the Agency, a statement of insured earnings (Record of Employment) is provided by Payroll. Unless otherwise requested, a Record of Employment will be provided within five working days of receipt of final payment of wages owed to the terminating employee.

Vision care:

Woodview is insured through our Group Benefits Plan for vision care and is available to those eligible.

Vision benefits are \$200 towards the cost of corrective lenses, contacts or eyeglasses for every 24 months of active employment. All staff and dependants eligible for the general health benefits are eligible for the vision care allowance.

Smoking Cessation:

Woodview is insured through our Group Benefits Plan for smoking cessation products and is available to those eligible for our Group Insurance Plan.

Dental Plan:

If eligible for Group Benefits, staff can access basic dental care with a dental maximum of \$1,000.00 per calendar year for each family member covered by the plan.

Please refer to the Group Benefits Employee Handbook issued by PeopleCorp for information on basic services coverage.

EMPLOYEE REFERENCES

Reviewed and Approved November 2019, Reviewed: July 2022

Personal Information

Information about an employee will not be given out unless that staff member gives authorization for the Administrative office to do so.

Provision of External References

The Agency may provide a verbal or written letter of reference with the consent of an employee, former employee, volunteer or student on placement.

The immediate supervisor of an employee, former employee, volunteer or student on placement may provide the reference, wherever possible, but only if given approval from the employee to do so. When this is not possible, the supervisor's supervisor may provide the reference, but again, only if given approval from the employee to do so.

At a minimum level, a letter will be issued showing dates of employment and position held. A reference might also include a summary of significant areas of performance.

All letters would be given directly to the individual concerned for use at their discretion. See

"Personal Information Protection and Electronics Documents Policy"

EMPLOYMENT OF RELATIVES, BOARD MEMBERS AND CLIENTS

Reviewed and Approved November 2019, Reviewed: July 2022

Relatives, Board members and clients are eligible for employment at Woodview, subject to the following terms and conditions.

1. Immediate relatives of existing employees may not be hired or promoted into the same work unit.
2. Immediate relatives of existing employees may not be hired or promoted into a position under the same supervisor.
3. Immediate relatives of existing employees may not be hired or promoted in a supervisory/subordinate relationship.
4. If two employees of the same department become immediate relatives during the course of their employment, efforts will be made to relocate one of the employees to a comparable position, at management discretion.
5. Past or current clients or members of a client's immediate family may apply for employment within the Agency with certain restrictions.
 - providing the position is not within the work unit or team which provides or provided services to the client
 - or within a position under the same supervisor of the services provided to the client
6. Board members may apply for a paid position subject to the policies and procedures of the Board.
7. Immediate relatives of Board members may be hired for any position, but the employee must advise the Executive Director of the relationship and the immediate supervisor must be informed.
8. Woodview will take all reasonable steps to prevent individuals with access to confidential information from accessing information regarding clients or other employees where a conflict of interest might be perceived or real.

Rationale:

1. To prevent employees from being placed in a real or perceived conflict of interest regarding their personal situation and the operations of the Agency.
2. To prevent the appearance of bias or the occurrence of bias in respect to decisions made regarding a particular employee.
3. To protect the confidentiality of all employee and service records.

EQUITY, DIVERSITY, AND INCLUSION

Reviewed and Approved November 2019, Reviewed: July 2022

References:

Ontario Human Rights Code

Accessibility for Ontarians with Disabilities Act

Woodview strives to follow principles of equity, diversity, and inclusion both within the workplace and in working with our children, youth families and adult clients.

Definitions:

Inclusion – Creating an environment where people have both the feeling and reality of belonging. (Ontario Inclusion Learning Network)

Diversity – The presence of a wide range of qualities and attributes within individuals.

Equity – Every person has a right to equitable treatment with respect to services, goods and facilities without discrimination. Equity means treating people as individuals and respecting their diverse needs and differences.

Woodview provides a culturally safe environment where all individuals are treated with dignity and respect. Woodview's clients, staff and volunteers have a shared responsibility to keep Woodview free from harassment and discrimination.

Woodview, under the laws of The Canadian Charter of Rights and Freedoms and the Ontario Human Rights Code prohibits harassment and discrimination on the grounds of ancestry, age, citizenship, colour, creed, disability, ethnicity, family status, marital status, place of origin, religion, sex or sexual orientation, or sexual identity.

Further, Woodview will not permit or tolerate seeking conversions, proselytizing or criticizing other faith groups by staff, students or volunteers.

Woodview makes a commitment to provide services and accommodations in an environment that takes into consideration ethno-cultural, racial, linguistic, ancestral diversity, faith, and ability and accommodates the gender-specific needs of all clients. This includes all protected grounds in the *Ontario Human Rights Code*.

Woodview strives to be an inclusive and equitable organization. It involves actively identifying and removing barriers that prevent individuals from accessing and participating in programs and services.

Woodview will endeavour to provide access to interpretation and translation services on an as needs basis.

Woodview will endeavour to provide opportunities for community and stakeholder consultation on Equity, Diversity, and Inclusion themes and topics to better understand the unique needs of individuals served and staff.

EXIT INTERVIEWS

Reviewed and Approved November 2019, Reviewed: July 2022

Exit interviews will occur with employees who have voluntarily resigned from their position (including transferring internally to another Woodview Program).

Exit interviews are conducted to:

- Gather information, from the employee's perspective, about working at Woodview;
- Identify what Woodview is doing or has done well to ensure good policy and practice;
- Identify any areas for improvement at the staff, program, or agency level;
- Identify underlying trends or patterns that may be impacting staff morale or retention rates; and
- Facilitate knowledge exchange to ensure a smooth transition for the program and new employee.

Exit interviews will be conducted with employees who:

- have resigned, voluntarily and including retirement, from their current position; or
- are transferring internally to another program.

Exit Interview Form

For each interview, an exit interview form will be completed to ensure information is collected in a fair and consistent manner. *See Exit Interview Form.*

Process

The exit interview will take place during the employee's final week of employment. If the employee's schedule is not flexible, the interview may be scheduled before their last week or after if the transition is internal. The Director of Human Resources will conduct the exit interview.

The Director of Human Resources will explain the purpose of the interview, ensure it is conducted in a confidential and comfortable manner, and will reassure the employee that feedback provided will have no bearing on future events (i.e. Letters of Reference).

The interview will consist of a series of questions as outlined on the exit interview form. Responses to questions may be explored further as appropriate. Open dialogue is encouraged.

Exit interviews are to be kept confidential. Trends and / or themes emerging from exit interviews may be shared with the senior leadership team for discussion to improve workplace policies and practices.

GRIEVANCE PROCEDURES

Reviewed and Approved November 2019, Reviewed: July 2022

It is expected that issues that arise from time to time are resolved within the standard employee/supervisor relationship.

If however, an issue cannot be resolved, then the staff member may formally appeal, in writing, any human resource issue to the Program Manager who will respond within two (2) weeks. If still not satisfied, then the format outlined within the **Conflict Resolution Policy** must be adhered to.

The Executive Director will not prevent staff from grieving to the board when:

- a) Internal grievance procedures have been exhausted; and
- b) the employee alleges either a policy has been violated to his or her detriment; or
- c) that agency policies do not adequately protect his or her human rights.

The formal response resolution will be documented in a letter. If there is still no resolution, then the Executive Director and the Human Resource Committee Chair of Woodview's Board of Directors would become involved. They will decide whether the issue will be considered by the Committee as a whole.

In instances where the complaint / grievance is about the Executive Director, the President / Chair of the Board will be informed in writing by the complainant. The President / Chair will engage an outside party to investigate the complaint / grievance. The outside party will present its report to the President / Chair who will present the findings to the Board, as a whole. The Board will determine actions to be taken.

The Executive Director will not fail to acquaint staff with their rights under this policy.

HEALTH AND SAFETY ACCIDENT REPORTING

Reviewed and Approved November 2019, Reviewed: July 2022

Employees Injured on the Job

Both medical and insurance coverage is in place for employees injured on the job.

Reporting injuries sustained while working

If an employee becomes injured while on the job, he/she must report the injury/accident to their Program Manager and together, they must complete the Accident Report.

The Health and Safety Accident Report form can be downloaded from the Sidebar of MailSolutions under 'Common Documents'.

Once the accident has been reported and documented on the Health & Safety Accident Form, a copy of the form must be e-mailed / scanned / faxed to the Director of Human Resources immediately.

If medical help is necessary or if the employee misses time as a result of the accident, the Director of Human Resources will forward a copy of the report describing the incident to the Workplace Safety Insurance Board (WSIB).

Accident Investigation

If a worker is injured and requires both medical help and time off, the manager, the employee, and the Director of Human Resources, will work together to re-integrate the worker back into appropriate employment. A member of the Joint Health & Safety Committee will conduct an investigation to determine what factors contributed to the accident and to see if they might be eliminated to ensure a safer work environment.

See Health & Safety Policies.

HUMAN RESOURCE RECORDS

Revised and Approved December 2019, Reviewed: July 2022

There will be a current and updated Human Resource File for all staff members. That record will include the following:

Contents

- Personnel File Checklist
- Offer of and confirmation of employment
- Original application for employment
- Copies of all references received
- Criminal reference check document
- Current job description
- A signed statement, dated at the time of employment, that indicates that the employee has received and read and agrees to work within the policies and procedures of the Agency
- All performance evaluation records – signed by employee and supervisor
- Any correspondence from or to the employee related to job performance
- A current cumulative sick leave and vacation credits record
- A record of all changes in employment status, compensation, etc.
- A record of all completed in-service and related education or training completed by the employee following employment
- Verification of Education
- Signed Oath of Confidentiality
- Registration/Association membership
- Annual Declaration Statement, signed

Confidentiality and Access

All Human Resource Files will be stored centrally in locked fire proof cabinets and in a secure location to ensure confidentiality and to prevent loss or destruction.

Only such management or human resource office staff who have an assigned responsibility to access specific human resource information shall have access to the Human Resource file, and that access is limited to the specific information required.

All staff members have the right to access their Human Resource file, and to append comments or corrections where they feel such are required.

No information from the Human Resource file will be released to any third party without the consent of the employee, except as required by government statute or legal authority.

See “Personal Information Protection and Electronics Documents Policy”

Upon reasonable notice and accompanied by an employee from Human Resources/Administration or designate, any employee may examine the contents of their own personnel file.

Removal of Records

Human Resource files may not be removed from the Head Office building.

Process to amend/correct inaccurate information

If a staff member feels that there is inaccurate information within their Human Resource record, they may formally write to their managers, their intent to have the information changed.

Managers must address this issue, within two weeks from the receipt of the notice.

The following people are authorized to view an employee's human resource record:

1. The employee (see above conditions).
2. The employee's new supervisor, if the employee applies internally.
3. The employee's potential new supervisor, if the employee applies for an internal position.
4. Human Resource employees.
5. Director of Human Resources and Administration.
6. The Executive Director.
7. Directors as appropriate.

Time Period for Maintenance of Human Resource Records

Human Resource Records will be kept in a safe and secure manner, in locked fireproof cabinets, by the Agency for a minimum period of 7 years following the termination of employment of the staff member. Following that time, the files may be destroyed. If destroyed, it will be done by means of a safe and secure method, such as shredding, under the supervision of management staff.

Payroll registers, which include employment and termination dates of employees will be retained by the Agency after Human Resource Records have been destroyed.

IDENTIFICATION CARDS, ACCESS CARDS, KEYS

Reviewed and Approved November 2019, Reviewed: July 2022

When Newly Employed

New employees may be provided with an identification card, access card/keys and parking passes during their orientation.

Once entered on our Group Insurance, a prescription card and identification card will also be given out to a new employee.

If any of the above is stolen or lost during employment, the loss is to be reported immediately to the administrative office so that replacements may be obtained.

Upon Termination

When an employee terminates employment with the Agency he/she is required to turn in his identification card, keys, group benefits RX cards and park passes.

Any passwords associated with the terminating individual must be changed immediately.

LEAVES OF ABSENCE

Reviewed and Approved November 2019, Reviewed: July 2022

Intent

Woodview recognizes that from time-to-time, employees may require time off work for any number of reasons. This list has been prepared to give an overview of all the leaves available to Woodview employees.

Types of Leave

The following types of leave are acceptable with the proper notification. Please see specific policies for details.

1. Bereavement
2. Crime-Related Child Death or Disappearance Leave
3. Critically Ill Child Care Leave
4. Infectious Disease Emergency Leave
5. Family Caregiver Leave
6. Family Medical Leave
7. Float Day
8. Jury Duty Leave
9. Leave of Absence without pay
10. Organ Donor Leave
11. Personal Emergency Leave
12. Reservist Leave
13. Unpaid Days

Bereavement Leave: (Paid)

Leave to a maximum of five days with pay, will be granted in the event of a death in the employee's immediate family. See "Emergency Leave" for definition of immediate family. There is a leave of up to three days with pay, for the death of an extended family member. Paid time off for the death of a friend will be at the manager's discretion. Flowers or donations to a charity of choice may be sent to staff whose parent, spouse, or child has passed away.

Crime-Related Child Death or Disappearance Leave: (Unpaid)

Parents of a child that has disappeared as the probable result of a crime will be eligible for up to 52 weeks of leave. Parents of a child that has died as the probable result of a crime will be eligible for up to 104 weeks of leave.

"Child" is defined to include a child, step-child, or foster child who is under 18 years of age. To qualify for this leave, employees must have been employed by the employer for a minimum of six consecutive months.

Crime-Related Child Death or Disappearance Leave will be generally required to be taken in a single period. Employees will also be required to advise their employer in writing of their intent to take the leave and provide a written plan of when they intend to take the leave.

Critically Ill Adult and/or Child Care Leave: (EI Paid)

Effective January 1st, 2018 under Bill 148 legislation, an employee is entitled to take up to 17 weeks of leave in a 52 week period to provide care or support to a critically ill adult family member and up to 37 weeks to provide care or support to a critically ill child who is a family member.

The employee is obligated to obtain a certificate from a qualified medical practitioner, which must be disclosed to the employer on demand, stating that the adult or child is critically ill requiring the care or support of one or more parents for a particular duration of time. Employees must also advise their employers in writing of their intention to take Critically Ill Adult and/or Child Care Leave.

Infectious Disease Emergency Leave:

Employees have the right to take unpaid, job-protected infectious disease emergency leave if they are not performing the duties of their position because of specified reasons related to a designated infectious disease. This leave is available to all employees who are covered by the Employment Standards Act.

Employers cannot threaten, fire or penalize an employee in any other way because the employee took or plans on taking an infectious disease emergency leave.

The only disease for which infectious disease emergency leave may be taken at this time is COVID-19. Although the Employment Standards Act was amended to include infectious disease emergency leave on March 19, 2020, the leave entitlements for COVID-19 are retroactive to January 25, 2020.

Family Caregiver Leave: (EI Paid)

Effective January 1, 2018, legislation increases Family Medical Leave from up to 8 weeks in a 26-week period to up to 28 weeks in a 52-week period.

Family Caregiver Leave applies to care for the following specified family members:

1. The employee's spouse;
2. A parent, step-parent, or foster parent of the employee or the employee's spouse;
3. A child, step-child, or foster child of the employee or the employee's spouse;
4. A grandparent, step-grandparent, grandchild, or step-grandchild of the employee or the employee's spouse;
5. The spouse of a child of the employee;
6. The employee's brother or sister;
7. A relative of the employee who is dependent on the employee for care or assistance; and
8. Any other individual prescribed as a family member going-forward.

There is no minimum service requirement to be eligible, and the term "serious medical condition" is not defined, meaning Family Caregiver Leave could apply to a fairly broad range of medical conditions.

In all instances, an employee will have to obtain a certificate from a qualified medical practitioner stating that the family member in question has a serious medical condition, and he or she must produce the certificate for his or her employer if requested. The medical condition in question may be either chronic or episodic.

Employees wanting to take Family Caregiver Leave will be required to advise their manager in writing of their intention to do so, either before taking leave or "as soon as possible after beginning it" if advance notice could not be provided.

Family Medical Leave: (EI Paid)

Family Medical Leave is intended for employees to provide care or support to a family member who is gravely ill by allowing up to 8 weeks of unpaid leave. E.g.: Providing psychological or emotional support, arranging for somebody else to provide care or providing that care themselves. The employee's job is protected while on this leave. This applies to full-time, part-time and contract employees.

The person being cared for must have a serious medical condition which entails a significant risk of death within 26 weeks. The employee will need to obtain a doctor's note indicating that there is a serious illness and that there is a significant risk of death within the next 26 weeks.

Effective January 1, 2018, legislation increases Family Medical Leave from up to 8 weeks in a 26-week period to up to 28 weeks in a 52-week period.

Family member is defined as the employee's spouse, including your same sex spouse, or common law partner, parent, step-parent or foster parent, a child, step-child or foster child.

Woodview is not obliged to continue compensation during a family/medical leave. An employee taking this leave can apply for Employment Insurance.

Float Day: (Paid)

One day per year is awarded to permanent salaried staff (working a minimum of 24 hours per week) after (1) year of employment, as a "floating holiday", and it may be taken at any time as approved by the Program Manager. The floating holiday must be taken within the calendar year in which it is awarded, and it may not be "carried over".

For part-time employees, this Floater is pro-rated based upon the proportion of time worked by the employee throughout the calendar year e.g.: 0.5 Full Time Equivalency would accrue 0.5 day.

Jury Duty Leave: (Paid for salaried staff; Unpaid for Casual or part-time employees)

Staff members serving on jury duty will be paid at their regular rate of pay, during their absence as long as any other compensation received by the staff person that is related to the Jury duty, is turned over to the Centre to partly offset the salary cost.

Employees selected for jury duty must provide their manager and Human Resources with as much advance notice as is possible. Advance notice shall be accompanied by a copy of the summons to jury duty for documentation purposes.

Casual or part-time employees shall be granted leave without pay to perform their duty as a juror.

Any Woodview employee that is required to appear in a court of law as a plaintiff, defendant, or witness, in a matter unrelated to their employment, shall not be eligible for a paid leave of absence. In these instances, the employee may use vacation time, overtime or request an unpaid leave of absence.

Leave of Absence without Pay

A leave without pay may be granted to an employee for personal or educational reasons subject to the approval of their Director. If an employee wishes to remain on the Woodview group health plan, they are responsible for paying their monthly premiums to Woodview in advance. This includes the extension of a parental leave.

Organ Donor Leave: (Unpaid)

This leave provides employees who undergo surgery in order to donate organs to other persons with up to 13 weeks of unpaid leave from their employment.

This leave entitlement applies to kidney, liver, lung, pancreas, and small bowel donations.

In order to qualify for the leave, the employee must be employed by Woodview for at least 13 weeks.

The employee shall give their manager written notice at least two weeks before beginning the leave, if possible. The manager may require an employee who takes an organ donor leave to provide a medical certificate confirming that the employee has undergone or will undergo surgery for the purpose of organ donation, and the employee shall provide the certificate as soon as possible.

An employee is entitled to take the leave for a period of up to 13 weeks. The leave commences on the date the surgery takes place, or on an earlier day specified in a medical certificate. When the period of leave ends, if a medical certificate is issued stating that the employee is not yet able to perform the duties of his or her position because of the organ donation and will not be able to do so for a specified time, the employee is entitled to extend the leave for the specified time - up to an additional 13 weeks. The employee's seniority and length of service credits continue to accumulate during the leave, and Woodview must continue to make its contributions to any applicable **benefit plans** unless the employee gives the employer written notice that he or she does not intend to pay his or her contributions, if any.

The employee may end his or her organ donor leave early by giving his/her manager at least two weeks' written notice.

At the end of the organ donor leave, Woodview is required to reinstate the employee in the position he or she occupied when the leave started, or to provide alternative work of a comparable nature at not less than the earnings and other benefits that had accrued to the employee when the leave started.

Personal Emergency Leave: (Unpaid)

An employee can request a leave of up to ten emergency leave days per calendar year for the purpose of illness, injury or medical emergency – including the death, illness, injury, medical emergency or any other urgent matter that concerns a family member. A family member is defined broadly enough to cover most close relationships. People considered immediate family include the employee's grandparents, parents or guardians, step-parents or foster parents, siblings, spouse or common-law or same-sex partner, children, step-children, foster-children, grandchildren and step-grandchildren and anyone who lives with the employee and is dependent on the employee for care or assistance.

These days will be days off without pay and a part day counts as a whole day. Woodview requires the employee to provide reasonable justification for the inability to work. The employee is entitled to his/her own job without any changes. An employee's entitlement to benefits will not be affected in any way.

An "urgent matter" is defined as an unplanned event or one that is beyond the employee's control where the consequences of not responding to it could be serious and negative including emotional harm.

This **Personal Emergency Leave** should not be confused with existing sick days or personal leaves of absence.

Employees who do not have sick time entitlements are eligible to be paid for 2 (two) shifts per year due to an emergency leave.

Reservist Leave: (Unpaid)

Employees who are reservists, and who have worked for Woodview for at least six consecutive months are entitled to unpaid leave for the time necessary to engage in a military operation if deployed. The deployment can be to an international operation or to an operation within Canada that is or will be providing assistance in dealing with an emergency or its aftermath (including search and rescue operations, recovery from natural disasters such as flood relief, military aid following ice storms, and aircraft crash recovery). In the case of an operation outside Canada, the leave would include pre-deployment and post-deployment activities that are

required by the Canadian Forces in connection with that operation.

Unless prevented by military necessity, reservists must provide their manager with reasonable written notice of the day on which they will begin and end the leave.

Employees on a reservist leave are entitled to be reinstated to the same position if it still exists or to a comparable position if it does not. Seniority and length of service credits continue to accumulate during the leave.

Woodview has the right to postpone the employee's reinstatement for two weeks after the day on which the leave ends or one pay period, whichever is later. Woodview is not required to continue any benefit plans during the employee's leave. However, if Woodview postpones the employee's reinstatement, the agency will pay the employer's share of premiums for the group benefit plans related to his/her employment and allow the employee to participate in such plans for the period the return date is postponed.

Unpaid Days: (Unpaid)

Employees can take, with permission from their manager, up to 5 unpaid days without pay, per year. Benefits and seniority will continue to accrue while on this leave.

LONG TERM DISABILITY

Revised and Approved February 2018, Reviewed: July 2022

Purpose

Woodview's Long Term Disability Plan provides financial protection for staff by paying a portion of income if and when a staff member becomes disabled. Long Term Disability insures employees against wage loss in the event of illness or injury once self-insured short-term coverage expires. The amount received will be based on the amount earned before the disability began.

Eligibility

All permanent employees in active employment working a minimum of 24 hours per week are eligible for Long Term Disability.

Following 119 days of absence due to illness or disability, all eligible employees must transfer to the Agency's Long Term Disability (LTD) program. The LTD benefits are provided by the Agency's insurance carrier and they are subject to eligibility requirements and particular requirements re: training and return to work. For complete details consult the employee health care brochure.

Long Term Disability (LTD) Program

This Benefit provides employees with a monthly income up to 66.7% of the first \$2,250 of pre-tax basic monthly income plus 50% of the balance limited to a maximum, of \$4,000, subject to deductions, as defined by law. Consequently, your overall disability benefit from all sources shall be limited to 85% of your net monthly income, determined at the beginning of the disability. Elimination period is 119 days payable to your 65th birthday, prior to recovery or retirement.

- premiums paid 100% by Woodview
- when an employee is in receipt of Long-Term Disability income, the income is taxable.
- Vacation, seniority, and sick leave will not accumulate during the period that the employee is on long-term disability.
- The employee has the responsibility to contact his/her supervisor every month. The purpose of this contact is to inform the supervisor about changes to the employee's status and to ensure that the employee is using the resources available.

An employee's position or comparable position will be held for no more than 24 months of the onset of illness/disability. Furthermore, the duration of drug coverage with HealthSource Plus, will terminate after 24 months of the onset of illness/disability. An individual collecting Long Term Disability benefits must secure drug coverage from Trillium, to ensure seamless drug coverage.

Staff should begin the process of applying for LTD well in advance of the completion of 119 days of illness. The Director of Human Resources and Administration will facilitate the application process by providing, completing and directing necessary reports to all parties including the staff member, medical parties and insurance companies.

Monthly Benefit

The least of items 1, 2, or 3 below:

1. 66.7% of the first \$ 2,250 of pre-tax monthly earnings plus 50% of the next \$4,998 of pre-tax monthly earnings, less 100% of direct deductible sources of income; or
2. 85% of post-tax monthly earnings, less 100% of direct and indirect deductible sources of income; or
3. \$ 4,000, the maximum monthly benefits

An employee's LTD and Life Insurance premiums will be waived if a Long Term Disability claim is approved and while the employee is receiving payments under this plan.

Staff Reporting Requirements while on Long Term Sick Leave and LTD

Staff who are absent on long term sick leave or LTD must keep the Agency informed through regular reports from their treating physician so that the Agency may adequately plan for the hiring of replacement staff and to keep the program staff and clients informed.

The recommended reporting frequency is every 6 weeks. There are also prescribed reporting procedures required by the LTD carrier.

ONTARIO HUMAN RIGHTS CODE

Reviewed and Approved November 2019, Reviewed: July 2022

Woodview is an equal opportunity employer and adheres to the Ontario Human Rights Code. A copy of the Code is available in the administrative office. The Ontario Human Rights Code provides that every person has the right to equal treatment with respect to employment without discrimination on the grounds of:

- Age
- Ancestry
- Citizenship
- Colour
- Creed or religion
- Disability
- Ethnic origin
- Family status
- Gender
- Gender expression
- Gender identity
- Marital status
- Place of origin
- Race
- Record of offences
- Sexual orientation

To be eligible for employment at the Agency, applicants must:

- hold a valid social insurance number
- be willing to work in accordance with the Agency's philosophy, goals and objectives, and policies and procedures

ORIENTATION

Reviewed and Approved November 2019, Reviewed: July 2022

It is important that all staff, regardless of particular responsibilities, share the commitment to serve the clients of Woodview. Each person's work should serve to enhance the functioning and well-being of clients and of all staff and agents of Woodview.

All staff must be clearly informed of the nature of the clients served and any potential risks or responsibilities they might have to manage in exceptional situations.

All new staff will be given access to Woodview's e-mail which will allow each employee access to Woodview's Clinical, Human Resource and Administrative/Health and Safety Policies. Each program will receive a minimum of one hard copy of the Clinical, Human Resource and Administrative/Health and Safety Policies Manual for employee reference.

The purpose of orientation is:

1. To assist new employees to become comfortable in their new environment;
2. To familiarize new employees with the philosophy, policies and procedures of the Agency; and
3. To provide new employees with specifics regarding the functions of their individual positions so they meet required standards of performance.

Applicability

Program Managers and/or Directors will begin the orientation process with all new employees (full-time, part-time and contract) on the new employees first day. See the Program Orientation Checklist following this policy. Formal orientation sessions will be held at head office monthly for new employees, as close as possible to their actual hire dates.

Employees are encouraged to ask questions and request additional information throughout the orientation process.

In particular, direct program staff must receive a clear orientation to the Agency's philosophy and practices of treatment, including how treatment goals are set, evaluated, and revised, the multi-disciplinary process and the methodology of treatment & goals. They will be informed as to the particular staffing structures and management structures, and lines of accountability, which are relevant to them.

Non-program staff will be given an overview of the treatment philosophies, programs and practices of the Agency, as well as a comprehensive introduction to their particular job responsibilities, the management structures and the line of accountability, which are relevant to them.

Upon completion of orientation by the Program Manager or Director, the new employee is required to sign the Program Orientation Checklist indicating that the identified topics were reviewed and that the new employee understood the content of the orientation.

PROGRAM ORIENTATION CHECKLIST

Reviewed and Approved November 2019, Reviewed: July 2022

Name: _____

Position: _____

Start Date: _____

The information listed below has been discussed and/or provided to me:

Administrative:

- ☐ History of Woodview's & Vision, Mission & Values
- ☐ Organizational Chart
- ☐ Service Principles
- ☐ Anniversary Date
- ☐ Probation Period
- ☐ Performance Appraisals
- ☐ Vacation
- ☐ Float Days
- ☐ Paid Holidays
- ☐ Personal Leave (Sick Leave)
- ☐ Leave of Absences; Family Emergency Leave (up to 8 wks. of unpaid leave if family member is expected to die within 26 weeks), Personal Emergency Leave – up to 10 unpd. days off per yr.
- ☐ Professional Development
- ☐ Salary
- ☐ Pay Periods\Direct Pay Deposit
- ☐ Reporting Employee Information Changes
- ☐ Job Posting Policy
- ☐ Confidentiality
- ☐ Provision of External Employment References, respecting Privacy Information Act
- ☐ Harassment & Discrimination Policy, Bill 168
- ☐ Health & Safety Policy
- ☐ Fire Safety Procedure & Response to Disaster
- ☐ Reporting of injuries
- ☐ Workplace Safety & Insurance Board
- ☐ Attendance Records
- ☐ Employment Insurance \ Canada Pension Plan
- ☐ Basic Life Insurance
- ☐ Dependent Life Insurance Accidental Death & Dismemberment Benefits
- ☐ Long Term Disability Benefits
- ☐ Health Care Benefits\Out of Province Benefits
- ☐ Pension Plan
- ☐ Employee Assistance Program, guaranteeing total privacy
- ☐ Eligibility for Participation In Benefits Plans
- ☐ Hours of Work
- ☐ Overtime
- ☐ No Smoking Policy
- ☐ Telephone & Cell phone – Use & Conduct, respecting Privacy Information Act
- ☐ Vacation scheduling
- ☐ Travel & Incidental Expenses, mileage forms with specific addresses, macro.
- ☐ Use of Agency & Personal Automobiles (if applicable)
- ☐ Job Description
- ☐ Identification cards, Access cards, keys etc.
- ☐ Personnel files to be shared with Accreditation Review Team, Ministry Licensing officials (with written permission)
- ☐ Accessibility for Ontarians Disability Act
- ☐ Mandatory Health & Safety Training

Employee's Signature

Date:

Director, H.R. Signature or designate

Clinical: Mental Health

- ☐ Specific Job Expectations/orientation to clients
- ☐ Participation in Supervision
- ☐ Securing of Clinical Files
- ☐ Multidisciplinary process
- ☐ Goal-oriented & strength based treatment
- ☐ Awareness of the characteristics, needs and resources offered in our Communities
- ☐ Methodology of Treatment
- ☐ Services Provided by Woodview, types of clients served
- ☐ Orientation of Abuse Policies (Adult Service)
- ☐ Service Principles (Adult Service)
- ☐ Client rights
- ☐ Privacy Policy & Privacy Statement
- ☐ Security measures in place for In Home Visits
- ☐ PMAB/NVCI Training Requirements

Name: _____

Position: _____

Start Date: _____

The information listed below has been discussed and/or provided to me:

Employee's Signature

Date:

Supervisor's Signature

Documentation Provided:

- ☐ Manual Sign Off Forms – 4 forms: 1.Administrative, 2.Health and Safety, 3.Clinical, and 4.Human Resources (each manual to be read within 10 working days following date of employment)
- ☐ Program Descriptions, pamphlets
- ☐ Organizational Chart
- ☐ Application for Group Insurance Benefit Plan

Documentation Received:

Payroll Package:

- ☐ Tax Form (TD1)
- ☐ Resume\Application Form
- ☐ Pre-Employment Medical Form and T.B. Test Results Criminal Records Check Results
- ☐ Oath of Confidentiality
- ☐ Copy of Driver's License
- ☐ Proof of Education (Diploma)
- ☐ Copy of current First Aid Certificate Authorization
- ☐ Direct Deposit Form
- ☐ Emergency Contact Information Form
- ☐ Group Insurance Enrolment Forms

Clinical: Autism

- ☐ Specific Job Expectations/orientation to clients
 - ☐ Medications
 - ☐ Daily Routines
 - ☐ Individual Service Plans
 - ☐ Behaviour Strategies
 - ☐ Behaviour Plans
 - ☐ Management of Client Finances (Adult Services)
 - ☐ Orientation of Abuse Policies (Adult Services)
 - ☐ Service Principles (Adult Services)
- ☐ Participation in Supervision
- ☐ Securing of Clinical Files
- ☐ Multidisciplinary process
- ☐ Goal-oriented & strength based treatment
- ☐ Awareness of the characteristics, needs and resources offered in our Communities
- ☐ Methodology of Treatment
- ☐ Services Provided by Woodview, types of clients served
- ☐ Client rights
- ☐ Privacy Policy & Privacy Statement
- ☐ Security measures in place for In Home Visits
- ☐ PMAB/NVCI Training Requirements

Name: _____

Position: _____

Start Date: _____

The information listed below has been discussed and/or provided to me:

Employee's Signature

Date:

Supervisor's Signature

Documentation Provided:

- ☐ Manual Sign Off Forms – 3 forms: 1.Administration & Health & Safety; 2.Clinical and 3.Human Resources (each manual to be read within 10 working days following date of employment)
- ☐ Program Descriptions, pamphlets
- ☐ Organizational Chart
- ☐ Application for Group Insurance Benefit Plan

Documentation Received:

Payroll Package:

- ☐ Tax Form (TD1)
- ☐ Resume\Application Form
- ☐ Pre-Employment Medical Form and T.B. Test Results Criminal Records Check Results
- ☐ Oath of Confidentiality
- ☐ Copy of Driver's License
- ☐ Proof of Education (Diploma)
- ☐ Copy of current First Aid Certificate Authorization
- ☐ Direct Deposit Form
- ☐ Emergency Contact Information Form
- ☐ Group Insurance Enrolment Form

PARENTAL LEAVE

Reviewed and Approved November 2019, Reviewed: July 2022

This is a right that enables birth and adoptive parents up to 35 weeks of paid leave from work when a baby or child first comes into their care. Both parents are entitled to this leave. Parental leave is not part of pregnancy leave. A birth mother can take both pregnancy leave and parental leave for a total leave of 78 weeks. E.I. will pay 76 of the 78 weeks at a percentage of earnings based on the earnings of 600 hours worked before the birth/adoption of the baby.

Effective, December 3, 2017, amendments to the Pregnancy and Parental Leave provisions of the Employment Standards Act, 2000 (ESA) will come into force. Bill 148 amendments bring the maximum length of job protected unpaid ESA Parental leaves in line with recent changes to the Employment Insurance Act. The length of job protected unpaid Parental Leaves will increase by a total of 26 weeks. An employee who takes a Pregnancy Leave will receive a maximum of 61 weeks of Parental Leave (increased from 35 weeks) in a 78 week period (increased from 52 weeks), and employees who do not take a Pregnancy Leave will receive a maximum of 63 weeks of Parental Leave (increased from 37 weeks) in a 78 week period (increased from 52 weeks).

Entitlement

For an employee to be eligible for paid parental leave, they must have earned at least 600 hours of insurable earnings within the 52 weeks prior to the birth/ adoption of their baby.

Start and Length of Leave

A mother's parental leave usually starts when her pregnancy leave ends. As the day the baby is born is the first day of maternity leave, any days in the system will go back into the employee's bank. But if her baby is not yet in her care when her pregnancy leave ends, (for example, the child is still in the hospital), she may start her parental leave after the child comes home and into her care. Parental leave must be taken all at one time.

THE EMPLOYEE MAINTAINS SENIORITY AND ALL WOODVIEW BENEFITS OTHER THAN RRSP DURING THIS MATERNITY /PARENTAL LEAVE, BUT THERE IS NO REMUNERATION. SEE EMPLOYEE BENEFIT POLICY.

The employee's job or comparable position is guaranteed for up to 78 weeks.

It is recommended that these benefits be confirmed with the Director of Human Resources periodically, as they are subject to change.

PERFORMANCE EVALUATION

Revised and Approved June 2021, Reviewed: July 2022

Purpose

Regular formal performance appraisals are intended to measure performance over 12 months of continuous employment. They will:

1. Establish a development plan and goals. A development plan is a document that helps the employee identify and organize what they want to accomplish.
2. Evaluate established development plan and goals
3. Identify strengths
4. Identify areas requiring development
5. Identify training needs

Performance Evaluations are required to be completed before the end of an employee's probationary period, which is 6 months. The next review is to be completed prior to the employee's one year anniversary, and then every 2 years.

Annual Grid Movement – Unless the employee has completed 12 months of continuous employment within any position, they will not be able to move on the established salary grid. This includes any kinds of absence from employment other than protected leaves as defined by the Employment Standards Act. Performance evaluation methods for Program Managers and Directors will be identified and implemented by the Executive Director and the Director of Human Resources.

Timing

Employees are to have a formal performance evaluation conducted by their Manager.

1. Prior to the completion of the probationary period;
2. At the one-year anniversary date of their employment; and
3. Thereafter every two years.

Process:

Staff

Employee

Responsibility

Complete their self-evaluation in the EchoSpan system, invited by e-mail notification. Once the Manager has completed their portion, a meeting will be booked to:

- Review professional goals / objectives from last performance evaluation;
- Review current job description;
- Review performance evaluation and complete the performance review self-evaluation;
- Discuss ideas for goals and draft the development plan with the Manager.

Manager

1. After completing the Manager portion of the review, meet with employee.
2. Discuss the performance evaluation with employee.
3. Complete the final performance evaluation form including new goals and objectives.
4. Manager retains ultimate responsibility for completion and content of final evaluation.

Director of Services: Reviews and approves the evaluation.

Executive Director: Reviews and approves the reviews of their direct reports.

**Ongoing
Both Employee and Manager**

Development plan / goals identified are to be on a living document that is discussed and updated on a regular basis. Employees can login to the EchoSpan system at any time to review their plan / goals. The timeframe for completion is dependent on the actual goals and can be discussed and agreed to with the employee and Manager. Any coaching and feedback should be tracked in the EchoSpan system.

Appeal Process

If an employee is dissatisfied with the process or content of their performance evaluation, an appeal process may be commenced in accordance with the [Grievance Procedures](#) policy.

If skills or competence level are below previously existing skills and abilities, an employee may be put on a "Performance Improvement Plan". (See [Disciplinary Process](#) Policy)

PERSONAL INFORMATION PROTECTION AND ELECTRONIC DOCUMENTS ACT, “PIPEDA”

Reviewed and Approved November 2019, Reviewed: July 2022

PIPEDA

This Act recognizes two fundamental points: individuals have a right to privacy with respect to their personal information and organizations need to collect, use and disclose personal information for appropriate purposes.

Woodview is responsible for the collection and protection of personal information and the fair handling of it at all times. Limited, necessary personal information will be collected so that requirements of law can be met. E.g. payroll, insurance, Ministry licensing and accreditation etc. This information will be used only for the purposes disclosed at the time of collection and only for purposes that a reasonable person would consider appropriate in the circumstances.

Woodview respects the ten principles set out in Schedule 1 of the Act:

1. **Accountability:** Woodview is responsible for the personal information under its control
2. **Identifying purposes:** Woodview must specify why it is collecting personal information
3. **Consent:** The employee’s knowledge and consent is required for the collection, use or disclosure of personal information
4. **Limiting collection:** Woodview will only collect the personal information that is necessary for the purpose identified and will collect it by fair and lawful means.
5. **Limiting use, disclosure and retention:** Unless Woodview has the consent of the employee, or are legally required to do otherwise, Woodview may use or disclose personal information only for the purposes for which they collected it, and Woodview may retain it only as long as necessary for those purposes.
6. **Accuracy:** The employees’ personal information must be accurate, complete and up-to-date.
7. **Safeguards:** Personal information must be protected by appropriate security safeguards.
8. **Openness:** The employer must make its personal information policies and practices known to its employees.
9. **Individual access:** Employees must be able to access personal information about themselves and be able to challenge the accuracy and completeness of it.
10. **Challenging compliance:** Employees must be able to present a challenge about the employer’s compliance with the Act to the person that the employer has designated as accountable.

PREGNANCY LEAVE

Reviewed and Approved November 2019, Reviewed: July 2022

Pregnancy Leave is a right that enables pregnant women to take 17 weeks of unpaid leave from work. They may choose to take less time or, and in special cases the leave may be longer.

Effective, December 3, 2017, amendments to the Pregnancy and Parental Leave provisions of the Employment Standards Act, 2000 (ESA) came into force. Bill 148 amendments bring the maximum length of job protected unpaid ESA Parental leaves in line with recent changes to the Employment Insurance Act. The length of job protected unpaid Parental Leaves will increase by a total of 26 weeks. An employee who takes a Pregnancy Leave will receive a maximum of 61 weeks of Parental Leave (increased from 35 weeks) in a 78 week period (increased from 52 weeks), and employees who do not take a Pregnancy Leave will receive a maximum of 63 weeks of Parental Leave (increased from 37 weeks) in a 78 week period (increased from 52 weeks).

Entitlement

For an employee to be eligible for pregnancy leave, they must have earned at least 600 hours of insurable earnings within 52 weeks of the birth or adoption of their baby.

Start and Length of Leave

An employee can start her pregnancy leave any time during the 17 weeks before her baby is due. As the day the baby is born is the first day of maternity leave, any days in the system will go back into the employee's bank. The pregnancy leave will end 17 weeks later and she must take it all at one time. (Seventeen weeks leave of absence with a 2-week waiting period before Employment Insurance (EI) covers the leave. EI will then pay 55% of a salary for 15 weeks, based on the earnings of the previous 600 hours.)

Notice

Woodview asks that an employee gives (4) weeks' notice before an employee starts her pregnancy leave. She must give her supervisor/manager written notice that states the dates she plans on beginning and ending her pregnancy leave. This document can be found on the side bar of our email within the payroll folder.

After a maternity leave starts

If the employee wants to change the date of her return to work, she must give written notice of at least (4) weeks before the change happens.

PROBATIONARY PERIOD

Reviewed and Approved November 2019, Reviewed: July 2022

Purpose

The purpose of a probationary period is to:

1. Provide employees with the opportunity to become oriented to the new position and environment.
2. Provide Woodview with adequate opportunity to assess the ability and overall suitability of employees who are new to a position.

Period

Newly hired full-time, full-time contract and part-time employees must serve a probationary period of six calendar months. Internally promoted or transferred employees may have this period waived.

Conditions

1. During the probationary period, the Agency may terminate employment without any notice or pay in lieu of notice, except for the notice provided for in the Ontario Employment Standards Act.
2. Promoted or transferred employees may not have the option of returning to their former job if the new position does not work out satisfactorily.
3. Vacation credits accrue during the probationary period. However, new staff may not take vacation until after three months of employment. Between three to six months of employment, employees may use only credits that have accrued to that point and only with their supervisors' approval. (Promoted or transferred employees may take a maximum of two weeks' vacation during the probationary period.)
4. Any leave of absence or vacation taken during the probationary period extends completion of the probationary period by a corresponding amount of time.
5. A performance evaluation must be completed by the employee's immediate supervisor prior to or soon after the expiry of the probationary period. Upon completion of the performance evaluation, the supervisor decides to:
 - a) Change the employee from probationary status to regular status.
 - b) Extend the probationary period up to three months beyond the original probationary period or
 - c) Terminate employment.

If the probationary period is extended, the employee will be given a written statement outlining the standards which have not been met and all other conditions of the extension; and the supervisor and employee will determine a plan for meeting those standards.

During the probationary period, the employee will receive benefits to which they are entitled. (See Policy, Employee Benefits)

After passing a probationary period, an employee hired on permanent status will receive an application package for the Group Registered Retirement Savings Plan as well as a letter to document that there was a successful passing of the probationary period.

PROFESSIONAL QUALIFICATIONS

Reviewed and Approved November 2019, Reviewed: July 2022

WOODVIEW is committed to hiring the most qualified staff and/or consultants within each job classification.

Procedures

1. All job descriptions will clearly state the minimum level of experience, training and education required for each position, including part-time and casual positions.
2. The requirements will reflect standards for best practices in the field and will conform to all registration, certification and licensing requirements for the Province of Ontario.
3. The qualifications of all staff and consultants must be validated through the production of the relevant document(s); i.e., degree, certificate, letter of standing, etc.
4. Recognition will be given to exceptional previous related experience and job performance as a substitute for formal education in specified job classifications. This experience must be clearly documented and recorded in the individual's personnel file.
5. All staff will be assigned responsibilities congruent with their experience, training and abilities. Entry level staff will be supervised and supported by senior staff and provided with the appropriate orientation and training by qualified personnel.
6. When engaging the services of consultants, Woodview ensures that all consultants conform to all registration, certification and licensing requirements for the Province of Ontario.
7. Staff who are legally required to be licensed or registered meet the requirements as outlined in applicable legislation and regulation.
8. All staff and consultants used by the agency who are not legally required to be licensed, certified or registered by the Province of Ontario are eligible for certification by their respective governing professional associations where required, or have documented equivalent training and experience.

PROMOTION

Reviewed and Approved November 2019, Reviewed: July 2022

Promotion to a higher position will depend on the level of performance, availability of a suitable position and the ability to fund that position subject to approval by the Executive Director.

RECRUITMENT, SCREENING, AND SELECTION

Revised and Approved April 2021, Reviewed: July 2022

Policy Intent

Woodview Mental Health & Autism Services practices equal opportunity and fair hiring processes when filling positions, and shall hire only the most qualified individuals, based on their knowledge, skills, abilities and other competencies. Woodview has adopted this policy to ensure that all employees and potential candidates are considered for employment opportunities through a consistent, fair, and barrier free approach.

Guidelines

Recruitment

Internal Job Postings

Woodview requires that all new postings of employment be circulated internally via email for a minimum period of one week. Postings will be made external upon recommendation of the Hiring Manager and Director. Qualified applicants will be interviewed as part of the recruitment and selection process to ensure a successful candidate-job fit for the posted position. Internal candidates are requested to inform their current Manager before applying for a role. The current Manager will be used as the reference. Reference checks for internal candidates will be comprised of the latest performance appraisal available in the personnel file and a consultation with the current, immediate Manager. It is imperative that the performance appraisal be at a satisfactory level and be current.

External Job Postings

Woodview shall make public any new employment opportunities. External job postings shall be based on necessity and budget requirements and Human Resources shall be responsible for the placement of all recruitment advertisements.

Application Process

Internal and external candidates are required to submit a cover letter and provide a current resume for any job posting to the Hiring Manager (or designate). Internal candidates must be employed in their current role for a period of six (6) months before applying to a new role (unless approved by the Program Manager/Director) based on our commitment to client continuity of service.

Woodview will review all submissions, and interview only the most qualified candidates based on their knowledge, skills, abilities, and other competencies in an effort to find the best fit for the job and the organization.

Internal candidates who do not meet the requirements will be notified and may re-apply for any future job posting and shall receive equal consideration.

Screening Process

The Screening Process consists of the following steps:

1. Pre-Screening
2. Screening Interviews

Pre-Screening

To ascertain if a candidate possesses the necessary knowledge, skills, abilities and competencies required to successfully perform the job, every candidate, both internal and external, is required to submit the following information:

- Cover Letter
- Resume
- Reference List and/or Reference Letters

Screening Interviews

Screening interviews are to be scheduled and conducted by the hiring manager (or designate). The interview questions shall be structured to acquire further information regarding a candidate's knowledge, skills, abilities and competencies and to help determine if the candidate(s) will be a good fit for the job and the organization.

Upon completion of screening interviews, the results shall be reviewed by the Director and to determine which candidates are qualified and should proceed to the interview portion of the recruitment process.

Selection Procedure

The Selection Procedure consists of:

1. Sourcing Candidates
2. Employment Interview
3. Reference Checks
4. Offer of Employment

Employment Interview

Employment interviews shall be conducted by the hiring manager and others within the department and reflect a structured interview approach. Candidates who receive an employment interview but were not selected for hire shall receive a notification from a member of the hiring committee.

Reference Checks

Reference checks are designed to protect the safety of Woodview and its employees by minimizing the risk of hiring unqualified individuals. Reference checks shall be conducted only for candidates who have been selected through the Screening Interview stage. Reference checks shall be conducted to verify information contained in the candidate's resume and provided through the screening interview. Woodview will not ask questions pertaining to any prohibited ground and shall keep questions focused on the candidate's knowledge, skills, abilities and competencies.

Offer of Employment

Once a start date has been agreed upon with the candidate and/or the internal candidate's Manager, the hiring manager shall make hiring decisions with the Director and shall complete the initial form to generate a job offer and have Director approval prior to sending it to Human Resources. Woodview shall give a conditional offer of employment to applicants that have successfully proceeded through the recruitment, screening and selection process. Employment offers shall be contingent on the candidate's acknowledgement and agreement to Woodview's policies and any other condition(s) applicable to the position which will be required of the employee. Should the applicant accept an offer of employment from Woodview, the individual will be considered an employee and provided with a start date and required location to report for duty.

The following documentation must be provided by the prospective employee prior to their start date:

- 1) Medical Certificate which states that the employee is in good health and free from all communicable diseases including Tuberculosis.
- 2) Criminal reference check including a vulnerable sector screening at the employee's cost. Effective January 1st, 2022, staff are to submit an updated criminal reference check and vulnerable sector screening every 5 years thereafter at Woodview's cost. Staff may submit an expense form at the time of submitting their completed checks.
- 3) A valid driver's licence as well as a signed Declaration of Insurance Coverage pertaining to carrying clients in their vehicle if that is a requirement within their role.

Employee orientation shall be provided, and will include workplace policies, rules and regulations, and other job specific information designed to assist the employee in his/her duties.

Woodview employment agreements will be written that failure to produce these documents prior to the start date will void the employment offer.

REGISTERED RETIREMENT SAVINGS PLAN

Reviewed and Approved November 2019, Reviewed: July 2022

Woodview's Employee *Pension* Plan is a **Group Registered Retirement Savings Plan** with Manulife.

Each permanent, salaried, full and part-time employee, eligible for our Group Benefit Plan, (e.g. works a minimum of 24 hours per week) can open and direct his/her individual RRSP account after the successful completion of a six-month probationary period.

Upon completion of a probation period, staff will be given electronic information that will help them discern what their risk tolerance is, and what investment portfolios would best suit their needs/goals.

Woodview's contribution starts at 3% of Basic Annual Salary, commencing after the probationary period.

Employees are encouraged to make ongoing or lump sum payments to his/her RRSP account up to the maximum allowable, according to Federal Tax regulations, by providing written instruction to payroll.

Revenue Canada has given Woodview written permission to reduce Federal Taxes at source for employees that wish to contribute into their RRSP Plans through payroll.

The intention of the plan is to provide a pension at retirement, and as such, employees are advised against redeeming their RRSP's prior to Retirement.

RETIREMENT

Revised and Approved November 2019, Reviewed: July 2022

Policy Intent:

Woodview Mental Health & Autism Services is committed to showing respect and recognition to any employees who decided to retire, with the understanding that there is no mandatory retirement age in Canada. This policy has been adopted to serve as a guide for the retirement process, and the actions required on the part of both management and the employees to ensure a smooth transition.

Definitions

Federal definitions of retirement options are provided by the Government of Canada on the Service Canada website:

Canada Pension Plan (CPP) retirement pension – The CPP retirement pension is a monthly benefit for CPP contributors age 60 and over.

Old Age Security (OAS) pension – The OAS pension is a monthly benefit for people age 65 and over.

Guaranteed Income Supplement (GIS) – The GIS is a tax-free benefit for low-income Canadians age 65 and over who receive the OAS pension.

Allowance – The Allowance is a tax-free benefit for individuals aged 60 to 64 with low income. To qualify, you must be the spouse or common-law partner (current or surviving) of a GIS recipient.

Guidelines

- Employees must provide at least 6 months written notice of their intent to retire, along with their departure date to their Manager and Human Resources in order to ensure sufficient time for workforce planning and preparation of the necessary paperwork.
- Once the retirement date is established, a signed letter confirming retirement is provided to the manager who then forwards a completed "Notice of Leave" form to Human Resources Services for appropriate action.
- The employee will be provided with information concerning their income options following retirement. The definitions are provided above and more information can be accessed through the Government of Canada website.
- Prior to departure, Woodview will give the employee enough time to complete unfinished projects or tasks and document his or her work so that others can access records and/or files (e.g., provide computer passwords) or delegate another individual to do so.
- The employee will provide instructions to successors and inform their supervisor as to the status of any ongoing projects.

- Depending on the wishes of the retiring employee, an announcement may be either informally emailed or formally announced at a staff meeting of their impending departure.
- On their final day, the retiring employee needs to return any assets or property belonging to the organization (credit cards, keys, etc.).
- An exit interview will be conducted involving Human Resources with each retiring employee. The interview is an opportunity for the departing employee to offer suggestions for improvements within the agency.
- All remaining salary and vacation accruals will be paid to the employee no later than 10 days following their departure, along with a formal Record of Employment (ROE).
- The employee needs to be reminded that any document developed during their tenure is the intellectual property of Woodview Mental Health & Autism Services.

Retiree Plan

The retiree plan offers employees who have 25 years of service with Woodview to retire and be provided with benefits for 2 years or to the age of 65, whichever is first. The plan allows for single coverage for health, dental, and out of province insurance. The cost will be 100% paid by the employee for the full duration.

Please contact Human Resources for more information regarding the plan. Eligible employees must provide a letter to Human Resources 6 months prior to their retirement date. The retiree will be responsible for paying for premiums while they are a member of the retiree benefit plan. This also includes any increases in premiums. If the retiree wishes to withdraw from the retiree benefit program, they are required to give 30 days' written notice to Human Resources. Due to possible but unforeseen rising health costs, Woodview Mental Health & Autism reserves the full right to cancel the retiree benefit plan with 30 days of notice.

This policy includes the best practice of providing guidance to retiring employees regarding their income options following retirement.

Employees who retire and wish to participate in the retiree benefit plan will be required to sign an agreement which stipulates that Woodview can cancel the plan with 30 days of notice and that all premiums (including increases due to usage) will be the responsibility of the employee. Employees are required to provide three months of payment at a time.

RIGHT TO DISCONNECT

Approved May 2022

Woodview Mental Health and Autism Services is committed to taking every precaution reasonable in the circumstances for the protection of the health and safety of workers, as required by the *Occupational Health and Safety Act*. This includes workplace hazards associated with staff's mental health.

Woodview is also committed to providing a supportive workplace that promotes and supports stress-reduction and mental health, as well as a workplace free of violence, harassment, bullying, and discrimination, as outlined in our core policies. Additionally, Woodview is committed to ensuring that its staff are able to maintain an appropriate work/life balance and fulfill their family responsibilities.

As such, and as an organization of more than 25 staff, Woodview has the following policy in place regarding staff's right to disconnect from work.

Scope

This policy applies to all staff, whether their primary location of work is in the workplace, at home, on the road, or a combination of any or all of the above.

Effective Date

This policy is effective as of June 1st, 2022. In the event of any future changes to this policy, the date of the changes made will be included in this section.

Applicable Legislation

[Working for Workers Act, 2021, S.O. 2021, c. 35 - Bill 27](#)

Definitions

As defined in the *Working for Workers Act*, "Disconnecting from Work" means not engaging in work-related communications, including emails, telephone calls, video calls or the sending or reviewing of other messages, so as to be free from the performance of work.

For the purposes of this policy, "Remote work" means working from a home or from another location rather than being required to go to the physical workplace or the employer.

For the purposes of this policy, "Mental Health" refers to the staff's state of mental well-being where they can optimize their full capacity, maximize their abilities, work productively, cope with stresses, and successfully contribute to the goals of Woodview.

Mental Health in the Workplace

Woodview wishes to encourage staff to come forward if they are experiencing any health issues, especially issues related to mental well-being. If a staff feels comfortable doing so, they should talk to their manager/management team and/or take steps to seek professional help.

Connection and Disconnection Expectations

Email

Staff are expected to follow the guidelines below regarding the use of Woodview's email systems. These guidelines also apply if a staff needs to use their personal email in the event of an emergency or an unforeseen circumstance.

Staff are expected to respond to emails during their designated working hours only. Woodview does not have an expectation that staff will respond to emails during their off-work time and staff will not be penalized in any way for responding to emails only during their working time.

To ensure that these guidelines are not compromised, Woodview encourages staff to update their signature to include their working hours and / or approximate timeframe for response to emails. For example: *emails received after 5:00 pm will be replied to within 48 hours of their receipt.*

In some situations, staff on call or Managers required to deal with crisis, emergencies or staff call ins will be required to answer emails, calls or texts after working hours.

Out of Office

Staff are expected to regularly update their out-of-office automatic emails so that the most up-to-date information will be communicated to those who are emailing them outside of their work hours.

General Email Guidelines

- Staff should use company email systems for business purposes only.
- All email usage must be in accordance with normal business procedures and relevant to job duties.
- Woodview's email addresses or systems may not be used to create, distribute, or access any offensive or illegal material, including but not limited to material containing offensive remarks regarding gender, race, age, sexual orientation, or religious views.
- Commercial and business-related uses of company-owned email accounts or systems that are not relevant to Woodview's business are prohibited.
- Emails received at Woodview's email addresses may not be automatically forwarded to email addresses not owned or maintained by the agency.
- Creating or forwarding chain or joke letters from company email addresses or systems is not allowed.
- Woodview may not always monitor all email activities, although it reserves the right to do so.

Phone (Personal and Business)

Staff are expected to follow the below guidelines regarding the use of phones for the completion of their job duties.

Staff are expected to respond to phone calls or text messages during their designated working hours only unless on call or in a management position.

General Guidelines

The following are the basic principles for proper staff cell phone use during work hours. Cell phones should not be used in general when they may constitute a security or safety concern, or when they distract staff from work responsibilities:

- Cell phones should never be used while driving.
- Cell phones should not be used for internet browsing or gaming during working hours.
- Use of business cell phones for personal purposes should be avoided.
- Personal cell phones should not be used for work-related purposes.
- Cell phones should not be used during meetings.
- Cell phones should not be used to record sensitive information.

Complaints

Staff who have concerns about their Manager respecting their time away from work should first speak with their Manager to resolve the issue. In the event the issue is not able to be resolved at this level, staff are directed to bring the issue forward to the Human Resources Director.

Updates to this Policy

This policy may be updated or amended based on direction from the Government of Ontario.

Retention

Woodview will ensure that copies of this policy, including any subsequent revisions, are retained for a period of three years after the policy ceases to be in effect.

SENIORITY

Reviewed and Approved November 2019, Reviewed: July 2022

When a probationary period is successfully completed, the employee's seniority will be dated from the start of the probationary period.

Only the most recent period of employment will be considered in crediting seniority.

Previous periods of employment where the employment was officially terminated will not be included in calculating seniority and any leave of absence, other than maternity or parental, will be taken into effect in adjusting a seniority date.

SICK LEAVE

Revised and Approved September 2022

The productivity and success of Woodview is dependent on the wellness of our employees. Consistency of staffing benefits our clients, programs and colleagues. It is the responsibility of every employee to attend work on a regular basis and to maintain their health. There may be occasions when personal illnesses or family or other emergencies necessitate absence from work.

Sick Leave Accumulation

The “self-funded” sick leave benefit is intended to provide financial protection to staff that are unable to work due to illness or disability, for a short term – up to a maximum of 85 business days (or 119 calendar days).

Permanent, full-time staff (40 hours per week) accrue up to 18 sick leave days per year at the rate of 1.5 days per month during the period of active work of the employee which are to be saved and carried over to subsequent years to a maximum of 85 business days unless required for illness/emergency.

Permanent part-time staff accrue sick leave days in proportion to the percentage of full-time hours worked. Casual/relief staff do not accrue sick days. Casual/relief staff do not accrue sick leave on a regular basis but are entitled to a maximum of two (2) personal emergency leaves per year which equates to two shifts. Casual/relief staff may use their personal emergency leave (PEL) if they were previously booked for a shift. The Program Manager is to be made aware and the PEL code within Dayforce is to be used.

It is not accumulated while the employee is absent on sick leave, during periods on Long term Disability, or during any other form of leave except for maternity/parental leave or emergency leave.

In January 2019, parts of Bill 148 were repealed, and Bill 47 became law. Under Bill 47, the Making Ontario Open for Business Act, 2018, for staff that do not receive paid sick time, employers are required to provide:

- Three days of unpaid sick leave (when an employee falls ill or is injured).
- Three days of unpaid family responsibility leave (when an employee needs to care for a family member).
- Two days of unpaid bereavement leave (after the passing of a family member).

Sick Leave Accumulation for Contract staff

Staff employed on time-limited contracts will be allotted sick leave at the start of their contract at a rate of 0.5 days per month of contract, up to a maximum of 6 days per year. Once the allotted days of sick leave over the contract period have been taken, no further PAID sick leave may be allotted for the remainder of the contract period. There are no carry-over privileges.

Personal Days

In recognition of competing demands placed on families, staff are able to use up to three of their "Sick Leave" days per year to deal with personal situations. This may include family illness, medical appointments, family emergencies, or attendance at a funeral not covered by the bereavement policy. Use of personal days must be pre-approved, except in the event of emergencies.

Medical Certificate Requirement

Woodview reserves the right to request a doctor's note from a licenced medical professional (your regular physician or walk-in clinic on staff physician) after five consecutive days of absence to verify the period of sick leave and must be given to the Program Manager or Human Resources within two (2) days of returning to work. Any fees for doctor's notes are the responsibility of the staff member.

If a medical certificate is not submitted as required, the staff member will not be paid for the period of absence. In some cases, (e.g. communicable diseases) the staff member may not be reinstated to his/her position, until they provide a medical certificate.

Independent Medical Exam – Woodview reserves the right to require staff to participate in an independent medical examination to assess an employee's ability to return to work or to consider measures to accommodate an illness or injury. Woodview will pay the costs associated with such an examination.

Functional Abilities Form – Woodview may request that the staff's attending health care provider complete a Functional Abilities Form, at Woodview's expense, to describe in detail the employee's restrictions or abilities as they relate to the duties required in the employee's position.

Unused Sick Leave Accumulation

There is no pay out for unused sick leave accumulation at any time during employment or at termination.

Short Term Disability

Sick leaves consisting of five days or more are considered short term disability. Short term disability is a sick leave benefit intended to provide financial protection to staff that are unable to work due to illness or disability for a short-term, up to a maximum of 85 business days (119 calendar days). Staff on short term disability will continue to receive their pay at 100%.

Third-Party Engagement

Woodview may engage a third-party to facilitate the return to work for employees on short term disability. This may include collection of medical documents or other reports that provide information on the employee's medical status and return to work expectations. Medical information is not shared with Woodview.

WSIB Leaves and Statutory Leaves

Absences from work to which staff are entitled by law, such as time off for WSIB claims which have been approved by WSIB (paid by Employment Insurance Benefits), Pregnancy Leave, Parental Leave, Family Medical Leave, Organ Donor Leave, Reservist Leave, etc., are not deducted from the sick leave bank.

Attendance Management

Sick leave data including the average number of days taken per staff and per program are monitored by Human Resources and the program managers / directors. Attendance management is designed to facilitate discussions between staff and their managers in situations where an employee has taken more time off than is considered average to the program and / or agency, due to illness or injury (non work-related) or as per the ESA allowance as detailed above.

The following attendance management steps will be followed in the event:

- a) An employee has been absent due to illness or injury on a number of occasions;
- b) There are issues or concerns in relation to an employee's attendance that require further discussion and / or information;
- c) An employee has been absent due to illness or injury for more days than they have accrued;
- d) An employee has been absent due to illness or injury for more days than is taken, on average, by the other employees in their program and / or agency, or has taken more days than allowed under ESA standards; or
- e) An employee has a pattern of taking sick days, i.e. certain day of the week or month/taking sick days prior to vacation time on more than one occasion.

Step 1: Informal Meeting – Program Manager will meet with the employee to: Identify concerns with attendance; Explain impact of absences; Review the *Sick Leave and Short Term Disability* policy; Determine if further medical information is required; Ask if accommodations are needed; and Identify expectations.

Step 2: Formal Meeting & Letter - In the event Step 1 is unsuccessful within a reasonable amount of time, the Program Manager will hold a second meeting with the employee and a formal letter will be provided to the employee.

Step 3: Second Formal Meeting & Letter - In the event Step 2 is unsuccessful within a reasonable amount of time, the Program Manager, Service Director, and / or Director of Human Resources will hold a third meeting with the employee and a second formal letter will be provided to the employee.

Step 4: Third Formal Meeting & Letter - In the event Step 3 is unsuccessful within a reasonable amount of time, the Program Manager, Service Director, and Director of Human Resources will hold a third meeting with the employee and a second formal letter will be provided to the employee, clearly stating consequences which may include further discipline up to and including termination.

Step 5: Termination – In the event Step 4 is unsuccessful within a reasonable amount of time, a termination meeting is held with the employee, the manager, and the Director of Human Resources.

If there is a sustained improvement in attendance for a period of 12 months which meets program standards, the review process is closed and the employee is given a letter recognizing that they have met the program standards.

STAFF DEVELOPMENT AND TRAINING

Revised and Approved November 2019, Revised: July 2022

Woodview is committed to promoting the continuing improvement and growth of the skills of all staff members through a program of ongoing education and training.

The Directors and Executive Director have the responsibility to ensure that a “Learning Environment” is encouraged and maintained in all areas of the agency.

- i. The specific training needs of each individual staff member should be identified within the supervisory process and should be clearly stated within the training matrix located on the sidebar of MailSolutions.
- ii. Woodview has an annual training calendar which outlines mandatory agency training as well as best practice training. Staff who complete agency provided or independent professional development beyond mandatory or best practice training are required to send a completed training form to training@woodview.ca
- iii. Staff are required to review the training matrix and ensure they are aware of required training for their role. Staff are required to inform their Program Manager prior to booking training to ensure the program is adequately covered while away.

- **Mandatory Training for Mental Health**

- NVCI – Mental Health
- First Aid/CPR
- WHMIS 2015
- Bill 132
- AODA
- Health and Safety Awareness Training

- **Mandatory Training for Autism**

- NVCI - Autism
- First Aid/CPR
- WHMIS 2015
- Bill 132
- AODA
- Health and Safety Awareness Training
- QAM (Quality Assurance Measures) (Adult MCSS Program Staff)

- **Best Practice Training – Please speak to your Program Manager to confirm what training is required for your role.**

- ASIST
- CHYMH (Outcomes/Coding/Screeners)
- DBT
- Developmental Assets
- ASK
- Fire Extinguisher Training (Residential)

- **Professional Development - Please complete a training form and send it to training@woodview.ca (all training related information can be found on the side bar under training)**

- iv. Woodview will attempt to provide ongoing training resources, to the best of its ability – both within the agency, and by supporting the staff person in receiving training/educational opportunities outside the agency.
- v. Each staff person has the responsibility to participate in identifying and pursuing ongoing learning opportunities, and to pursue specific training programs when the need for such has been indicated within the supervision process.

Information pertaining to the sign-up process for training can be found on the side bar of MailSolutions. Staff are required to receive approval from their Program Manager prior to signing up. Training is required to be completed prior to expiry dates. All training related documents and certificates are kept within the employee file. The training matrix is updated on a monthly basis.

Woodview may require staff to receive specific training for their role and/or agency. Woodview reserves the right to be reimbursed for 50% of the training if a staff resigns prior to 24 months after receiving the training.

STAFF RECOGNITION/CUMULATIVE SERVICE POLICY

Reviewed and Approved November 2019, Reviewed: July 2022

Purpose

The intent of Cumulative Service/Staff Recognition is to formally recognize the dedication and years of service of Woodview employees and to show staff appreciation.

Scope

The program applies to permanent full and permanent part-time staff.

Program

Woodview has a number of staff recognition events. These include the annual Holiday party, retirement events, team development days, luncheons and other activities. As well, there will be an annual staff recognition event or activity for all Woodview staff to participate in.

Total cumulative service will count toward recognition awards, vacation entitlement and premium pay. Effective April 1, 2008, total service will be credited for recognition award purposes, using staff anniversary start dates (seniority dates).

Recognition awards

Each year Woodview will recognize the years of service for employees:

1. Those whose fifth anniversary of services falls in the calendar year; and
2. Those whose tenth anniversary of services falls in the calendar year; and
3. Those whose fifteenth anniversary of services falls in the calendar year; and
4. Those whose twentieth anniversary of services falls in the calendar year; and
5. Those whose twenty-fifth anniversary of service falls in the calendar year; and
6. Those whose thirtieth anniversary of service falls in the calendar year.

Employees with 5 years of service will receive a gift card or cash valued at \$50.00 and those with 10, 15, 20, and 25 and 30 years of service will be entitled a gift card or cash valued at the number of years of service multiplied by \$10. Certificates will be issued for all staff being recognized.

Presentation of Awards

The Executive Director or designate will present the recognition awards annually.

Retirement Events

Woodview will contribute towards a gift to a retiring employee based on \$10.00 per year of service.

STAFF RIGHTS

Reviewed and Approved November 2019, Reviewed: July 2022

Woodview staff have the following rights:

1. The right to expect **adherence to the Ontario Human Rights Code** including the right to work without harassment.
2. The right to **work within a safe environment** as defined by the Occupational Health and Safety Act.
3. The right to **retain legal counsel**.
4. The right to **lay a charge against a client or another staff member if your rights have been violated**. (This includes theft, assault or property damage that may occur during work related activities.)
5. The right to expect **adherence to statutes that protect the personal health information of employees**. E.g. legislation on **Workplace Safety & Insurance Act, 1997**, the **Personal Health Information Protections Act, 2004**, ("PHIPA") and the **Personal Information Protection and Electronic Documents Act ("PIPEDA")**.

Employee Information and the Personal Information Protection and Electronic Documents Act, "PIPEDA".

Woodview is responsible for the collection and protection of personal information and the protective handling of it at all times. Limited, necessary personal information will be collected so that requirements of law can be met. E.g. Payroll, Insurance, Ministry Licensing officials and Accreditation Site Reviewers. This information will be used only for the purposes disclosed at the time of collection and will be done so with individual consent.

Access to WOODVIEW legal consultants

Employees may consult with their Program Manager concerning the need for legal advice on a Agency related, clinical or administrative matter.

The Agency will pay costs involved in seeking legal advice only if the Executive Director gives prior approval after consultation with the appropriate Service Director.

Right to Seek Legal Advice

All employees have the right to seek independent, legal counsel at their own expense. In doing so, staff must respect client confidentiality.

STANDARDS OF CONDUCT

Revised and Approved December 2019, Reviewed: July 2022

Professional Conduct

Professional relationships with clients are to demonstrate respect and a mutual process of determining the service needs of the client in accordance with a service plan. Confidentiality is paramount and must be maintained at all times.

Staff is expected to maintain a professional relationship with their clients. Such a relationship must not:

- impair the professional judgement of the staff member,
- create a conflict of interest, or
- create a risk of exploitation.

Staff will provide professional services only within their range of competency and in accordance with their defined role and the policies and procedures of the Agency.

Staff is expected to engage in a continual process of professional skill development.

Staff is to respect the complementary relationships with other professionals within the Agency and in the community.

Reporting

Staff are encouraged to come forward with information on illegal practices, professional misconduct / incompetence and violations of Woodview's policies with the understanding that Woodview will not retaliate against and will protect the confidentiality of the individual(s) who make good-faith reports, except when required by law.

Any staff member who becomes aware of a breach of professional conduct, or is informed by a client of staff misconduct, must report the situation to the appropriate Program Manager.

Attendance

Regular attendance is a condition of employment. There may be occasions when personal illnesses, family problems or other unexpected situations necessitate absence from work. The Agency has specific policies for these situations. e.g., bereavement leave, personal leave, leave of absence, sick leave. (See Policies on Holidays, Vacations, and Leaves)

Dress Code

When staff attends community meetings and activities, Woodview is represented and an image of the Agency is being established. To be successful as strong and effective advocates for our clients, we must establish credible images in our communities.

Appropriate dress is a condition of employment. Appropriate dress includes the following features:

- An appearance which is neat, clean and tidy;
- Dress which is suitable to the nature and type of work being performed and does not interfere with essential job duties;
- An appearance which projects the professional image of Woodview;
- Dress, which is appropriate for children to model.

Equipment and Supplies – Use and Care

Equipment and supplies may not be taken off Woodview premises without authorization of the employees' supervisor.

Care

The Agency will maintain its property and equipment at a high level for the benefit of all. Staff must respect Agency property. This includes assuming responsibility for:

- proper use and care of equipment
- practicing good housekeeping so that work areas are tidy and safe
- leaving equipment in functional order.

Damaged property, equipment, supplies, vehicles or grounds are to be reported promptly to your immediate supervisor so repair can be arranged.

The cost of repairs is the responsibility of the staff member if damage is a result of:

- willful behaviour
- neglect
- un-authorized use.

Leaving Premises

If it is necessary for a staff member to leave the Agency's premises during working hours, the staff member is to inform his/her supervisor of:

- Intended destination
- Time of return and
- Phone number, if known

No Smoking / Vaping Policy

The Ontario Workplace Smoking Act states that all buildings such as ours must be "smoke free" to protect clients and staff from the dangers of second-hand smoke.

NO SMOKING OR VAPING is permitted inside any Woodview program site or vehicle. Staff are not permitted to smoke in front of clients.

STATEMENT OF HUMAN RESOURCE PRINCIPLES

Reviewed and Approved November 2019, Reviewed: July 2022

Woodview believes that sound Human Resource administration is based upon the premise that Board, administration and staff have a shared responsibility to formulate and maintain the best possible Human Resource personnel policies and practices.

1. Woodview will endeavour to hire and retain the best possible qualified staff, according to training, experience and education, to deliver the optimum service to clients.
2. Woodview will endeavour to provide appropriate, fair and comparative compensation to all staff within the funding resources available.
3. All employees must be able to work effectively as members of a treatment team or work unit and must understand and contribute to the directions of that team/unit.
4. Woodview will endeavour to provide a positive and supportive work environment, which recognizes the individual rights and requirements of all staff members.
5. All hiring and subsequent personnel decisions will be based on sound, objective, open and written Human Resource management procedures.

STATUTORY HOLIDAYS

Reviewed and Approved November 2019, Reviewed: July 2022

Employees receive (9) statutory holidays with pay, per year:

New Year's Day
Family Day
Good Friday
Victoria Day
Canada Day
Labour Day
Thanksgiving Day
Christmas Day
Boxing Day

Additionally, during the year, Woodview also grants (2) non-legislated holidays to permanent full-time and part-time staff with pay:

Easter Monday
Civic Holiday

Hourly staff are not eligible for statutory pay for these two non-legislated holidays.

Permanent part-time and hourly staff are eligible for statutory pay on the following basis:

Statutory holiday pay will be based on regular earnings and vacation pay paid to an employee during the four weeks prior to the holiday.

Time and a half is paid to staff that work on the *actual* calendar day of the holiday – e.g. - If a staff works on December 25th or December 26th. The only exception being July 1st - *Canada Day*. As per Federal legislation, if July 1st falls on a Saturday or Sunday, the “Statutory Holiday” is observed on the following Monday.

Other:

When a Statutory holiday falls during the employee's annual vacation or scheduled day off, a substitute date will be arranged in consultation with the supervisor/manager.

Staff whose religion observes special days other than those religious holidays listed above may substitute an equivalent number of statutory holidays in consultation with the Program Manager.

STUDENT FIELD PLACEMENTS, VOLUNTEERS AND PEER FACILITATORS

Reviewed and Approved November 2019, Reviewed: July 2022

Rationale

Woodview promotes student field placements through liaising with local colleges, universities and secondary schools. Woodview also supports the use of volunteers or peer facilitators where possible, in the day-to-day operations of the agency.

Woodview is committed to students, volunteers and peer facilitators, knowing the value that they bring to our organization. We will strive to make their experiences meaningful and useful to their professional and personal development.

Every effort shall be made to ensure clients receive continuity of quality service throughout the student placement/volunteer and/or peer facilitator experience.

Procedures

Staff, in consultation with their Program Manager will determine the appropriateness of taking a student placement/volunteer/peer facilitator. Current clients or members of a client's family are eligible to volunteer within the Agency, subject to a Vulnerable Screening/Criminal Records Check, signing of an oath of confidentiality and agreement to work under the direction of the Manager of the program in which they are volunteering.

Requests for placements and staff members intending to act as Student/Volunteer/facilitator must make their intentions known to the Program Manager.

Staff Student Supervisors will conduct an interview with the student/volunteer/helper to determine suitability for placement. The student/volunteer/facilitator is required to bring his/her application, resume, criminal reference check and goals for placement to the interview.

Woodview will endeavour to ensure that duties given to our volunteers, students and/or facilitators match the training, skills and experiences that each brings with them.

The Staff Student Supervisor will inform the educational institution as to whether or not the student is accepted for placement and the volunteer/student/facilitator's duties/responsibilities will be clearly stated by the supervisor involved. It is understood that students/volunteers will not physically intervene with clients.

Successful applicants will meet with their Staff Student Supervisor prior to the commencement of placement to obtain their program orientation and complete the necessary documentation: Student Placement Agreement, Oath of Confidentiality, Policy & Procedures Acknowledgement, police/vulnerable screening documentation, pre-placement medical results, WSIB acknowledgement from the educational facility.

Specific Requirements: (determined by job function)

- A current criminal reference check with vulnerable sector screening certifying that the applicant has not been convicted of any criminal offence which might be relevant to the position being requested.

- Current First Aid certification, if necessary for the position.
- A valid Class G license (if applicable)
- Occasional use of personal vehicle may be required (if applicable)
- Automobile insurance coverage that meets Woodview's requirements (if applicable).

Student placement, volunteer and peer facilitator positions will commence once all the necessary documentation has been completed and filed. The student files are kept at the program location only until the placements are completed, at which time they get sent to the Human Resources Office.

The Staff Student Supervisor will provide the assignment of duties, training, ongoing supervision and evaluation in consultation with the educational institution supervisor (for students). Once the placement is completed a Student Field Placement Summary Report will also be completed and filed in the student file.

Volunteers will participate in a Performance Review annually, which will be included in their volunteer file.

STUDENT/VOLUNTEER PROGRAM ORIENTATATION CHECKLIST

Reviewed and Approved November 2019, Reviewed: July 2022

Name: _____

Position / Program: _____

Start Date: _____

The information listed below has been discussed and/or provided to me:

Clinical:

- ☐ Specific Placement Expectations
- ☐ Participation in Supervision
- ☐ Securing of Clinical Files
- ☐ Multidisciplinary process
- ☐ Goal-oriented & strength based treatment
- ☐ Awareness of the characteristics, needs and resources offered in our Communities
- ☐ Methodology of Treatment
- ☐ Services Provided by Woodview, types of clients served
- ☐ Orientation of Abuse Policies (Adult Service)
- ☐ Service Principles (Adult Service)
- ☐ Client rights
- ☐ Vision, Mission, Values of Woodview
- ☐ WSIB; coverage as "Learners" from Educational Facility
- ☐ Confidentiality, Privacy Information Act
- ☐ Police checks
- ☐ Emergency Preparedness
- ☐ Accessibility for Ontarians Disability Act
- ☐ Health & Safety
- ☐ Workplace Harassment and Anti-Violence Policy
- ☐ PMAB/NVCI Training Requirements

Employee's Signature

Date:

Supervisor's Signature

Documentation Received:

- ☐ Resume
- ☐ Manual Sign Off Forms – 4 forms: Administration, Health & Safety; Clinical and Human Resources (each manual to be read within 10 working days following date of placement)
- ☐ WSIB Acknowledgement from the educational facility
- ☐ Signed Oath of Confidentiality
- ☐ Vulnerable Screening/Criminal Records Check Results
- ☐ Pre-Employment Medical Form and T.B. Test Results
- ☐ Worker Health & Safety Training

Evaluation Forms

- ☐ Learning Contract with the Educational Facility
- ☐ Mid-Semester Evaluation
- ☐ Final Evaluation

SUBSTANCE USE

Approved December 2019, Reviewed: July 2022

Woodview is committed to the health and safety of its employees and has adopted this policy to communicate its expectations and guidelines surrounding substance use, misuse, and abuse.

Guidelines

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

Definitions

Drug: Any substance which can change or adversely affect the way a person thinks or feels, whether obtained legally or illegally. This could include recreational cannabis, cocaine, opiates, and amphetamines.

Drug paraphernalia: Material or equipment used or intended for use in injecting, ingesting, inhaling, or otherwise introducing a drug, illegal or controlled, into the human body.

Medication: Includes a drug obtained legally, either over the counter, through a prescription, or authorization issued by a medical practitioner. For this policy, medications of concern are those that inhibit a worker's ability to perform their job safely and productively.

Alcohol: Any beverage containing any quantity of alcohol, including beer, wine, and distilled spirits.

Expectations

The following expectations apply to employees and management alike while conducting work on behalf of Woodview, whether on or off Woodview property:

- Employees are expected to arrive to work fit for duty and able to perform their duties safely and to standard; i.e. not coming to work under the influence of alcohol or drugs.
- Employees must remain fit for duty for the duration of their shift.
- Distribution or sale of illegal substances during work hours, including during paid and unpaid breaks, is strictly prohibited.
- Use and possession of medically prescribed drugs, except those which inhibit a worker's ability to perform their job safely and productively, are permitted during work hours, subject to the terms and conditions of Woodview policies and all applicable legislation.
- Employees on prescription medication or medically approved substances must communicate to management any potential risk, limitation, or restriction requiring modification of duties or temporary reassignment.
- Employees are prohibited from using tobacco products on Woodview property. Employees who desire to use tobacco products must do so during breaks only in designated areas.
- Use of alcohol for social functions or any circumstances related to the agency's business may be permitted when approved by the Executive Director. Approval must be obtained to ensure the use of alcohol does not contravene the intent of this policy.

Roles and Responsibilities

Woodview will:

- Clearly communicate expectations surrounding alcohol and drug use, misuse, and abuse;
- Maintain a program of employee health and awareness; and
- Provide a safe work environment.

Management will:

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

Employees must:

- Arrive to work fit for duty, and remain as such for the duration of shift;
- Avoid the consumption, possession, sale, or distribution of drugs or alcohol on company property and during working hours (even if off Woodview property);
- Report limitations and required modifications as a result of prescription medication;
- Advise their supervisor if they reasonably believe that another employee is impaired while at work; and
- Follow agreed upon accommodation plans.

Suspicion of Impairment

The following procedure may be enacted if there is reasonable belief that an employee is impaired at work:

1. The director supervisor will consult privately with the employee to determine the cause of the observation, including whether substance use has occurred. Suspicions of an employee's ability to function safely may be based on specific personal physical or behaviour indicators. The employee should not be permitted to return to their assigned duties in order to ensure their safety and the safety of other employees, clients, or visitors to the workplace.
2. If an employee is considered impaired and deemed "unfit for work," this decision is made based on the best judgment of two members of management and does not require a breathalyzer or blood test. The employee may be advised that Woodview has arranged a taxi service to safely transport them to their home address or to a medical facility, depending on the determination of the observed impairment. The employee may be accompanied by a manager or direct supervisor or another employee if necessary, and approved by the Executive Director.
3. Should an illness or disability be present, Woodview will work with the employee towards a goal of rehabilitation and the duty to accommodate under the Ontario Human Rights Code.
4. An impaired employee should not drive their personal vehicle. The employee will be advised if they choose to refuse Woodview organized transportation and make the decision to drive their personal vehicle, Woodview is obligated to and will contact the policy to make them aware of the situation.
5. The Executive Director and the Director of Human Resources must be advised of the incident immediately.
6. A meeting will be scheduled for the following work day with the employee and their direct supervisor to review the incident and determine a course of action.

Legal and Disciplinary Action

Employees may be subject to disciplinary action up to and including termination of employment for failure to adhere to the provisions of this policy, including but not limited to:

- Failure to meet prescribed safety standards as a result of impairment from alcohol or drugs; and
- Engaging in illegal activities (for example, selling drugs or alcohol while on Woodview premises).

SUPERVISION

Reviewed and Approved November 2019, Reviewed: July 2022

All staff will receive supervision on a regular basis to assist them in retaining and improving their job skills and performance while meeting the organizational objectives. The supervisee and supervisor will establish goals for the supervisory process. Both will have the opportunity to address agenda items. There will be ongoing opportunities for mutual feedback regarding the supervisory process and adequate steps taken to improve areas of opportunity or concern. The supervisor may keep administrative and clinical notes of formal supervision meetings.

The Agency will ensure that the supervisor is an experienced staff member with the skills, ability and training needed to provide quality supervision and direction.

The frequency of supervision and the amount of direction and support provided will be based on the individual supervisee's needs, level of competence and job function and will be determined by the supervisor/manager in consultation with the employee.

Supervision may occur in various forms including regularly scheduled individual and/or team meetings, management meetings and on an ad hoc basis. Supervisory staff will be available to staff to address situations and/or issues as they arise. The Supervisee must seek supervision from their supervisor or a designate if a person being served is at risk (for example, suicide, family violence, abuse, risk of harm).

The key components of supervision include the following:

- Mutual respect and trust between supervisor and supervisee
- Review of Woodview's philosophies, programs and practices
- Specific teaching and training regarding agency procedures and practices
- Education regarding clinical issues, programming, directions and developments
- Information about an administrative issues and directions
- Information about programming issues and directions
- Mutual support and encouragement in addressing the needs of the employee, clients and the agency
- Encouragement and facilitation of ongoing professional development
- Evaluation of work performance
- Quality assurance
- Acknowledgement of employees' contributions.

In the event of unresolved conflict, either the supervisor or supervisee may evoke the agency's conflict resolution process.

SUSPENSION

Reviewed and Approved November 2019, Reviewed: July 2022

1. If an employee's conduct does not improve or if there is an occurrence of intolerable misconduct, the supervisor is to prepare a written report which must include:
 - Nature of the incident (date, time, what happened, consequences of the employee's actions) or lack of change in conduct.
 - Previous warnings or disciplinary action; and
 - The manager's recommendation to suspend the employee.
2. If the decision is to proceed with suspension, the Service Director and Director of Human Resources is to:
 - Prepare a letter of suspension (which includes reason(s) for and duration of suspension).
 - Meet with the employee and supervisor to discuss the suspension
 - Inform the employee that continued non-compliance could result in further disciplinary actions up to and including dismissal.
 - Give the letter of suspension to the employee, and file a copy in the employee's Human Resource Record.
 - Prepare a written report which includes:
 - a) People present at meeting
 - b) Date
 - c) Issues discussed
 - d) Employee's position
 - e) Alternative actions discussed
 - f) The fact that the employee was informed that continued non-compliance could result in dismissal.
3. The employee's manager, Service Director and the Director of Human Resources meet to review the documentation and progress to date and consider possible actions.

Upon completion of the suspension period and prior to returning to work, the employee's manager and Service Director conduct a re-entry interview with the suspended employee to discuss conditions of return

TERMINATION AND LAYOFFS

Reviewed and Approved November 2019, Reviewed: July 2022

Lay-off Requirements

If for any reason a particular program or function of the Agency shall be forced to cease operation, the staff of that unit could be subject to lay off. In such cases, the staff would be notified in writing at the earliest possible date, and a projected date of recall would be given if possible. All requirements of the Employment Standards Act would be met.

In the event of cutbacks in funding or programming, managers retain the right to place staff in alternate programs. This option will only be taken if it is in the best interest of the programs and after careful consideration of all pertinent factors.

Termination by the Agency

If, following the supervisory/evaluation procedures, an employee does not reach the standards set for his/her performance, that employee may be terminated from employment with written notice subject to the requirements of the Employment Standards Act.

An employee may be terminated immediately if the employee refuses to work within the policies and procedures of the Agency, or if the employee wilfully commits an offence that compromises the safety and well-being of the clients and/or staff of the Agency.

Termination by the Employee

Employees who are terminating their employment are requested to provide, in writing, a minimum of three weeks' notice to permit maximum opportunity for replacement planning.

Termination Date

A terminating employee's benefits cease on his termination date.

TERMS OF EMPLOYMENT

Reviewed and Approved November 2019, Reviewed: July 2022

STAFF

Woodview staff includes employees and non-employees. Employees may be full-time, part-time, contract or casual/relief. Non-employees are contract fee-for-service individuals.

EMPLOYEES

Full-time Employee

An employee:

1. Who works on a salaried basis, and
2. Who's regular work week is 40 hours.

Part-time Employee

An employee:

1. Who works on a pro-rated salaried basis.

Contract Employee

An employee:

1. Who is guaranteed a specific number of hours per week, and
2. Who is hired for a specific, time-limited period and/or to replace an employee on leave.

Casual/Relief

An employee:

1. Who works on an hourly basis and
2. Who is hired on an "as needed" basis with no guarantee of a specified number of hours.

NON-EMPLOYEE

Fee-for-Service Contracts

Fee-for-service individuals are not employees of Woodview. These staff members are not entitled to vacation or benefits accorded to permanent employees. Fee-for-service individuals:

1. Invoice the Agency on an hourly, daily or sessional basis, and are
2. Contracted for a specific, time-limited period.

VACATION

Revised and Approved September 2022

As of January 1st, 2013 Woodview has adopted a tiered vacation policy whereby staff can accrue one additional vacation day per year for every year worked past the first year - to a maximum of 5 weeks per year.

Vacation is awarded at the end of each pay period. The per pay amount is calculated by dividing the annual entitlement by 26 pays. For example, a beginning staff member is entitled to 3 weeks (15 days) of vacation accumulated at a rate of $15/26$ pays = 0.58 days per pay. Vacation is calculated according to the calendar year; i.e. January 1 to December 31.

With each additional year of employment, staff can add an additional paid vacation day to a maximum of 25 vacation days per year.

Permanent full-time staff will be awarded vacation according to the following schedule:

Years of Service Full-time staff Vacation Entitlement

- | | |
|----|---|
| 15 | working days of paid vacation will be allowed within the first year of employment |
| 16 | working days of paid vacation will be allowed within the second year of employment |
| 17 | working days of paid vacation will be allowed within the third year of employment |
| 18 | working days of paid vacation will be allowed within the fourth year of employment |
| 19 | working days of paid vacation will be allowed within the fifth year of employment |
| 20 | working days of paid vacation will be allowed within the sixth year of employment |
| 21 | working days of paid vacation will be allowed within the seventh year of employment |
| 22 | working days of paid vacation will be allowed within the eighth year of employment |
| 23 | working days of paid vacation will be allowed within the ninth year of employment |
| 24 | working days of paid vacation will be allowed within the 10th year of employment |
| 25 | working days of paid vacation will be allowed within the 11th year of employment |

After 15 years of employment, staff will receive a “long term service” award or “premium” – equivalent to one week of basic salary. Staff can choose one of the following options:

1. Vacation Time - Equivalent of one week of vacation will be added to Dayforce Vacation Balance – Note: Prorated in first year of receipt; Vacation must be used by December 31 and a total of 5 days vacation may be carried over, with approval, to be spent by March 31 of the following calendar year.
2. Cash - Equivalent of one week's salary and added to pay through regular, bi-weekly payroll;
3. RRSP Contribution - Equivalent of one week's salary deposited into the staff member's Registered Retirement Savings Plan through regular payroll and contributed to Manulife on a monthly basis.

Staff will be notified by email and will be required to complete a form indicating their preference for payroll purposes. Only one choice can be made. Combinations of the above will not be accepted.

Calculation of Vacation Credits

Vacation is accumulated only during the time of active employment and not while an employee is on extended leave of any kind, other than Pregnancy Leave. Pregnancy leave is the only exception, where vacation time can be accumulated and taken as per policy, but it will not be paid for. (See Employment Standards Act, 2000, Section 33, Subsection 1, Section 33, Subsection 2 re: vacation time off, See Section 35.2 re: percentage of wages earned)

Without extenuating circumstances, no more than 5 days of unused vacation time can be carried over from one calendar year to the next. Vacation time carried over into the next year, ***must be taken before March 31st*** or forfeited any unused vacation time in excess of one week.

Unused vacation *may* be “paid out” with the permission of the Program/Manager and approval of the Service Director *according to ability of the Agency*, and following a written authorization from the Service Director to the Director of Finance.

Permanent Part-time Staff

Vacation entitlement is pro-rated. It is calculated in direct proportion to the percentage of a full- time workweek that is actually worked by the employee, e.g. a ½ time staff person receives ½ of the vacation entitlement.

Salary Contract and Hourly Staff - Vacation Pay

Vacation pay is calculated at the rate of 4% of annual salary (6% after five years of continuous employment).

For hourly paid staff (contract, regular part time and occasional), vacation pay is accrued at a rate of 4% of earnings and is paid out twice per calendar year, unless requested otherwise by the employee.

For salary contract staff, time is accrued at a rate of 4% (0.38 days per pay for full time and prorated for part time salaried contract) and can be requested and taken as paid time off.

VEHICLE USE

Reviewed and Approved November 2019, Reviewed: July 2022

Driver's Licence

All staff must possess a valid driver's license, which permits them to operate a vehicle of the size, and type, which they are driving on Woodview business; e.g. a class F license is required to operate the 10 - 15 passenger vans.

Driving Privileges

The right to drive Woodview vehicles is determined by demonstrated ability and responsibility of the individual staff person. Anyone who commits a serious driving violation (whether or not they are driving for Woodview at the time of the violation), or anyone who is considered to be performing in an unsafe manner will not be permitted to drive any vehicle for Woodview purposes.

Insurance

Agency owned vehicles are insured for Public Liability and Property Damage to other individuals or property to a maximum of \$5,000,000. The vehicles are also covered by collision insurance and comprehensive insurance.

Staff using their own vehicles must obtain insurance for Public Liability and Property Damage and collision coverage for their vehicle. The coverage must be for a minimum of \$1,000,000.00. Staff must complete the '*Declaration of Insurance Coverage – Agreement to Operate Personal Vehicles for Agency Business*' before they may be permitted to transport clients or to use their vehicle for Woodview business.

Students, as "agents of Woodview", are subject to the same regulations as staff regarding the use of their personal vehicles. They must also produce a copy of a valid Ontario driver's license prior to using their vehicle for Woodview purposes. This copy will be kept in staff Human Resource Files and the detail will be provided to Woodview's insurance company annually.

It is essential that staff notify their insurance company that they intend to use their vehicle for work purposes. A copy of the staff members' driver's license as well as the Declaration of Insurance Coverage will be filed in staff Human Resource files.

Note: Mileage will not be paid out to staff that have not provided a signed Declaration of Insurance Coverage.

Orientation to Vehicles

All new staff, students, etc. must "test drive" the agency's vehicles in the presence of another staff person and they must be familiar with the operation and handling of the vehicle prior to operating the vehicle for Woodview purposes.

Parking on Agency Property

All staff park on Woodview property at their own risk. The agency is not responsible for damage or theft of the vehicles or their contents and Woodview insurance does not cover staff vehicle.

Passengers

All vehicles have a limited capacity as determined by the insurance description and by the number of available seatbelts. This capacity may not be exceeded.

Staff may transport individuals who are not direct clients (neighbours, friends, etc.) who are considered “connected to the activities of the agency”.

Seatbelts

All passengers and the driver must wear seatbelts whenever the vehicle is in motion. Seatbelts must be maintained in good working order at all times.

WORKING FROM HOME

Revised and Approved October 2020, Reviewed: July 2022

Intent

Woodview recognizes that from time to time, employees may be required to work from home as a work option for a variety of reasons including; to enhance employee productivity or address space restrictions. Working from home is not a universal privilege, and will be arranged on a case-by-case basis between individual employees and their respective managers, primarily on a specific short-term basis.

This working from home policy does not alter or supersede the terms of the existing employment relationship. The employee remains obligated to comply with all agency rules, policies, practices and instructions that would apply if the employee were working at the regular Woodview worksite.

Work products developed or produced by the employee while working from home remain the property of Woodview.

Work Hours & Approvals

- Work hours, compensation and leave scheduling while working from home continue to conform to Woodview's human resource policies.
- Requests to work overtime or use leave time must be approved by the employee's manager in accordance to Woodview's policies.

Payroll

Staff on approved work from home days will be required to submit their hours into Dayforce.

Permission to Work Offsite

Permission to work from home is subject to prior approval and ongoing review by the employee's manager. The work at home arrangement is designed to meet agency and productivity goals, and will not be allowed to undermine this process.

The arrangement may be revoked at the discretion of the employer.

Performance Management

The employee agrees to keep the supervisor informed of progress on assignments worked on at the alternate work site and any problems encountered while working from home.

The employee agrees to structure his or her time to ensure attendance at required meetings as designated by the manager.

Equipment, Equipment Insurance, Office Supplies

- Agency-owned resources, if taken home, may only be used for agency business. The employee is responsible for ensuring that all items are properly used.
- To protect the employee's privacy and confidentiality, agency-owned resources should never be used to check personal e-mail or online banking.
- The employee agrees to take reasonable steps to protect any agency property from theft, damage or misuse. Depending on the circumstances, the employee may be responsible for any damage to or loss of agency property. Agency property to be returned upon completion of days worked at home.

Use of Personal Equipment and Office Supplies for Agency Business

When the employee uses personal equipment, software, data, supplies and furniture, the employee is responsible for maintenance and repair of these items unless other arrangements have been made in advance and in writing with the manager. Woodview assumes no responsibility for any damage to, wear of, or loss of the employee's personal property.

To maintain data security and absolute confidentiality, employees are required to enable the following settings on all personal devices that are being used for agency business:

- User password
- Screensaver lock after a period of inactivity (15 minutes) with password enabled
- Installed and up-to-date anti-virus client protection software
- Automatic operating system updates (i.e. automatic Windows updates)
- Automatic updates on programs in use (i.e. Java, Adobe)
- Firewall enabled
- Set a unique network name and strong Wi-Fi password (refer to internet provider's instructions on how to change a network name and Wi-Fi password)
- Always log out of VPN sessions prior to using the device for personal internet usage

Other Recommendations

- Choose a home networking device that has a built-in firewall
- Enable alerts when a new device joins the home network
- If possible, limit access to the device that is being used for agency business to lessen the risk of accidental exposure

Confidentiality

- The employee agrees to maintain data security and absolute confidentiality to the same degree as when working at the regular worksite. Employees must take all reasonable steps to ensure that agency information is inaccessible to anyone who is not an employee of Woodview, including family members.
- The employee agrees to save all completed and working copies of their documents on Woodview's web-based systems.
- Designated folders and online systems are available for access in order to have information available to those who may require its use.
- All devices utilized for agency use in the home must be equipped with the appropriate security function.
- Employees may not duplicate Woodview-owned software and will comply with the licensing agreements for use of all software owned by the organization.
- Employees must take all reasonable precautions to avoid contaminating any systems that house Woodview information with viruses.

Site Guidelines

- Employees who work from home are required to designate a spot in their home as a specific alternate work site.
- The employees work area must be in a private location in order to ensure confidentiality.
- Any confidential client information must be in a cabinet which can be locked or in a secure room and must adhere to all documents handling legislation including Clinical Records, Computers, and Computer Use policies.
- The agency may make on-site visits to the employee's work site, at a mutually agreed upon

- time, to ensure that the designated work space is safe and free from hazards;
- that the worksite is designed in a way that maintains confidentiality; and
 - In the event that the employee does not have and/or cannot create a workspace which is deemed safe and able to maintain confidentiality, Woodview may refuse or revoke the employees working from home arrangement.
 - The employee will be covered by W.S.I.B. for job-related injuries that occur in the course and scope of employment while working from home. The employee remains liable for injuries to third parties and/or members of the employee's family on the employee's premises.
 - Refer to the policy Videoconferencing as a Means of Client Communication policy located in the Clinical policy manual for additional guidelines.

WORKPLACE ACCOMMODATION

Reviewed and Approved November 2019, Reviewed: July 2022

Intent

Woodview is committed to providing equal treatment with respect to employment without discrimination because of race, ancestry, place of origin, citizenship, creed, sex, sexual orientation, age, record of offence(s), marital status, family status, disability, color or ethnic origin as described by the Human Rights Code.

The need for an employment accommodation policy has been recognized as essential from a human resources, human rights and employment equity perspective.

Accommodation can be understood as a means of adjusting or modifying the work environment or the method of doing work, in order to address the individual needs of employees, enabling Woodview to continue to benefit from their active participation in the workforce.

Principles

In order to meet the needs of individuals affected, the overriding principles of approach should be those of:

- a) **Individualization**: designing accommodation to meet the specific circumstances of each employee or job applicant
- b) **Partnership/Consultation**: involving the person requiring the accommodation, administrators and managers of Woodview and any medical practitioners or other third parties with specialized expertise
- c) **Inclusion**: ensuring that the person to be accommodated is involved in the process and plan design
- d) **Respect**: for confidentiality and dignity

Purpose

Woodview will support the accommodation of employees and job applicants who have a disability or require religious accommodation in a manner which respects their dignity, is equitable and which enhances their ability to compete for jobs, perform their work and fully participate in employment.

Although these are the most common grounds for accommodation requests, requests for accommodation under any of the other grounds of the Human Rights Code are possible and should be approached using the process described below.

The Duty to Accommodate

The duty to accommodate refers to Woodview's obligation to take steps to adjust or modify the work environment or the method of doing work in order to address the individual needs of employees.

Individuals requesting accommodation are involved and included in the development of accommodation measures to address their need; likewise they are encouraged to communicate any known accommodation requirements and to cooperate in the accommodation process.

Employment Accommodation

Employment accommodation is implemented in cases related to disability and religious observance. Employment accommodation is an ongoing process of adjusting or modifying the work environment or the method of doing work in order to address the individual needs of employees who are protected from discrimination under the Code.

The accommodation is based on individual circumstances and can include but is not limited to recruitment, selection, training, promotion, or providing qualified readers or interpreters as needed, and other similar accommodations for individuals with disabilities, performance appraisal, benefits provision and any other condition of employment where the need for accommodation may be identified.

The process is consultative involving management, the employee and, where appropriate, medical practitioners and other third parties with specialized expertise. It may result in specific temporary or permanent changes; services, adaptations or adjustments that enable an individual to compete for jobs and perform the essential duties of a job.

Persons with Disabilities

The definitions used in these guidelines are in reference the Ontario Human Rights Code and are defined as:

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

Religious Observance

Creed is a prohibited ground of discrimination under the Human Rights Code. Although it is not defined in the Code, Creed has been interpreted to mean “religious creed” or “religion.” Defined broadly, religion typically involves a particular and comprehensive system of faith and worship. Religion tends to involve the belief in the divine, superhuman or controlling power. In essence, religion is about freely and deeply held personal convictions or beliefs connected to an individual’s spiritual faith and integrally linked to one’s self-definition and spiritual fulfillment.

Persons who celebrate their religion on days which would otherwise be working days need to be accommodated in order to practice their religion. For example, it is equitable that people who celebrate religious holidays which conflict with their regular work schedule be allowed to take time off for their religious observance. Such days off to observe religious holidays do not have to be paid by Woodview.

Accommodating Employees for Religious Observance

Woodview is committed to respecting the religious beliefs and practices of all members of the community. Woodview endeavors to accommodate employees who, by reason of a bona fide religious obligation must be absent from work for all or part of the working day.

Religious observance may be accommodated through the normal scheduling of work. If the day of religious observance falls on a day the employee is scheduled to work, and may not be accommodated through the normal scheduling of work, the employee is entitled to use existing provisions for time off without loss of pay or have the day off without pay. This time may be taken as time owing, if applicable, or substituted for the August Civic Holiday or Easter Monday, ("Stat" days given to Woodview staff but not legislated).

Because in most instances these days are known in advance, the employee should notify his/her Manager as early as possible in order that, if necessary, alternate plans can be made in the workplace.

Responsibility

The process of accommodating individuals is a joint obligation. Those persons in senior administrative and managerial positions such as Directors and Program Managers will generally be the first contact for employees requesting accommodation. Together, in consultation with Human Resources, and, where appropriate, medical practitioners and other third parties with specialized expertise, they will identify the most appropriate method of accommodation, which meets the needs of Woodview in the most equitable and financially responsible manner.

Roles and Responsibilities

Although it is expected that the employee will take primary responsibility for initiating the request for accommodation, there may be some cases where the request for accommodation will be initiated by the manager of the program, the Director of Human Resources, the Workplace Safety and Insurance Board (WSIB) or another source. Regardless of who initiates the request there are several key players in the process of accommodating individuals and their roles are described below.

Person Requiring Accommodation

The employee will notify their manager regarding the need for job accommodation. The employee will identify any known accommodation needs and will cooperate with reasonable requests for evidence establishing his/her accommodation needs.

Management of Woodview

If such person has reason to believe there is an accommodation need or she/he receives a request, she/he has the responsibility to promptly and positively initiate action on the request in a timely fashion upon becoming aware of the need and either work toward resolving the accommodation issue, or forward the issue to the next level supervisor who has the authority to affect the accommodation.

Human Resources

The Director of Human Resources must be contacted for consultation and guidance. She will assist in the preparation of the accommodation plan. Directors and Managers are responsible for tracking the number and types of accommodations made annually, including numbers of employees on flex-time for accommodation, religious days granted, etc. These reports will be submitted to the Director of Human Resources who shall maintain statistics on accommodation, including reports and statistics on the types and cost of accommodation made.

Third Parties

In some cases, information may be requested from medical practitioners and other third parties with specialized expertise. This is to be done in consultation with Human Resources.

Accommodating Employees with Disabilities

Any employee requesting accommodation must make a request to their Manager or Immediate Supervisor. The Manager, in collaboration with the medical professional is responsible for ensuring that a written description of the accommodation plan is prepared for any employee. The Functional Abilities Form may be used for this purpose.

In determining how to accommodate an employee with a disability, the first step is to determine essential duties as defined in the job description. Flexibility in considering the way functions can be performed may be necessary in order that the person being accommodated can achieve job requirements in a way which may be different from traditional methods. Accommodation of non-essential duties may be accomplished by using an alternate method for fulfilling these functions.

An accommodation plan, which involves a workload reduction, may have significant implications for the program involved, and this needs to be addressed in the accommodation process. It must address the issues of the timing and expectations of the assessments that are required for promotion and career-progress/merit salary awards. The plan must ensure that all such assessments will be equitable.

Recording an Accommodation Plan

For any employee, the Director or Manager will prepare an accommodation plan which will outline the nature of the accommodation to be provided. Input will be obtained from the employee. It is important that all parties work together to establish objectives for the individuals' accommodation plan, to explore the range of accommodation options available.

The following are key components of the employment accommodation process for individuals. They are intended to help ensure timely and effective outcomes. The components should be interpreted with flexibility and modified according to the specific needs of each job applicant and employee:

1. Identify needs
2. Identify and analyze barriers to performance or participation
3. Define accommodation objectives
4. Provide interim accommodation
5. Investigate, test and select accommodation options
6. Implement accommodation
7. Provide accommodation training if required
8. Follow-up and evaluate

In the Event an Employee Cannot be Accommodated in Their Current Position

In some cases, it will be reasonable to accommodate an individual in another position. The Director of Human Resources working with appropriate managers and the employee will attempt to place the employee in another available position. This may require the assistance of third parties with specialized expertise.

The factors which will be considered in determining whether the individual will be placed in an alternate position include:

- a) Whether the individual can perform the essential duties of the alternate position;
- b) Whether the individual is currently qualified for the alternate position or can be trained to perform it within a reasonable time;
- c) Whether placing the individual in the alternate position would result in undue hardship;
- d) Whether the alternate position is acceptable to the individual seeking accommodation.

Job Redesign

If the accommodation for an employee results in a reduction of hours, or if there is a significant reallocation of work duties to the extent that the appointment or job has changed, the position will be re-evaluated.

The Accommodation Plan may involve long term job redesign for co-workers for the duration of the accommodation. Accommodation is a requirement of the Code and tribunal rulings have indicated that third party preference cannot prevent the provision of accommodation; however, no co-worker will be disadvantaged because of the accommodation.

Responsive Dispute Resolution

The employee who has requested the accommodation may file a written complaint when they feel that their needs for accommodation is not being adequately met. The complaint is filed through the Director of Human Resources.

Financing the Accommodation

Any requests for purchases should be made to the Director of the department. However, if an accommodation cost exceeds the ability of the department, the request should be forwarded in writing to the Executive Director.

Accommodating Job Applicants

Woodview has a legal responsibility to accommodate job applicants as well as employees. Applicants who possess the requisite skills to perform the essential duties of a job, and who have accommodation needs, are to be considered on an equal footing with applicants without such needs.

Applicants must be treated with dignity and respect in arranging a fair and equitable interview process.

Participating In the Selection Process

If accommodation is requested, the department should contact the Director Human Resources who will assist in arranging reasonable and appropriate accommodation (e.g., translators, documents in Braille, wheelchair accessible interview room, rescheduling of interviews).

Discussing Accommodation on the Job at the Interview Stage

The applicant may raise the issue of accommodation needed to perform the duties of the job, or the interviewer(s) may make inquiries of all candidates related to their ability to perform the essential duties of the job. Discussion may take place about the type of accommodation that may be required by any applicant in such circumstances.

Job applicants must be assessed solely in terms of the qualifications required for the job and their ability to perform the job.

Successful Applicants Who Require Accommodation

An applicant who has been selected during the job competition may indicate the need for accommodation at the time of job offering. Steps to be taken for accommodation will follow the procedures for employees.

Undue Hardship

The Code provides that the employer must accommodate the disability related needs of a person, unless it can be demonstrated that no appropriate accommodation exists or that providing the accommodation would cause undue hardship to the employer. Factors considered in assessing undue hardship include cost, outside sources of funding and health and safety factors.

Cost

Undue financial hardship occurs when the cost for providing accommodation significantly affects Woodview's capacity to deliver services or programs.

Outside Sources of Funding

The Code requires that outside sources of funding to offset the cost of accommodation, such as grants, government subsidies and loans be considered before an employer claims undue financial hardship.

Health and Safety Risk

Situations may exist where health or safety requirements effectively exclude a person with a disability from employment. Woodview is obliged to accommodate the individual by waiving or modifying the health and safety requirement, and providing alternative precautions where possible. But even with alternative precautions in place, a health and safety risk to a person with a disability or to others may remain.

If the remaining risk only affects the person with a disability, the potential risks to the individual must be explained and the person will have to decide if she or he will assume the risk. If the remaining risk affects others and the seriousness of the risk outweighs the benefits of the equality, "undue hardship" exists according to the Code.

WORKPLACE ANTI-HARASSMENT, ANTI-DISCRIMINATION AND ANTI-VIOLENCE

Reviewed and Approved November 2019, Reviewed: July 2022

Zero Tolerance

Woodview will not permit any form of harassment, discrimination or violence by any employee, volunteer or agent of Woodview toward any person – client, staff, visitor or other individual within Woodview's programs.

Woodview recognizes that the potential for harassment, discrimination and violence exists in the work we do.

This policy is a preventative measure meant to reduce/eliminate harassment, discrimination and violence in our workplace.

Woodview's Workplace Anti-Harassment and Anti-Violence Policy Statements are posted in all locations, and are to be respected by all agents of Woodview. Any violation of this policy or the Human Rights Code will be considered grounds for disciplinary action, which could include termination of employment.

If any person perceives that an incident of harassment, discrimination or violence has occurred – against themselves or others within Woodview, they have a legal duty to notify the Program Manager and/or Director. Any such allegation will be investigated, formally or informally and a report will be made to the informing person, including a statement of any further action to be taken. The informing person's confidentiality will be totally respected, and no recrimination will occur as a result of making any report.

Purpose

Woodview is committed to building and preserving a safe working environment for its employees. Woodview will not tolerate acts of harassment, discrimination and/or violence against or by any Woodview employee. This policy prohibits physical, electronic or verbal threats, intimidation or violence in the workplace amongst individuals.

It is also a violation of this policy for anyone to knowingly make a false complaint of harassment or violence, or to provide false information about a complaint.

Generally, harassment is considered to have taken place if a person knows, or should know, that a certain behavior is unwelcome. Harassment can usually be distinguished from normal, mutually acceptable socializing. Harassment is offensive, insulting, intimidating, and hurtful and creates an uncomfortable work environment.

Personal harassment is any unsolicited, unwelcome, disrespectful or offensive behaviour that has an underlying sexual, bigoted, ethnic or racial connotation. This can include bullying, gossip and comments designed to undermine an individual.

Definitions: Violence may include, but not be limited to the following:

- Causing physical harm to another person.
- Threats of any nature, verbal, or electronic.
- Aggressive behavior that constitutes a reasonable fear of bodily harm to another person.
- Verbal assault, causing emotional stress.
- Intentional damage or destruction of property belonging to either Woodview, or its employees.
- Possession of a weapon while on Woodview premises, or while conducting Woodview business.

Procedure for Reporting Violence

In the event that an employee is either directly affected by or witness to any violence in the workplace, it is imperative for the safety of all, that the incident be reported promptly.

- Report any violence or potentially violent situations immediately to management and the Director of Human Resources.
- All reports will be kept confidential.
- All reports shall be investigated and dealt with appropriately.
- Any Woodview employee who threatens, harasses or abuses another individual at or from the workplace shall be subject to disciplinary action, up to and including termination of employment, and the pursuit of legal action.
- Violent action, threats and harassment are serious criminal offences and shall be dealt with appropriately.

Who this Policy Applies to

This policy applies not only to all those working for the organization including front line employees, contract service providers, managers, officers or directors, but also to those served by Woodview. i.e. Clients and families.

Woodview will not tolerate any form of harassment or discrimination against job candidates and employees on any grounds mentioned above, whether during the hiring process or during employment. This commitment applies to such areas as training, performance, assessment, promotions, transfers, layoffs, remuneration, and all other employment practices and working conditions.

All Woodview employees are personally accountable and responsible for enforcing this policy and must make every effort to prevent discrimination or harassing behaviour and to intervene immediately if they observe a problem. They must report problems if they become aware of this kind of conduct.

Procedure for Reporting Discrimination or Harassment

Informal Procedure

If you believe you have been personally harassed you may:

- confront the harasser personally or in writing pointing out the unwelcome behaviour and requesting that it stop; or
- discuss the situation with the harasser's supervisor, your supervisor or any other supervisor other than your own.

Any employee who feels discriminated against or harassed can and should, in all confidence and without fear of reprisal, personally report the facts directly to their manager.

Formal Procedure

If an employee believes they have been personally harassed they should make a written complaint, no later than (1) week after an alleged incident. The written complaint must be delivered to The Director of Human Resources. The complaint should include:

- the approximate date and time of each incident
- the name of the person or persons involved in each incident
- the name of any person or persons who witnessed each incident
- a full description of what occurred in each incident

Once a written complaint has been received Woodview will complete a thorough investigation. Harassment should not be ignored. Silence can, and often is, interpreted as acceptance.

The investigation will include:

- informing the harasser/s of the complaint
- interviewing the complainant and any person involved in the incident and any witnesses
- interviewing any other person who may have knowledge of the incidents related to the complaint

A copy of the complaint, detailing the complainant's allegations, is then provided to the respondent(s).

- The respondent is invited to reply in writing to the complainant's allegations and the reply will be made known to the complainant before the case proceeds further.
- Woodview will protect unnecessary disclosure of the details of the incident being investigated and the identities of the complaining party and that of the alleged respondent.
- During the investigation, the complainant and the respondent will be interviewed along with any possible witnesses. Statements from all parties involved will be taken and a decision will be made.
- If necessary, Woodview may employ outside assistance or request the use of legal counsel.
- Employees will not be demoted, dismissed, disciplined or denied a promotion or employment opportunities because they lodged a harassment complaint if they honestly believe they are being harassed.
- Where it is determined that harassment has occurred, a written report of the remedial action will be given to the employees concerned.

If the complainant decides not to lay a formal complaint, senior management may decide that a formal complaint is required - based on the investigation of the incident.

If it is determined that personal harassment has occurred, appropriate disciplinary measures will be taken.

Disciplinary Measures

- If it is determined that an individual has been involved in personal harassment of another individual, immediate disciplinary action will be taken. Such disciplinary action may involve counseling, a formal warning and could result in immediate dismissal without further notice.
- This Anti-Harassment, Anti-Discrimination and Anti-Violence Policy must never be used to bring fraudulent or malicious complaints against individuals. It is important to realize that unfounded/frivolous allegations of personal harassment may cause both the accused person and Woodview significant damage. If it is determined that any individual has knowingly made false statements regarding an allegation of personal harassment, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

Special Circumstances

Should an employee have a legal court order (e.g. restraining order, or "no-contact" order) against another individual, the employee is encouraged to notify his or her supervisor, and to supply a copy of that order to the Human Resources Department. This will likely be required in instances where the employee strongly feels that the aggressor may attempt to contact that employee at his/her place of employment, in direct violation of the court order. Such information shall be kept confidential.

If any visitor to Woodview is seen with a weapon (or is known to possess one), and makes a verbal threat or assault against an employee or another individual, employee witnesses are required to immediately contact the police, emergency response services, their immediate supervisor and the Human Resources Department.

All records of harassment and violence reports, and subsequent investigations, are considered confidential and will not be disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, Woodview will assist police agencies, attorneys, insurance companies, and courts to the fullest extent.

Confidentiality

Woodview will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. Woodview will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law.

Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever, unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by Woodview and will be proportional to the seriousness of the behaviour concerned. Woodview will also provide appropriate assistance to any employee who is victim of discrimination or harassment.

Employee/Supervisory Roles in Maintaining a Positive Work Environment

Co-worker's Role

If you are a co-worker who has witnessed harassment in the workplace:

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

Manager's and Management's Role

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

When an employee has asked their manager to deal with a harassment incident, the manager should:

- Support the employee without prejudging the situation.
- Work with the employee and document the offensive action(s) and have the employee sign a complaint.
- Contact their supervisor and/or senior management and provide details of the incident on behalf of the employee.

Woodview has a legal obligation to report incidents of violence to the Joint Health and Safety Committee:

This policy will be reviewed annually as required by the Occupational Health and Safety Act [Section 32.0.1(b) and (c)].

The following controls have been implemented to reasonably reduce risks: Engineering Controls:

- Design of the workplace
- Isolation/enclosure
- Implementation of Security Measures including access cards (Head Office)

Administrative Controls:

- Policies and procedures
- Training of PMAB, NVCI, CPI, First Aid, ASIST
- Organizing and planning work
- Rotation of workers
- Safety plan/procedures, Management-on-Call Policies
- Risk Assessments

Personal Protective Equipment:

- Access to cell phones to summon immediate assistance

WORKPLACE ANTI - HARASSMENT STATEMENT

Reviewed and Approved November 2019, Reviewed: July 2022

The Board and management of Woodview are absolutely committed to providing a work environment in which all individuals are treated with respect and dignity.

Workplace harassment will not be tolerated from any person in the workplace. Specific sources of harassment may come from the employee home environment, from clients, from front line employees, from contract service providers, managers, officers or directors or contract service providers of Woodview. Everyone in the workplace must be dedicated to preventing workplace harassment. We are all expected to uphold this policy, and will be held accountable by Woodview.

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace -- a comment or conduct that is known or ought reasonably to be known to be unwelcome.

Harassment may also relate to a form of discrimination as set out in the Ontario Human Rights Code - but it does not necessarily have to.

This policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace.

Employees are encouraged to report any incidents of workplace harassment. Refer to our "Anti- Harassment and Anti-Violence" Policy & Procedures for details on the reporting requirements.

Management will investigate and deal with all concerns, complaints, or incidents of workplace harassment in a fair and timely manner while respecting workers' privacy as much as possible.

Nothing in this policy prevents or discourages a worker from filing an application with the Human Rights Tribunal on a matter related to Ontario's Human Rights Code within one year of the last alleged incident. An employee also retains the right to exercise any other legal avenues that may be available.

Signed: _____ Executive Director Date: _____

The "Anti-Harassment, Anti-Discrimination and Anti-Violence" Policy and Procedures should be consulted whenever there are concerns about harassment/violence in the workplace.