

The Sarnia Riding Club

EMPLOYEE HANDBOOK



Issues and Updates

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PART 1: WELCOME TO OUR ORGANIZATION

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

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

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

This Handbook shall be interpreted and applied in accordance with the Ontario *Employment Standards Act, 2000*, and the regulations as amended from time to time (collectively referred to as the “ESA” or the “Act”).

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

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

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

1.0 OUR PHILOSOPHY

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

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

2.0 AN EQUAL OPPORTUNITY EMPLOYER

We are an equal opportunity employer and employ personnel without regard to race, colour, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, ethnic origin, citizenship, creed, sex, record of offences, marital status, family status or sexual orientation.

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

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

3.0 BACKGROUND CHECKS

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

Background checks may include, but are not limited to:

- Criminal background and police checks
- Vulnerable Sector checks

- Academic and professional reference checks and verification
- Driver's License

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

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

4.0 DRESS CODE POLICY

4.1 Overview

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

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

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

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

4.2 Application

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

4.3 Dress Code

4.3.1 Examples of Acceptable Attire

Job Function	Acceptable Attire/Appearance	Equipment Required (if any)
Office Staff	Business casual, denim, company logoed golf shirt	

Day Camp Staff	Logoed shirt, shorts, fitness pants, athletic shoe	
Lifeguard Staff	Competitive one-piece bathing suit, board shorts when guarding, company logoed shirt and dark pants or logoed bathing suits	
Tennis Staff	Branded shirt, athletic bottoms and shoes	
Bar Staff	Branded golf shirt, pants or knee length shorts/ skirts that are khakis or black, non-skid closed toe shoe	
Maintenance Staff	Branded shirt, steel toed footwear	

4.3.2 Examples of Unacceptable Attire

Job Function	Examples of Unacceptable Attire/Appearance
All Staff	Ripped clothing, inappropriate slogans

5.0 CONFLICT OF INTEREST POLICY

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

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

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

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

An unresolved conflict of interest could result in immediate dismissal.

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

1.0 HOURS OF WORK

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

Day	Hours of Work
Sunday	As required
Monday	9:00am – 5:00pm
Tuesday	9:00am – 5:00pm
Wednesday	9:00am – 5:00pm
Thursday	9:00am – 5:00pm
Friday	9:00am – 5:00pm
Saturday	As required

All employees are expected to work their schedule shift which may include a half-hour lunch break. Employees may also be expected to work other hours as may be requested or required from time to time in order to meet the needs and objectives of the Business.

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

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

2.0 OVERTIME

2.1 General

Unless ineligible under the ESA, employees may be entitled to overtime pay for working a certain number of hours in a week, as set out in the ESA. Furthermore, unless an employee's contract of employment states otherwise, overtime pay will be paid at one and a half (1.5) times an employee's regular rate of pay.

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

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

2.2 Managers & Supervisors

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

2.3 Travel

2.3.1 *Business travel*

Business travel that requires an employee to depart from or arrive at home on a non-work day will be paid in accordance with the ESA. Travel time may be paid at a different rate of pay from the employee's usual rate, but such rate of pay will be at least the minimum wage under the ESA.

If travel is part of the employee's job or could be reasonably expected to occur in the course of performing one's duties, it is work time. Some travel, which may be exceptional to the employee's normal duties, will be paid in accordance with the ESA.

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

2.3.2 *Travel to and from work*

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

2.4 Use of IT Resources Outside Work Hours

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

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

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

- Electronic mail (email);
- Cellular telephones and pagers;
- Personal digital assistants and smartphones; and
- Voicemail systems.

3.0 STATUTORY HOLIDAYS

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

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

1. New Year's Day
2. Family Day
3. Good Friday
4. Victoria Day
5. Canada Day
6. Labour Day
7. Thanksgiving Day
8. Christmas Day
9. Boxing Day

In addition, the Business reserves the right to close its office from Christmas Day to New Year's Day. This policy will be reviewed annually and will depend on operational requirements.

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

3.1 Holiday Pay

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

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

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

4.0 VACATIONS

4.1 Vacation Time

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

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

Vacation time must be taken within 10 months of the calendar year in which it is earned. After that time, you will not be permitted to carry vacation time over to a subsequent year unless you obtain approval in writing from management. However, at no time will you receive less than your vacation entitlements under the ESA.

4.2 Scheduling Vacations

All vacation requests must be made by submitting to management a completed **Form A** (Vacation Request Form), which can be found in the Appendix hereto; or request on BrightHR. All requests for vacation must be submitted for approval at least one (1) week before the start of the proposed vacation period. All vacations must be approved by management in advance, as set out above. While the Business will make every effort to accommodate employee vacation requests, the timing of an employee's vacation is ultimately subject to management's discretion and the needs of the business.

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

To meet business needs during times of high demand, the Business has implemented a vacation rule whereby employees can only request a maximum of one week of vacation during the summer months.

PART 3: LEAVES OF ABSENCE

1.0 BEREAVEMENT LEAVE

Employees who have been employed by the Business for at least two (2) consecutive weeks can take up to 2 unpaid days of Bereavement Leave per year. These days cannot be carried over into the following year.

1.1 What is Bereavement Leave?

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

- Spouse, including common-law partner;
- Parent, step-parent, or foster parent of the employee or the employee's spouse;
- A child, step-child, or foster child of the employee or the employee's spouse;
- Grandparents, step-grandparent, grandchild, or step-grandchild of the employee or of the employee's spouse;
- The spouse of a child of the employee;
- An employee's brother or sister; and
- A relative of the employee who is dependent on the employee for care or assistance

1.2 Taking Bereavement Leave

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

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

2.0 DOMESTIC OR SEXUAL VIOLENCE LEAVE

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

Employees who have been employed by the Business for at least 13 consecutive weeks are entitled to up to ten (10) Domestic or Sexual Violence Leave days per calendar year and up to 15 weeks of Domestic or Sexual Violence Leave per calendar year.

2.1 What is Domestic or Sexual Violence Leave?

Domestic or Sexual Violence Leave can be taken when an employee or a child of the employee experiences domestic or sexual violence, or the threat of domestic or sexual violence. An employee who takes this leave is entitled to take the first five (5) days as paid days of leave in each calendar year, and the balance of the leave is unpaid.

For purposes of this leave, “child” means a child, step-child, foster child, or child who is under legal guardianship, and who is under 18 years of age.

An employee may take domestic or sexual violence leave to:

- allow the employee or child of the employee to seek medical attention for physical or psychological injury or disability caused by the domestic or sexual violence;
- obtain services from a victim services organization for the employee or the child of the employee;
- allow the employee or child of the employee to obtain psychological or other professional counselling;
- relocate (temporarily or permanently); or
- seek legal or law enforcement assistance, including time relating to legal proceedings related to or resulting from the domestic or sexual violence.

2.2 Taking Domestic or Sexual Violence Leave

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

3.0 FAMILY RESPONSIBILITY LEAVE

3.1 What is Family Responsibility Leave?

Employees who have been employed by the Business for at least two (2) consecutive weeks can take up to 3 unpaid days of Family Responsibility Leave each calendar year because of the illness, injury, or medical emergency of certain family members, or because of an urgent matter that concerns certain family members. These days cannot be carried over into the following year and cannot be used to extend vacation time.

For the purposes of Family Responsibility Leave, an employee's family members are:

- Spouse, including common-law partner;
- Children, step-children, or foster children of the employee or the employee's spouse/partner;
- Parents, step-parents, or foster parents of the employee or the employee's spouse;
- Siblings;
- Grandparents, step-grandparents, grandchildren or step-grandchildren of the employee or of the employee's spouse;
- The spouse of a child of the employee;
- A relative of the employee who is dependent on the employee for care or assistance

3.2 Taking Family Responsibility Leave

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

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

4.0 SICK LEAVE

Employees who have been employed by the Business for at least two (2) consecutive weeks can take up to 3 unpaid days of Sick Leave each calendar year because of personal illness, injury, or medical emergency. These days cannot be carried over into the following year and cannot be used to extend vacation time.

4.1 Taking Sick Leave

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

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

5.0 PREGNANCY AND PARENTAL LEAVE

In accordance with the terms of this policy, the Business will provide pregnancy and parental leave for eligible employees in accordance with the provisions of the ESA.

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

5.1 What is Pregnancy Leave?

Pregnancy Leave allows pregnant employees to take up to 17 weeks of unpaid time off work.

5.2 What is Parental Leave?

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

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

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

5.3 How Long is a Pregnancy Leave?

Birth mothers are entitled to 17 weeks of unpaid pregnancy leave.

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

5.4 How Long is a Parental Leave?

Birth mothers who do not take pregnancy leave, and all other new parents, are entitled to a maximum of 63 weeks' parental leave.

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

5.5 Who Can Take Pregnancy or Parental Leave?

A pregnant employee is entitled to Pregnancy Leave whether she is a full-time, part-time, permanent, or contract employee, provided she has been employed by the Business for at least 13 weeks.

A parent is entitled to Parental Leave whether they are a full time, part-time, permanent, or contract employee, provided they have been employed by the Business for at least 13 weeks.

5.6 Taking Pregnancy or Parental Leave

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

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

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

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

6.0 FAMILY MEDICAL LEAVE

The Business will provide Family Medical Leave to employees in accordance with the provisions of the ESA.

6.1 What is Family Medical Leave?

An employee is entitled to Family Medical Leave to give care or support to a family member who has a serious medical condition with a significant risk of death occurring within a period of 26 weeks.

Family members include:

- The employee's spouse, including common-law partner;
- Children, step-children, or foster children of the employee or the employee's spouse;
- Parents, step-parents, or foster parents of the employee or the employee's spouse;
- A child who is under legal guardianship of the employee or the employee's spouse;
- Siblings or step-siblings of the employee;
- Grandparents, step-grandparents, grandchildren, or step-grandchildren of the employee or the employee's spouse;
- A brother-in-law, step-brother-in-law, sister-in-law, or step-sister-in-law of the employee;
- A son-in-law or daughter-in-law of the employee or the employee's spouse;
- Aunts or uncles of the employee or the employee's spouse;
- Nieces or nephews of the employee or the employee's spouse;
- The spouse of the employee's grandchild, uncle, aunt, nephew, or niece;
- A person who considers the employee to be like a family member

An employee will be entitled to up to 28 weeks of unpaid, job-protected leave. The leave can be split into multiple installments, but each period must be at least one week long.

6.2 Taking Family Medical Leave

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

In order to commence Family Medical Leave, an employee must:

- give the employer as much written notice as is reasonable of the date on which the leave will start, unless circumstances necessitate a shorter period
- give their employer a medical certificate issued by a qualified health practitioner stating that the individual has a serious medical condition with a significant risk of death occurring within a period of 26 weeks.

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

7.0 CRITICAL ILLNESS LEAVE

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

7.1 What is Critical Illness Leave?

Critical Illness Leave is an unpaid job-protected leave of absence to give care or support to a critically ill child or adult family member. Employees must be employed by the Business for at least six (6) consecutive months to be eligible for this leave.

“Critically ill” with respect to a minor child or adult means a minor child or adult whose baseline state of health has significantly changed and whose life is at risk as a result of an illness or injury.

“Adult” means an individual who is 18 years of age or older.

For purposes of this leave, “family member” with respect to an employee means:

- The employee’s spouse, including common-law partner;
- Children, step-children, or foster children of the employee or the employee’s spouse;
- Parents, step-parents, or foster parents of the employee or the employee’s spouse;
- A child who is under legal guardianship of the employee or the employee’s spouse;
- Siblings or step-siblings of the employee;
- Grandchildren or step-grandchildren of the employee or the employee’s spouse;
- Grandparents or step-grandparents of the employee or the employee’s spouse;
- Brother-in-law, step-brother-in-law, sister-in-law, or step-sister-in-law of the employee;

- Son-in-law or daughter-in-law of the employee or the employee's spouse;
- Aunts or uncles of the employee or the employee's spouse;
- Nieces or nephews of the employee or the employee's spouse;
- The spouse of an employee's grandchild, uncle, aunt, nephew, or niece;
- A person who considers the employee to be like a family member

Employees can take up to 37 weeks of unpaid, job-protected leave for the critical illness of a child and 17 weeks for an adult. The leave can be split into multiple instalments, but each period must be at least one week long.

7.2 Taking Critical Illness Leave

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

In order to Commence Critical Illness leave, an employee must:

- advise the employer in writing of the date on which the leave will start, unless circumstances necessitate a shorter notice period
- provide the employer with a written plan that indicates the weeks in which he or she will take the leave
- give their employer a medical certificate issued by a qualified health practitioner. The medical certificate must confirm the following information:
 - that the child or adult is critically ill and requires the care or support of a family member;
 - the start date of when the care or support is required;
 - the end date of when the care or support is no longer required; and
 - if the leave started before the certificate was issued, the date the leave began.

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

8.0 CHILD DEATH LEAVE

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

8.1 What is Child Death Leave?

An employee who has been employed by the Business for at least six (6) consecutive months is entitled to up to 104 weeks without pay of Child Death Leave if the child of the employee dies.

8.2 Taking Child Death Leave

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

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

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

9.0 CRIME-RELATED CHILD DISAPPEARANCE LEAVE

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

9.1 What is Crime-Related Child Disappearance Leave?

An employee who has been employed by the Business for at least six (6) consecutive months is entitled to leave of absence without pay of up to 104 weeks if a child of the employee disappears and it is probable, considering the circumstances, that the child disappeared as a result of a crime.

9.2 Taking Crime-Related Child Disappearance Leave

Crime-Related Child Disappearance Leave will be scheduled in accordance with the ESA and shall continue for as long as required, but not for longer than the maximum period(s) permitted under the ESA. For further clarity, the timing and duration of any leave shall be governed by the provisions of the Act.

An employee can begin their leave on the day the child disappears but must provide the employer with written notice as soon as is reasonable. Notice should include a written plan that indicates the weeks in which the employee will take the leave. An employee may be required to provide evidence reasonable in the circumstances of an employee's entitlement to Crime-Related Child Disappearance Leave.

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

10.0 FAMILY CAREGIVER LEAVE

The Business will provide Family Caregiver Leave to employees in accordance with the provisions of the ESA.

10.1 What is Family Caregiver Leave?

An employee is entitled to unpaid, job-protected Family Caregiver Leave to provide care or support to certain family members if a qualified health practitioner issues a certificate stating that the individual has a serious medical condition. Employees can take up to eight (8) weeks of Family Caregiver Leave for each individual below in each calendar year.

Family Caregiver Leave may be taken in respect of any of the following individuals:

- The employee's spouse;
- A parent, step-parent, or foster parent of the employee or the employee's spouse;
- A child, step-child, or foster child of the employee or the employee's spouse;
- A grandparent, step-grandparent, grandchild, or step-grandchild of the employee or the employee's spouse;
- The spouse of a child of the employee;
- The employee's brother or sister;
- A relative of the employee who is dependent on the employee for care or assistance

10.2 Taking Family Caregiver Leave

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

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

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

11.0 RESERVIST LEAVE

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

11.1 What is Reservist Leave?

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

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

Employees can take periods of unpaid, job-protected leave for as long as necessary to accommodate the period of service required for the above activities.

Periods of leave do not have to be consecutive days.

Employees are eligible for reservist leave after six (6) consecutive months of employment with the Business.

11.2 Taking Reservist Leave

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

An employee must give the employer as much written notice of the leave as is reasonable in the circumstances by submitting a completed **Form B** (Statutory Leave Notice Form), which can be found in the Appendix hereto. The notice must include the estimated date on which the reservist intends to return to work.

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

12.0 ORGAN DONOR LEAVE

The Business will provide Organ Donor Leave to employees in accordance with the provisions of the ESA.

12.1 What is Organ Donor Leave?

An employee who has been employed by the Business for at least 13 weeks and undergoes surgery for the purpose of organ donation is entitled to take unpaid Organ Donor Leave of up to 13 weeks. If an extended leave is necessary, the employee must

provide a certificate from a legally qualified medical practitioner which states 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.

12.2 Taking Organ Donor Leave

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

An employee must give the employer at least two (2) weeks written notice before beginning or extending Organ Donor Leave, if possible, by submitting a completed **Form B** (Statutory Leave Notice Form), which can be found in the Appendix hereto.

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

13.0 EMERGENCY LEAVE, DECLARED EMERGENCIES

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

13.1 What is Emergency Leave?

An employee is entitled to a leave of absence without pay if the employee will not be performing the duties of his or her position because of an emergency declared under section 7.0.1 of the *Emergency Management and Civil Protection Act* and,

- (a) because of an order that applies to him or her made under section 7.0.2 of the *Emergency Management and Civil Protection Act*,
- (b) because of an order that applies to him or her made under the *Health Protection and Promotion Act*; or
- (c) because he or she is needed to provide care or assistance to certain individuals.

13.2 Taking Emergency Leave

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

An employee must give the employer as much notice as possible of the need for Emergency Leave. If the employee must begin the Emergency Leave before giving notice, the employee should advise of the leave as soon as possible after beginning it.

We may require an employee who takes Emergency Leave to provide evidence reasonable in the circumstances at a time that is reasonable in the circumstances that the employee is entitled to Emergency Leave.

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

14.0 EFFECT OF A LEAVE

The purposes of the foregoing leaves, their length, the individuals with respect to whom they can be taken, and eligibility criteria vary. An employee may be entitled to more than one leave for the same event. Each leave is separate and the right to each leave is independent of any right an employee may have to the other leave(s).

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

Unless otherwise required by law, while an employee is on a leave, their terms of employment will remain the same and the Business will continue to pay its share of the premiums required to maintain benefits, if any, which were available to the employee prior to the leave. However, if an employee on leave elects in writing not to continue participating in any applicable benefit plans while on a leave of absence, the Business will not continue to make its employer's contributions to the benefit plans while the employee remains on leave.

15.0 VOTING, JURY AND WITNESS DUTY

15.1 Voting on Election Day

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

15.2 Jury and Witness Duty

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

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

16.0 OTHER LEAVES OF ABSENCE

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

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

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

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

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

PART 4: ATTENDANCE POLICY AND SCHEDULING

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

1.0 CALL IN PROCEDURES

In the event of absence, employees are required to text to report the absence to their manager with as much notice as possible before their scheduled start time. It is also strongly encouraged that employees find a replacement for their absent shift. If an absence can be scheduled in advance, an employee is required to do so in writing to their manager.

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

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

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

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

2.0 MEDICAL DOCUMENTATION

The Business may request evidence reasonable in the circumstances that the employee is entitled to the 3 days of unpaid Sick Leave under the ESA.

Employees are required to provide medical documentation (at the employee's expense) for each sick day taken after they have exhausted their annual Sick Leave entitlement under the ESA.

3.0 CULPABLE ABSENTEEISM

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

4.0 ABSENCES FOR APPOINTMENTS

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

5.0 SCHEDULING RULES

5.1 "Three-hour rule"

Unless otherwise specified in the ESA, if an employee who regularly works more than three (3) hours per day is required to present himself or herself for work, but works less than three (3) hours despite being able to work longer, then the Business will pay the employee wages for three (3) hours equal to the sum of the amount the employee earned for the time worked, and wages equal to the employee's regular rate for the remainder of the time; or wages equal to the employee's regular rate for three (3) hours of work.

However, the three-hour rule does not apply if the Business is unable to provide work for the employee because of fire, lightning, power failure, storms, or similar causes beyond the Business's control that result in the stopping of work. Additionally, certain employees may be exempt from this rule depending on their position.

PART 5: DISCIPLINE POLICY

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

1.0 IDENTIFICATION OF PERFORMANCE ISSUES

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

2.0 PROGRESSIVE DISCIPLINE

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

2.1 Step One: Verbal Warning

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

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

2.2 Step Two: Written Warning

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

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

2.3 Step Three: Dismissal

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

3.0 EXCEPTION FOR SERIOUS MISCONDUCT

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

PART 6: ANTI-DISCRIMINATION AND ANTI-HARASSMENT POLICY

1.0 ORGANIZATIONAL COMMITMENT

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

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

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

2.0 OBJECTIVES

The objectives of this policy are to:

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

3.0 APPLICATION

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

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

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

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

4.0 PROTECTED GROUNDS

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

- Race;
- Creed;
- Ethnic origin;
- Colour;
- Citizenship
- Sex; Gender identity;
- Gender expression;
- Physical disability;
- Mental disability;
- Age;
- Ancestry;
- Place of origin;
- Marital status;
- Record of offences;
- Family status; or
- Sexual orientation.

5.0 DEFINITIONS OF PROHIBITED BEHAVIOUR

For the purposes of this policy:

- “Discrimination” means any form of unequal treatment based on a protected ground, whether imposing extra burdens or denying benefits. It may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices or procedures that appear neutral, but have the effect of disadvantaging certain groups of people.
- “Harassment” means a course of vexatious comments or actions that are known, or ought to reasonably to be known, to be unwelcome. It can involve words or actions that are known or should be known to be offensive, embarrassing, humiliating, demeaning, or unwelcome. Prohibited harassment is not necessarily based on any prohibited grounds.
- “Sexual Harassment” means

- engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; and/or
- making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

5.1 Examples of Prohibited Behaviour

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

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

5.2 What Isn't Workplace Harassment or Discrimination?

Reasonable action or conduct by a manager or employee that is part of his/her normal work function will not normally be considered harassing or discriminatory. This is the

case even if there are sometimes unpleasant consequences for an employee. Examples include:

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

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

6.0 ROLES AND RESPONSIBILITIES

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

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

7.0 COMPLAINTS PROCEDURE

7.1 Step One: Reporting

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

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

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

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

7.2 Step Two: Workplace Investigation

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

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

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

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

The investigation procedure is as follows:

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

7.3 Step Three: Action

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

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

8.0 PROTECTION FROM RETALIATION

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

9.0 EMPLOYEE COOPERATION

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

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

10.0 CONFIDENTIALITY

The Business recognizes the difficulty of coming forward with a complaint of workplace discrimination or harassment and a complainant's interest in keeping the matter confidential. To protect the interests of the complainant, the respondent, persons who may report incidents of workplace harassment and the integrity of the process, confidentiality will be maintained throughout the process and information relating to the

complaint will be disclosed only to the extent necessary for the purposes of investigating or taking corrective action with respect to the incident or complaint, or is otherwise required by law.

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

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

11.0 POLICY REVIEW

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

PART 7: ACCOMMODATION POLICY

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

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

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

1.0 ACCOMMODATION PROCESS

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

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

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

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

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

2.0 OUR RESPONSIBILITIES

The Business is responsible for:

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

3.0 EMPLOYEE RESPONSIBILITIES

Employees are responsible for:

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

4.0 CONDUCTING AN INTERACTIVE DIALOG

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

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

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

The individuals who should participate in the discussion may include:

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

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

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

PART 8: CONFIDENTIALITY

1.0 CONFIDENTIAL INFORMATION

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

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

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

2.0 HANDLING CONFIDENTIAL INFORMATION

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

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

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

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

3.0 PROTECTION OF ELECTRONIC DATA

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

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

4.0 BREACHES OF CONFIDENTIALITY

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

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

5.0 ACCESS TO PERSONNEL FILES

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

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

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

PART 9: DRUG AND ALCOHOL POLICY

1.0 GENERAL

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

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

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

2.0 DEFINITIONS

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

3.0 APPLICATION

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

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

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

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

PART 10: INTERNET AND EMAIL POLICY

1.0 GENERAL

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

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

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

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

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

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

2.0 INAPPROPRIATE USE OF IT RESOURCES AND SYSTEMS

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

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

3.0 EMAIL USE

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

PART 11: SMOKE-FREE WORKPLACE POLICY

1.0 GENERAL

The Business is committed to creating a safe, healthy, and comfortable workplace for all its employees and visitors. The Smoke-Free Workplace Policy (the “Policy”) sets out the Business’s prohibition on smoking in the workplace and assists the Business in complying with the *Smoke-Free Ontario Act, 2017*.

2.0 SCOPE

The Policy applies to all employees of the Business.

3.0 DEFINITIONS

For the purposes of this policy,

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

4.0 POLICY STATEMENT

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

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

5.0 CONTRAVENTIONS OF THE POLICY

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

PART 12: SOCIAL MEDIA POLICY

1.0 GENERAL

The Business recognizes that social media use is widespread and that employees use social media to communicate and interact with others. The Social Media Policy (the “Policy”) is intended to safeguard our brand’s reputation and encourage employees to use social media responsibly by setting out expectations around proper online conduct.

2.0 SCOPE

The Policy applies to all employees of the Business.

3.0 DEFINITIONS

For the purposes of this policy,

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

4.0 POLICY STATEMENT

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

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

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

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

5.0 MONITORING INTERNET USAGE

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

6.0 CONTRAVENTIONS OF THE POLICY

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

PART 13: PERSONAL ELECTRONIC DEVICE USE POLICY

1.0 GENERAL

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

2.0 SCOPE

The Policy applies to all employees of the Business.

3.0 DEFINITIONS

For the purposes of this policy,

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

4.0 POLICY STATEMENT

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

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

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

5.0 CONTRAVENTIONS OF THE POLICY

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

PART 14: TEMPORARY LAYOFFS

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

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

PART 15: TERMINATION OF EMPLOYMENT

1.0 GENERAL

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

2.0 MANNERS OF DISMISSAL

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

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

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

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

3.0 EMPLOYER PROPERTY

Upon the end of employment for any reason, an employee shall return all items of any kind created or used pursuant to the employee's service or furnished by us, including but not limited to computers, mobile devices, reports, files, manuals, literature,

confidential information, or other materials, which shall remain and be considered the exclusive property of the Business.

SCHEDULE "A"

EMPLOYEE ACKNOWLEDGEMENT FORM

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

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

Employee name: _____

Employee signature: _____

Date: _____

Form A

Vacation Request Form

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

Form B

Statutory Leave Notice Form

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

Form C

Non-Statutory Leave Notice Form

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