

Table of Contents - Human Resources (HR)

HR	Annual Policy Reviews	2
HR	Attendance, Lateness, Absenteeism and Abandonment	4
HR	Bullying & Harassment	5
HR	Career Development.....	10
HR	Casual Call-In Procedure	11
HR	Cell Phone Policy - MOVED TO TECHNOLOGY SECTION	TEC
HR	Certifications	13
HR	Change of Personal Information.....	14
HR	Communications Systems - MOVED TO TECHNOLOGY SECTION	TEC
HR	Conflict Resolution	15
HR	Criminal Record Check.....	18
HR	Critical Incident Stress Debriefing.....	20
HR	Damage to Personal Property.....	21
HR	Dress Code & Personal Grooming.....	22
HR	Employment of Relatives	23
HR	Exit Interviews - Employees	24
HR	Expenses -Submission Requirements	25
HR	Gifts – Staff & Persons Served (Personal Events).....	29
HR	Health Requirements.....	30
HR	Job Descriptions.....	31
HR	Leave Request Policy	32
HR	Mandatory Early Intervention Program (EIP)	33
HR	Mandatory Training, Policy Reviews & Renewables.....	34
HR	Maternity & Parental Leave.....	37
HR	New Employee Evaluation.....	39
HR	Orientation	40
HR	Overtime Authorization & Extended Hours	43
HR	Personnel Files	44
HR	Pre-Employment Requirements.....	45
HR	Progressive Discipline	46
HR	Records Management-Staff	51
HR	Recruitment & Selection	54
HR	Shared Work Space.....	55
HR	Short Term Leave.....	57
HR	Sick Leave Policy	58
HR	Staff Evaluations	60
HR	Staff Recognition	61
HR	Substance Abuse.....	62
HR	Termination of Employment	63
HR	Theft	64
HR	Traffic Violations & Fines	65
HR	Union/Personal Business on Association Time.....	66
HR	Vacation Policy	67
HR	Vehicle Insurance	71
HR	Visitors - Staff	72
HR	Volunteers & Students.....	73



Policy:

SACL is committed to excellence and improvement. It is a condition of continued employment that all staff review agency policies on an annual basis as assigned. Comments or suggestions are encouraged to help the agency improve. It is important that Staff complete and submit the required reviews within the time frame allotted, to allow for timely review and update of each policy section (according to Staff input and Management Team review).

The Administrative Supervisor is responsible for assigning and tracking Staff policy review. Employees who do not complete policy reviews by the assigned deadline will be subject to SACL's progressive discipline process.

Procedure:

SACL policies & procedures can be found on the Cloud (***Employee Services/Policies & Procedures***)

At the beginning of each month, the Administrative Supervisor or designate will post the required policy section for review (and related link) on the 'Staff Training & Policy List' located on the Cloud (***Employee Services/Employee Information***).

Staff are required to review the policy section designated and complete the corresponding ***Annual Staff Policy Renewal Form***. Each ***Annual Staff Policy Renewal Form*** has a comments area for staff to note and corrections, comments, or suggestions they may have. It is a condition of employment that all staff agree to adhere to all agency policies without exception or conditions.

All policy renewals and corresponding forms must be completed and submitted to the Administrative Supervisor prior to the assigned deadline. Completed ***Annual Staff Policy Renewal Forms*** must include;

- ❖ The date each individual policy was reviewed
- ❖ The initials of the Staff Member beside ***each*** of the policies reviewed
- ❖ Any comments Staff wish to make about the current policy section
- ❖ The complete name and signature of the Staff Member who reviewed the policy & the date signed
- ❖ The complete name and signature of a witness that saw the Staff Member sign the policy review and the date the witness signed.

If Staff feel more time is needed to complete the required policy review, the Staff member may request scheduled office time from the Services Manager(s) prior to the deadline requirement.



If a Staff member does not complete the required review prior to the deadline requirement, a written explanation will be required to be submitted to the Services Manager explaining the inability to meet requirements to avoid disciplinary action. A Services Manager may grant a temporary extension in the event of illness, leave of absence, or extended vacation.

Once all completed and signed submissions are received by the Administrative Supervisor, the following procedure is applied:

- ❖ Completion of the policy will be indicated on the **Staff Training & Policy** list (by removing the name of the staff member from the list of requirements for that policy)
- ❖ Each completed **Annual Staff Policy Renewal Form** is recorded and scanned and filed in the Cloud by the Administrative Supervisor.
- ❖ Each completed **Annual Staff Policy Renewal Form** reviewed for comments and suggestions.
- ❖ All comments and suggestions are brought forward to the Management Team for review
- ❖ All approved suggestions are implemented during the annual policy review (Administrative Supervisor) and the final updated draft is reviewed and approved by the Executive Director.
- ❖ Email notifications are sent to all Staff about any policy changes, and are updated in the appropriate Policy Section on the Cloud after approval is obtained from the Executive Director to ensure the online policies are always the most current and up to date.



Policy:

It is the responsibility of every employee, and a requirement of continued employment with SACL to attend work as scheduled on a regular and consistent basis. Employees are expected to be punctual, prompt, physically present (in the Service area or with the Individual you are supporting in the community) and ready to commence work by the start of their scheduled shifts and to remain on duty until quitting time. Employees are expected to take appropriate coffee and lunch breaks when applicable. Typically breaks occur from 10:00 am to 10:15 am, from 12:00 noon to 12:30 pm and from 2:00 pm to 2:15 pm.

NOTE: In accordance with Article 14.3 of the collective agreement (Rest Periods):

Due to the needs of the clients, employees may be required to remain within the general area during rest periods so that they are readily available for safety or emergency situations if needed.

Employees who are unable to report to work at the scheduled time must advise the Services Manager(s) by **calling** the emergency cell phone with as much notice as possible (between the hours of 7am and 7pm) in order to facilitate coverage.

Any employee, who fails to report to work as it is stipulated in article 11.7 of the collective bargaining agreement, shall be considered to have abandoned their position.

Employees who are incapable of providing regular, consistent attendance may fail to meet the requirements for continued employment.

Attendance is considered a criterion of performance and is measured when assessing overall employee performance.



Policy:

Shuswap Association for Community Living (SACL) in cooperation with WorkSafeBC, and CUPE Local 3999, promotes a work environment that is characterized by professionalism, collegiality, and harmony. This policy prohibits conduct defined below as either personal or sexual harassment, or bullying. SACL will not tolerate personal or sexual harassment or bullying in any interactions connected to the workplace, and where such conduct is found to have occurred, SACL will take disciplinary action, up to and including termination.

This policy is not intended to constrain normal social interactions, but to ensure the right to work in an environment free from harassment. The parties will work jointly to support and implement education and prevention efforts to address harassment.

This policy applies to all workers, including permanent, temporary, casual, contract, students, and volunteers.

SACL also considers false allegations of bullying and harassment to be serious workplace misconduct subject to disciplinary action, up to and including termination.

Purpose

The purpose of this policy is to assist all employees in identifying and preventing personal and sexual harassment and bullying in the workplace, and to provide procedures for handling and resolving complaints. It is intended to promote the well-being of everyone in the workplace and to foster the values of integrity, trust, and harmony that are essential for a sound organization.

This policy is intended to address WorkSafeBC and the current collective agreement requirements.

Application and Scope

This policy applies to all regular and casual bargaining unit staff, exempt employees, management, or anyone providing services on behalf of SACL. This policy applies to all situations where activities are connected to work with SACL and could impact on employment during and outside of regular business hours at the workplace and away from the workplace. This includes:

- ❖ **Activities on SACL premises;**
- ❖ **Work assignments outside of the premises of SACL;**
- ❖ **Work-related training sessions, education seminars, and conferences;**
- ❖ **Work-related travel;**
- ❖ **Work-related social functions that are sponsored or organized by SACL.**



Employees are expected to conduct themselves in a manner that is consistent with the requirements of Bill 168 and collective agreement, which prohibit workplace bullying and harassment. Employees should take these requirements seriously. Failure to meet the appropriate standards of workplace conduct and/or to meet the requirements of the collective agreement and the new Bill 168 requirements may result in discipline, up to and including termination of employment.

Workers Must:

- ❖ **Not engage in the bullying and harassment of other workers**
- ❖ **Report if bullying and harassment is observed or experienced**
- ❖ **Apply and comply with SACL's policies and procedures on bullying and harassment.**

Definitions

Bullying & Harassment:

Any inappropriate conduct or comment by a person towards a worker that the person knew, or reasonably ought to have known would cause that worker to be humiliated or intimidated.

Examples of Conduct or comments that might constitute bullying and harassment include:

- ❖ **Verbal aggression or insults**
- ❖ **Calling someone derogatory names**
- ❖ **Harmful hazing or initiation practices**
- ❖ **Vandalizing personal belongings**
- ❖ **Harmful gossip or spreading malicious rumors**

Bullying and Harassment does NOT include:

Any reasonable action taken by an employer or supervisor relating to the management, direction, or progressive discipline process of workers or the place of employment.

Sexual Harassment:

Sexual harassment includes sexually oriented verbal or physical behaviour which an individual would reasonably find to be unwanted or unwelcome, giving consideration to all surrounding circumstances and which may detrimentally affect the work environment. Such behaviour could include, but is not limited to:

- ❖ **Touching, patting, or other physical contact**
- ❖ **Leering, staring, or the making of sexual gestures**
- ❖ **Demands for sexual favours**
- ❖ **Verbal abuse or threats**
- ❖ **Unwanted sexual invitations**
- ❖ **Physical assault of a sexual nature**



- ❖ Distribution or display of sexual or offensive pictures or material
- ❖ Unwanted questions or comments of a sexual nature
- ❖ Practical jokes of a sexual nature

To constitute sexual harassment, behaviour may be repeated or persistent or may be a single serious incident. Sexual harassment will often, but need not, be accompanied by an expressed or implied threat of reprisal or promise of reward and may be initiated by both males and females and directed toward members of either sex.

Reporting Procedures

1. A formal complaint must be submitted in writing within six months of the last alleged occurrence.
2. A formal complaint must be submitted through the Union and/or directly to the Executive Director (or equivalent or designate). When the Executive Director has received a complaint, she will notify the respondent and the union staff representative of the substance of the complaint in writing within 15 days.
3. The complaint must contain the specific instance(s) and date(s) that the alleged harassment occurred, the names of any witnesses, and explanation of how the action constitutes a violation of this policy, Bill 168 of the Workers Compensation Act, and/or Article 29 (Harassment) of the collective agreement. The complaint must also include the remedy sought.
4. The Executive Director or designate will investigate the complaint and will complete a report in writing within 30 days.
5. The Employer will take action to resolve the complaint within 10 days of receiving the investigator's report.
6. The Employer will advise the respondent, the complainant and the Union in writing of the substance of the investigator's report and the resolution of the complaint.
7. If the resolution involves separating employees, reasonable efforts will be made to relocate or reschedule the respondent. The complainant may agree in writing to be transferred or rescheduled.
8. If the resolution involves separating an employee and a respondent who is not an employee, reasonable efforts will be made to remedy the situation.

If the respondent is the Executive Director, or where there are possible systemic issues or multiple complaints, the following process will be used (for union members):



1. The complainant will contact the Union.
2. As soon as possible but within 30 days, the Union will notify the Executive Director (or equivalent) and CSSEA.
3. CSSEA and the Union will appoint the approved designate (the Appointee) to resolve the complaint.
4. After consultation with the parties involved, the Appointee will establish the process to resolve the complaint. The process may include – at the Appointee’s discretion – any of the following (or any combination of them): fact-finding, mediation, making recommendations or a full report, or conducting an expedited arbitration. In exercising his or her discretion with respect to the process, the Appointee will consider the parties’ desire that the process be fair and expeditious, that it minimizes disruption in the workplace, that it respects individual privacy to the degree possible in the circumstances, and that it keeps costs to a reasonable level. The Appointee will submit any report or recommendations to CSSEA and the Union. The report and recommendations will remain confidential, except for distribution to the Employer’s Board of Directors, the complainant and the respondent. The Appointee may stipulate conditions she/he deems appropriate with respect to distribution. Any outcomes of the process are without prejudice or precedent for other proceedings.
5. The Appointee’s fees and expenses will be shared by the Employer and the Union.

The employer may take appropriate action, including discipline, against a complainant if the investigation determines that the complaint is frivolous, vindictive, or vexatious.

If the respondent is the Executive Director, or where there are possible systemic issues or multiple complaints, the following process will be used (for non-union members):

1. Fill in and submit a WorkSafeBC Harassment Complaint form
https://online.worksafebc.com/Anonymous/wcb.BullyingAndHarassment.web/default.aspx?_ga=1.245405188.1497784886.1410814278
2. A WorkSafeBC prevention officer will review your complaint to confirm the complaint meets the requirements of the Workers Compensation Act.
3. Once a determination is made that the complaint warrants follow-up, a prevention officer will contact you to discuss your complaint and let you know he/she will be responding to it.
4. The Prevention Officer will contact the employer and make appropriate inquiries, and if required conduct an investigation.
5. The Prevention officer can make instructions or orders to both employer and/or worker to resolve the issue.



Additional information about bullying and harassment in the workplace is available online at the WorkSafeBC website <http://www.worksafebc.com>



Policy:

An employee shall be granted leave without loss of pay, at their basic rate of pay, to take courses, conferences, conventions, seminars, workshops, symposiums or similar out of service programs as required by Shuswap Association for Community Living as per **Article 25 of the Collective Agreement**.

Where such leave is granted, the Shuswap Association for Community Living shall bear the full cost including tuition fees, entrance or registration fees, laboratory fees, and course related books. The Shuswap Association for Community Living shall also reimburse the employee for approved travelling, subsistence and other legitimate, applicable expenses in accordance with the Collective Agreement.

Subject to Shuswap Association for Community Living approval, an employee may be granted leave without pay, leave with partial pay, or leave with pay to attend work related courses in which the employee wishes to enrol to acquire the skills necessary to enhance opportunities.

Procedure:

Employees wishing to attend training or education shall outline, in writing, the requested course including the cost and other related expenses, whether it will be with or without pay as well as how the course will benefit the employee and the Association.



Policy

Employment Status:

Casual employees are employed on an 'on call' basis to cover absences of a regular employee or augment staff during peak periods where regular employees, have not requested topped up hours (as per Article 14.2(e) of the collective agreement). These periods will not exceed three months without the agreement of the Union. Casual employees will be considered in-service applicants when applying for vacancies.

NOTE: As per Article 14.2(e)(4), all full-time and part-time regular employees must submit in writing, their request for additional hours, and must also submit hours staff is **NOT AVAILABLE** in the **Requests for Time Off** component of PayWorks.

Availability & Refusal of Shifts:

Call-In Procedures are developed in accordance with Article 30.3 of the collective agreement, and in conjunction with the operational requirements of SACL.

Casual and part-time employees must submit availability to the Employer monthly on or before the 15th of the prior month, by submitting hours staff is **NOT AVAILABLE** in the **Requests for Time Off** component of PayWorks. Employees may modify their availability at any time by adjusting or adding in the **Requests for Time Off** component.

Any casual employee who does NOT submit availability on or before the 15th of the prior month will be deemed available for any shift.

ANY changes to employee availability (other than unavailability due to unscheduled illness) is required to be submitted in the **Requests for Time Off** component of PayWorks only.

Employees may refuse assignments on days where they have stated they are available up to three (3) times in any six month period without being subject to the progressive disciplinary process.

Employees refusing a shift to work with a Person Supported with whom the employer deems they are not suitably trained will not count as a refusal. Employees who the employer deems are suitably trained to work with applicable Persons Supported may not refuse to work with an individual without being counted as a refusal.

Calls received by the employer to employees after gam for that days shift will not count as a refusal.

On the fourth refusal, the employee will be subject to disciplinary measures up to and including termination unless the employee can demonstrate that the refusals were for valid reasons. Work performed or scheduled to be performed for another employer is not considered to be a valid reason.



Call-In Procedures:

Preliminary schedules are completed in PayWorks by every Saturday for the following week. Intermittent changes are sent to Staff's SACL email directly from PayWorks. Staff are required to check their schedule on a daily basis for any changes.

In the event that the employer requires coverage for the current day, the employer will contact casual employees prior to 9am each day in order of seniority and in accordance with suitable training for the applicable shift for Persons Supported.

If the casual employee responds, and is available, the shift will be scheduled for that employee.

If casual employees with more seniority are not adequately trained to work with the Person Supported as the shift requires, the next employee with the required training will be called in order of seniority.

If the casual employee does not respond or refuses the shift, and they have stated that they are available for this time/date, the employer will record a refusal in the file of the employee and proceed to the next employee on the seniority list.

Once an employee reaches his/her fourth refusal within 6 months, the employer will proceed with disciplinary measures up to and including termination.



Policy:

- ❖ Employee must maintain the occupational certification as dictated by their job description, as per the **Article 28.12 of the Collective Agreement**.
- ❖ Any fees or costs associated with maintaining the occupational certificates are the responsibility of the Association as indicated in **Article 28.12 of the Collective Agreement**.
- ❖ Employees are required to submit to the employer copies of their completed recertification as scheduled by the Administrative Supervisor.
- ❖ Failure to maintain the required certification may result in the termination of the employee's employment.



Policy:

It is the responsibility of each employee to keep the Shuswap Association for Community Living informed at all times of any changes in personal information.

Changes to any Personal Information or Emergency Contacts are to be made directly and in a timely manner by the employee in the **Profile** section of PayWorks.

Any changes to your contact phone number, please also immediately inform your Services Manager.

Changes in marital status or dependants should be given to the Administrative Supervisor **IMMEDIATELY** in order to process applicable changes related to Benefit Package requirements. The Administrative Supervisor will forward any changes to the Executive Director or applicable Services Manager as appropriate.

The Services Managers are responsible for updating the internal staff phone list.

When resigning from the Association, a forwarding address must be filed with the Shuswap Association for Community Living to ensure that income tax T-4 slips and other relevant documentation can be forwarded.



Intent

Shuswap Association for Community Living is committed to providing a workplace free of conflict, where employees are treated with fairness, dignity, and respect. Shuswap Association for Community Living has instituted this policy to provide employees with an outlet to raise concerns regarding any conflict in the workplace or dissatisfaction with respect to issues 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.

This Policy Shall:

- ❖ Provide definitions of the types of conflict that may arise;
- ❖ Outline the procedures for the filing of a complaint regarding a workplace conflict;
- ❖ Determine the responsibilities of employees regarding conflict resolution;
- ❖ Discuss the possible resolutions to workplace conflicts;
- ❖ Present a warning regarding the dangers of false and/or frivolous complaints.

Conflicts

The following conflicts should be reported, and Shuswap Association for Community Living shall strive to address them with reasonable resolutions.

- ❖ 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.
- ❖ Administration of company policies.

Conflict Reporting Procedure

Discussion

- ❖ Employees are required to discuss the unwanted behavior or actions with the offending party as the situation dictates.
- ❖ Under ideal circumstances, the two parties shall reach a reasonable resolution without the necessity of the filing of a formal complaint.
- ❖ In the event that a discussion is not feasible or fails to reach a reasonable resolution, the employee may then approach the union for input and suggestions to a solution.
- ❖ If a resolution still can't be reached, a formal written complaint may be filed.



Reporting (Formal Written Complaints)

- ❖ All formal complaints must be submitted in writing on the SAFL Complaint form. Complaint forms can be found on the cloud (*Employee Services/Employee Information/Forms/Complaint.SuggestionForm*)
- ❖ Complainants should record the details of the unwanted circumstance(s), the names of any applicable parties and witnesses, and any attempts made to resolve the issue.
- ❖ Formal complaints stemming from unresolved employee or managerial conflicts shall be submitted in writing with any pertinent documentation, to either the Executive Director.
- ❖ 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 important to maintain a policy of strict confidentiality between the complainant and the responder (Manager/HR). For investigative purposes, the offending party may be notified.
- ❖ Anonymous complaints shall not be reviewed.

Employee Expectations

Employees

- ❖ Employees are required to fully comply with the Conflict Resolution Policy.
- ❖ 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 be responsible for enacting preventative measures to ensure a workplace that is free from harassment, and for the communication of policy and procedures contained herein.
- ❖ Management and Human Resources shall receive and address properly filed complaints in an appropriate fashion.
- ❖ 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 therein.
- ❖ Attempt to reach a reasonable resolution to the conflict.
- ❖ Inform the complainant and the offending party of possible resolutions available.

Resolutions

- ❖ If an apology is made by the offending party, and the complainant accepts the apology, this may be viewed as a reasonable resolution.



- ❖ All attempts shall be made to reach a reasonable resolution through mediation of the complaint with both parties involvement.

Where the complaint is substantiated:

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

- ❖ Written warning/reprimand.
- ❖ Transfer of work duties or service area if applicable or appropriate within operational requirements.
- ❖ Education and training.
- ❖ Suspension.
- ❖ Termination of Employment.

Where the 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 pretences.

A complainant may request that the investigation be re-opened in the event that pertinent new evidence can be provided, or a reprisal due to the allegation has occurred.

Records

Shuswap Association for Community Living shall keep on file all formal complaints, and the accompanying documentation, and the findings of any investigation.

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

False or Frivolous Complaints

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



Policy:

All applicants will be informed by the interviewer that prior to being hired they must obtain a satisfactory criminal record check.

Criminal record checks will be conducted upon commencing employment initially at the person's own expense and once every five years thereafter. Staff are required to report to the Executive Director or Administrative Supervisor should they be involved in any criminal proceedings in the interim.

The Ministry of Justice will review any/all criminal record requests to determine if the individual is approved to work with children or vulnerable adults. Any applicant who does not receive a criminal record check clearance letter from the Ministry of Justice will not be eligible for employment, or to continue employment with SACL.

Procedure:

- ❖ Each applicant will fully and truthfully complete and sign the Consent to a Criminal Record Check form.
NOTE: employers may not ask an applicant to authorize a criminal record check unless the organization has offered employment to the applicant.
- ❖ Management must verify the applicant's identity in person by asking for (and taking copies of) two pieces of Government issued identification before the applicant proceeds with the criminal record check. One piece of ID must be picture ID and display the applicant's legal name, date of birth, signature and photo. Always have applicant fill out their BCDL# on the consent form if the BCDL is provided for ID.
- ❖ The Association must retain the applicant's original signed consent form for five years to meet auditing requirements.

It is up to the organization to determine whether an applicant has had a break in employment. Any applicant with a break in employment must provide a new criminal record check for their organization to submit to the criminal records review office. There is no specific time frame defined in a break in service. If the employer/employee relationship or the applicant/organization relationship is formally severed, this is considered a break in service and a new check must be conducted.

The agency submits the criminal record check application to the Ministry of Justice for review. The Ministry of Justice determines whether or not the applicant is approved to work with vulnerable children and adults. The applicant is either approved, moved on to further investigation, or declined.

If the confirmation letter is returned to SACL as 'approved', the applicant may begin working with Persons Supported unsupervised.



If the Ministry of Justice requires further clarification, an investigation will begin that will require additional information or clarification of identity (which may include submitting finger prints at the RCMP), and the applicant may not work alone with Persons Supported. If the letter returned indicates a 'declined' status, the applicant will not be able to move forward with, or continue employment with SACL.

Charges or Convictions

1. Should the Association become aware of an applicant or current staff member being charged with, or convicted of a relevant or specified offence as applicable to working with vulnerable adults or children, the organization must ensure the applicant/employee submits a new consent for criminal record check with a \$28 processing fee.
2. Depending on the nature and severity of the charges (in relation to providing services to children and vulnerable adults) and pending the outcome:
 - ❖ An employee may be suspended with or without pay and not be permitted on the Association's facilities unless required to attend a meeting with the Executive Director and/or designate.
 - ❖ A volunteer or student will not be permitted on the Association's facilities unless required to attend a meeting with the Executive Director and/or designate.
3. If found guilty:
 - ❖ an employee may be subject to further disciplinary action up to and including termination as deemed appropriate by the Employer
 - ❖ a volunteer will be refused further entry to all Association facilities
4. If acquitted:
 - ❖ An employee or volunteer may resume their previous position



Preamble

Emergencies and critical incidents in the workplace can affect people physically and psychologically, and affect program continuity of Shuswap Association for Community Living.

The purpose of this policy is to ensure Shuswap Association for Community Living prepares for and effectively responds to emergency situations and critical incidents through the appropriate use of resources. The prevention and effective management of emergency situations and critical incidents can assist to minimize the negative impact of an unexpected event.

Critical incident debriefing is designed to help people deal with their reactions to incidents by allowing them to talk about the incident when it happens without judgment or criticism. At Shuswap Association for Community Living the purpose of the critical incident debriefing is to allow people to talk about how an incident has affected them personally as well as to understand what led to the incident occurring and how to reduce the chances of a similar incident occurring again.

Policy

The Services Manager or designate will ensure debriefing will take place with people directly involved in incidents of serious injury, physical aggression, threatening verbal aggression with intent, medical emergency, sentinel events, supporting individuals who are reporting abuse, serious motor vehicle accidents, or death. An initial debriefing in person or by phone with a Services Manager or designate will take place the day of the incident. A critical incident debriefing meeting will be arranged by the Services Manager, and will take place the next working day after the day the incident occurred or if not feasible, as soon as possible.

After any critical incident not involving serious injury, physical aggression, threatening verbal aggression, medical emergency, sentinel events, supporting individuals who are reporting abuse, motor vehicle accidents, or death, staff can inform management and supervisors that they would like to debrief. An initial debriefing will take place the day of the incident where possible. The staff involved along with the Services Manager will decide if an additional critical incident debriefing meeting is necessary.

If co-workers, supervisors, or management feel that anyone continues to experience ongoing stress as a result of involvement in a critical incident or sentinel event the person may be referred by management to counseling or medical support if eligible for benefits, or if not, advisement to see their Physician for a referral to counseling.

This policy applies to all staff, Persons Supported, Volunteers, Board Members, and Students.



Policy:

In the event an employee's personal property is damaged the following applies:

1. The employee will complete an incident report and submit it to the Administrative Supervisor.
2. The employee will bring the damaged article/item to the Administrative Assistant for verification of damage. The Administrative Supervisor will determine if the claim is WSBC eligible. If it is, the appropriate documentation will be completed and submitted for claim.
3. If the claim is not WSBC eligible, upon submission of reasonable proof, where an employee's personal possessions are damaged while on duty, by a Person Supported or other Staff member, the Employer will pay up to the maximum of one hundred dollars (\$100.00) for the repair or replacement of the damaged item, provided such personal property is an article of use or wear of a type suitable for use or wear while on duty. The Association will not be held liable, under any circumstance, where the employee has ignored written directives.
4. The Executive Director or designate, will determine if compensation will be paid to the employee.
5. This policy is offered with the understanding and expectation that employees are dressed in a manner that is befitting of their work environment (see Dress Code Policy). No reimbursement will be made for loss or damage to expensive jewellery worn to work, as an example.
6. No reimbursement will be made for personal property brought into the work place that is not essential to performing your work duties, i.e., any audio visual equipment, cameras, art work, hobby supplies and equipment or collections, e.g., stamps or coins.
7. No reimbursement will be made for money lost or stolen from purses. There are lockable areas in each work site. It is the employees' responsibility to use such cupboards for their purses and other valuable items.
8. Employee's providing supports in the community are encouraged to minimize the amount of personal property that they bring with them. SACL will not be responsible for unattended items left in Persons Supported homes.



Policy:

Personal appearance including clothing, jewellery, and grooming, shall be neat and clean, and shall reflect standards of decency, utility, health, and safety. As per WSBC Requirement 8.10

Procedure:

1. The personal clothing of a worker must be of a type and in a condition that will not expose the worker to any unnecessary or avoidable hazards.
2. If there is a danger of contact with moving parts of machinery or with electrically energized equipment, or if the work process presents similar hazards:
 - ❖ The clothing of the worker must fit appropriately about the body in accordance with the applicable work environment.
 - ❖ Dangling neckwear, bracelets, wristwatches, earrings, rings, or similar articles must not be worn by staff working around equipment or Persons Supported, except for medical alert bracelets which may be worn with transparent bands that hold the bracelets snugly to the skin, and
 - ❖ Cranial and facial hair must be confined, or worn at a length that will prevent it from being snagged or caught in the work process, e.g. providing personal care, preparing food or due to the behaviour of Persons Supported.
3. All staff will be suitably groomed.
4. Halter-tops, or string tops, low-cut shirts, short shirts (not above the waist, showing the belly-button or excess cleavage) and short shorts (above mid-thigh) will not be worn while at work.
5. Tank tops will be allowed if the straps are no less than three fingers wide and no bra strap is showing.
6. High or spiked heeled shoes, thongs, and open toed/heeled sandals/shoes will not be worn by staff working directly with Persons Supported. SACL will not be responsible for injuries suffered while wearing restricted footwear at the job site.
7. A worker's footwear must be of a design, construction, and material appropriate to the protection required. Appropriate footwear for the season must also be worn (e.g. boots with acceptable tread/traction in the winter etc.) As per WSBC requirement 8.22.
8. Employees providing personal care or preparing or handling food will keep their fingernails short and clean.



Definitions:

For the purpose of this policy, relative shall include husband/wife/common-law spouse or partner, son/son-in-law, daughter/daughter-in-law, mother/step-mother/mother-in-law, father/step-father/father-in-law, brother/step-brother, sister/step-sister, cousin, aunt, uncle, grandparent or grandchild. (Legal adoption includes all of the above as family members).

Policy:

SACL does not employ or enter into service provision contracts with relatives (as noted above) of current employees or Board Members to avoid potential conflict of interest. SACL reserves the right to exercise the same practice with relatives of past employees or Board Members.

New employees will not be hired for the purpose of specifically providing service to a relative and where a conflict of interest occurs.

Procedure:

Personnel that are responsible for hiring shall ascertain whether applicants for positions are related to present or past employees or directors prior to making an offer of employment.



Policy:

Every employee leaving the Association is required to complete an exit interview. Employees are asked to complete the Exit Interview form and submit to the Administrative Supervisor prior to, or within 14 days of leaving the organization.

The Administrative Supervisor will make an appointment with exiting staff member to complete the exit interview & to return applicable agency property (keys & first aid kits etc.)



Policy:

Staff Members are entitled to submit for reimbursement, receipts for allowable and reasonable expenses incurred when working on behalf of SACL. Guidelines for allowable expenses are outlined in the General Services Collective Agreement, the SACL Policies, and in accordance with the funding guidelines of the individual contracts for each Person Supported. SACL reserves the right to refuse reimbursement in accordance with the Collective Agreement, the SACL Policies and individual contract restrictions.

Staff are required to submit expenses according to the following criteria;

- ❖ All **Expense Reimbursement Requests** must be fully completed and signed by the person submitting for reimbursement
- ❖ All **Expense Reimbursement Requests** must be accompanied by **original** receipts for purchase, and clearly state;
 - Place of Purchase
 - Date of Purchase
 - Item(s) Purchased
 - Subtotal of Purchase
 - GST Amount for Purchase (if applicable)
 - Total of Purchase (including GST)
 - All **Expense Reimbursement Requests** must be fully completed and signed by the person submitting for reimbursement
- ❖ A separate **Expense Reimbursement Requests** must be completed for each contract allotment and each month (EG; If you have hours in the following contracts – CI-HWLS, DA, CES – you will submit **3 Expense Reimbursement Requests** for that month.) Applicable receipts are to be attached to the appropriate contract allocation for each submission. Please staple receipts behind the applicable sheet in the order they are recorded, with the **Total Amount (not rounded amounts) date**, and **GST** circled in ink. (Do not use a highlighter to mark these items, as it damages the receipt please).
- ❖ All staff are limited to one meal outing and one treat/drink outing per day unless written permission is obtained (prior to the outing), from the Services Manager. Confirmation of written permission to be attached to expense sheet.
- ❖ When on a meal/treat outing with persons supported, a separate receipt must be obtained for staff and persons supported to be eligible for reimbursement. Persons supported should be paying for their own meals and treats from their personal funds. Any exceptions must be pre-approved by the Services Manager or designate for consideration of reimbursement. The approving Supervisor must be identified on your expense sheet submission. Persons Supported meal/treat expenses must follow the same guidelines as staff (EG: \$2.50 for



treat/drink).

- ❖ *If you are submitting a reimbursement amount that is less than the amount of the original receipt, (meal limit etc.) please note the amount you are submitting for reimbursement (in ink) on the bottom of the receipt and circle – do not change or alter the original receipt otherwise.*

Note: Hand written substitutions for proof of purchase, duplicate receipts, debit receipts that do not accompany the original itemized receipt, or items purchased without obtaining an itemized electronic/cash-register receipt may not be eligible for reimbursement as an expense without the express permission of the Executive Director or designate **PRIOR** to purchase. **Please do NOT change or alter original receipts.**

Staff must also provide clear explanations as to what the item purchased is, and who/what it is for (Person Supported, contract, staff expense etc.). **Clear indications of each destination(s) (including addresses of all locations), must also be specified for each claim for reimbursement of mileage. Each new address for any destination must be entered into the master ‘expense legend’ to be eligible for reimbursement.**

(Please see “Expense Sheet Mileage Legend” at the end of this policy).

Please Note: Staff will only be reimbursed for **pre-approved meaningful Community Integration meal/treat/drink outings. Snacks will be limited to a reimbursement amount of no more than \$2.50 per day.** (Snacks are considered any desert item, drink, small portion, or snack item purchased at a convenience store etc.)

Personal Cell phone charges will only be reimbursed to a maximum amount of a \$10 (or a \$10.00 calling card - plus applicable taxes) each month. A ‘pay as you go’ receipt or a copy of your complete cell phone bill must be attached to be eligible for reimbursement. Also note that in adherence to the SACL ‘Cell Phone Policy’ reimbursements will only be granted to those who have written permission to use their personal cell phone for SACL business while on duty at SACL.

Expense Reimbursement Requests:

- ❖ Must be submitted on the most current Expense Reimbursement Sheet *(Located on the Cloud – Employee Services/Employee Information/Forms.)*
- ❖ All staff who wish to submit an **Expense Reimbursement Requests** are required to do so on a monthly basis (from the 1st of each month to the last day of each month).
- ❖ **Expense Reimbursement Requests** are due for submission no later than 4pm on the 5th of each month, and will be submitted to Shuswap Bookkeeping for processing by the 10th of the month, and scheduled for payment for on the 15th of each month. (Note: due to the fall of a weekend, long-weekend, this date may be extended)



- ❖ **Expense Reimbursement Requests** should be deposited into the confidential Administration lock box, or submitted directly to the Administrative Supervisor for review and approval.
- ❖ **Expense Reimbursement Requests** have to have all original receipts attached to be considered for reimbursement (as specified above).
- ❖ All **Expense Reimbursement Requests** include the current calculations for transportation allowance according to the collective agreement (.47/km), the eligible contract allocation codes, and the applicable general ledger codes. All applicable fields must be completed to be considered for reimbursement.
- ❖ Allowable Meal allowance amounts are as per article 26.10 of the Collective Agreement
- ❖ Meal time allocations are as follows: (Effective April 1, 2017)
 - **Breakfast** **7:00 am – 11:00 am (\$10.41 limit)**
 - **Lunch** **11:01 am – 5:00 pm (\$12.75 limit)**
 - **Dinner** **5:01 pm onwards (\$22.11 limit)**

Please note that Staff is not to choose a Pub or similar establishment (not suitable for all ages) for meals when working with SACL Persons Supported, Program, or Service. Any meal submission from a Pub is not eligible for reimbursement if the Staff Member is scheduled as working within a SACL Program or Service or directly with Persons Supported.

Please see Business Practices Policy – **Illegal, Illicit or Inappropriate Behaviour**.

Note: *Tips may be included as a reimbursement request as long as the total amount is under the allowable meal allowance, and is a reasonable amount (suggested 10%).*

Expense Sheets are reviewed by the Administrative Supervisor. **Any Expense Reimbursement Requests submitted by staff that are not completed in compliance with this policy, will be returned to the staff member for appropriate corrections before being eligible to be submitted for reimbursement.**

Note: All changes to **Expense Reimbursement Requests** must be made on the Excel document or the Master Expense Legend. Hand written expense sheets or changes to expense sheets will not be accepted due to the fact that hand written entries do not calculate automatically.

SACL Master Expense Legend

- ❖ The SACL **Master Expense Legend** (Excel) is located on the Cloud – *EmployeeServices/EmployeeInformation/SACLMasterExpenseLegend*
- ❖ Staff will confirm that **all their destinations** claimed on their expense sheet are listed in this legend prior to submission.
- ❖ Administrative Supervisor will use the **SACL Master Expense Legend** to confirm addresses to calculate mileage destination and amounts.



- ❖ Any destination that is not currently present on this legend, must have the specific name, address, and acronym (if applicable) sent to the designate responsible for updating the document, prior to the submission deadline for expenses.
- ❖ **All expense submissions must match the corresponding Expense Legend entry (acronym or destination name).**
- ❖ Any '**Destinations**' submitted on Expense Sheets that are not on the '**Mileage Legend**' will be returned for correction.



Preamble:

The Shuswap Association for Community Living endeavours to appropriately recognise staff commitments to service through the guidelines outlined in the agency Staff Recognition Policy (HR-- Staff Recognition). As a non-profit organization with a service centred budget, this is the direction the agency has determined is the most fair and appropriate practice.

Policy:

Shuswap Association cannot contribute agency funds to individual personal events for staff members or Persons Supported. This would include, but is not limited to, the following occasions;

- ❖ Birthdays (Administration will recognize staff Birthdays with an e-card)
- ❖ Anniversaries
- ❖ Arrival of a new baby
- ❖ Weddings
- ❖ Funerals

Voluntary contributions from staff members as individuals for special personal events for fellow staff members or Persons Supported is permitted, as long as the contribution remains voluntary, and there is no undue pressure put on any individual to contribute.



Policy:

- ❖ All employees must be in good health as determined by the requirements of their job description.
- ❖ Pre-employment medical assessments will be required as a condition of employment. The employee will be responsible for any related costs to the initial medical assessment.
- ❖ **An attending physician's certificate, indicating the staff member is fit to return to full-duties will be required when an employee returns from an injury or lengthy illness.**

Procedure:

- ❖ A pre-employment health examination to determine physical fitness for employment is required. The cost of the initial physical examination will be borne by the new employee.
- ❖ **Employees will be required to obtain an attending physician's certificate, indicating the staff member is fit to return to full-duties prior to returning to work from and injury or lengthy illness.**
- ❖ Employees who are regularly involved in the preparation and/or handling of food are to report all incidents of illness or infection to the Services Manager(s).
- ❖ Any incidence of communicable disease is to be reported to the Services Manager(s).
- ❖ Employees with rashes, lesions, suture lines, burns, or other skin conditions may require medical approval prior to work. All such conditions are to be reported to the Services Manager(s).
- ❖ All employees must observe general rules of hygiene, Universal Precautions and maintain a high level of personal cleanliness.
- ❖ Employees providing personal care must wash their hands before and after providing such care.
- ❖ Employees are required to follow safe working procedures (including Universal Precautions), and to reduce the risk of exposure to blood/body fluids by wearing adequate Personal Protective Equipment when required.
- ❖ **Any employee who refuses to provide required health/medical confirmation will be subject to disciplinary action, up to and including dismissal**



Policy:

All positions will be documented through a job description which accurately and clearly describes the essential functions and job-related qualifications, and mental and physical demands of the job.

Information from job descriptions will be utilized in job classification, recruitment and selection, wage and salary administration, training and development, and performance planning and feedback.

Procedure:

Job descriptions will be reviewed on an annual basis.



Intent

The Shuswap Association for Community Living (SACL) understands that from time to time employees will be required to take a leave of absence from work for a variety of different reasons. Upon approval, SACL will provide leaves to accommodate employees in the event that a period of time off from work is required. The Leave Request Policy of SACL will set forth the requirements in the event that an employee wishes to take a leave of absence from work.

Guidelines

The following are examples of leaves of absence SACL will provide to employees based on approval:

- ❖ Medical
- ❖ Planned Surgical
- ❖ Educational
- ❖ Other leave requests approved by the Executive Director or applicable Services Manager

In the event that an employee of SACL wishes to take a leave of absence from work, the following pre-approval steps are to be taken:

- ❖ The employee must complete and submit to their Services Manager the a request for time off in PayWorks, indicating that it is an extended Leave of Absence Request (more than 3 days) at least **four (4)** weeks prior to the requested leave commencement date. The request must include an explanation of the reason for the requested leave and expected return to work date.
- ❖ The Services Manager and management team will review the leave of absence request and a decision will be made.
- ❖ The employee will be notified of the decision made by management by approving or declining the request for time off in Payworks.

SACL understands that in some cases, employees may not be able to follow the leave of absence approval process as set forth above (for example: the employee cannot provide SACL with four weeks of notice prior to the leave). In these circumstances, employees must collaboratively work with their Services Manager and management to ensure that the proper documentation is filled out and the leave of absence meets SACL requirements for approval.

Any employee approved for a leave of absence that is scheduled for **three (3) weeks** or longer is required to meet security protocols, and hand in any assigned keys for all SACL locations and equipment (assigned first aid kits etc.) prior to commencing their leave of absence. The staff member on leave (longer than 3 weeks) will also be restricted from using SACL email or agency technology while absent.

Any employee on leave is reminded that all SACL policies and procedures still apply as long as the staff member is an employee of SACL.



Preliminary:

On March 31, 2014 the early intervention program for illness or injury became mandatory.

Paragraph 27.8 of the 2014-2019 Collective Agreement states:

- ❖ The Employer will provide a Long-Term Disability plan. (Memorandum of Agreement #5)

Paragraph 5 of Memorandum #5 States:

- ❖ The plan will include an 'early intervention' program. Enrollment in the early intervention program will be mandatory.

Acclaim Ability Management Inc. is our 'Early Intervention' service provider.

Acclaim Ability Management Inc. offers a wide range of programs and services designed to reduce the impact of injuries and illness to both the individuals involved and the employer.

Policy:

Any regular full-time staff, part-time staff, or employees filling temporary vacancies who is absent from work for more than 5 days due to injury or illness will be automatically enrolled in the Early Intervention Program with Acclaim Ability Management Inc. by the Administrative Supervisor.

A representative from Acclaim Ability Management will contact the injured or ill Staff member to help determine the most effective treatments available to reduce the time it takes to recover and return to a healthy, productive life at work and at home. Depending on the circumstances of the injury or sickness, the employee will receive assistance to support their recovery and eventual return to work, or proceed towards applying for long term disability benefits.

Timely communication and compliance with the Acclaim Ability Management Representative is mandatory, including the provision of requested medical information from your doctor. Medical details provided to Acclaim Ability Management is not shared with SACL, but is used to help determine the best return to work action plan for both employee and employer. Once a staff member has been enrolled with Acclaim, all correspondence regarding their absence is to be between the staff member and Acclaim. Acclaim, in turn will update SACL as appropriate.

Non-compliance with the mandatory plan can lead to disciplinary action, up to and including suspension of ill time disbursement, and dismissal.

Note: If you have questions or concerns regarding the provision of information to Acclaim Ability Management, please contact your Union Representative for clarification.



Preliminary:

SACL schedules internal training and policy reviews on a monthly basis. Mandatory renewables (car insurance, first aid etc.) are due at various times of the year in accordance with expiry dates of the individual item.

‘Mandatory’ indicates that the assigned internal training, policy review, or mandatory renewable is a requirement of either federal or provincial law, by CARF requirements, by WSBC, by our funder, or by your condition of employment with SACL. All staff are required to complete the training/policy reviews or submission of the mandatory renewable item by the date assigned and without delay.

Internal Training & Policy Reviews

Internal training (web based competency training) and policy reviews are assigned on a monthly basis. Training and policy reviews are assigned at the beginning of each month, and are required to be completed and submitted by the date assigned and without delay.

Mandatory Renewables

Mandatory Renewables are assigned to each individual staff member in accordance with the expiry date of each renewable item. Renewables are proof of required current certification, training, and employment requirements. Anyone scheduled for training to fulfill a mandatory renewable must make themselves available for required training and will be compensated at the applicable rate determined by the collective agreement.

Mandatory renewables include, but are not limited to;

- ❖ Prevention of Violence in the Workplace training
- ❖ First Aid (with CPR) Training
- ❖ Proof of Insurance (with min. 2 million 3rd party liability & business insurance if specified)
- ❖ Current valid BC Driver’s License
- ❖ Current Driver’s Abstract
- ❖ Current Criminal Record Check Approval
- ❖ Current Vehicle Safety Waiver
- ❖ Current TD1 & TD1BC
- ❖ Current SMART Training
- ❖ Current Medication Training
- ❖ Video Surveillance Release Form
- ❖ Personal Cell Phone Approval Letter (where applicable)



Staff Training & Policy List

The Staff Training & Policy List contains all current and overdue mandatory training, policy reviews, new policies, and renewables that require completion. All items have the link to the training (where applicable), the due date, and the names of the staff members that need to complete/submit. The date the list was last updated is present in the lower right hand corner for reference.

The Administrative Supervisor maintains the list on a regular basis (at least monthly).

Staff are to check this list on a regular basis to ensure they are not delinquent in submitting required items, which may lead to disciplinary action, up to and including dismissal.

The list is updated (at least) in the first week of the month with the new requirements for the current month, and to notify anyone who has overdue items.

The Staff Training & Policy List is located on the Cloud:

<http://67.231.18.12/owncloud2/index.php/apps/files/?dir=%2FEmployee%20Services%2FEmployee%20Information>

Or: Employee Services/Employee Information/StaffTrainingAndPoliciesList

Policy:

All staff are required to submit fully completed internal training, policy reviews and mandatory renewables on or before the completion date assigned. Any staff member who does not submit required items by the assigned deadline may be subject to disciplinary action up to and including dismissal.

Office time will be scheduled for anyone who requests it to have appropriate time to complete the training and policy reviews by the assigned deadline. It is the responsibility of each staff member to request office time of their Services Manager to complete assigned training prior to the assigned deadline. Office time will only be assigned for the amount of time it will take to reasonably complete the assignment. It is the responsibility of the Services Manager(s) to make sure each staff is assigned appropriate time to complete all required submissions.

Note: *Extensions may be granted at the discretion of your Services Manager, but will only be granted in extenuating circumstances (medical absence, extended leave of absence etc.). A written request for an extension will be required to be considered.*

All assignments must be reviewed, fully completed, and signed before submission.

.



Please Note: When reviewing new policies, staff may add notes and suggestions to their submission, however signing the policy and agreeing to adhere to each policy assigned without conditions is mandatory and a condition of employment with SACL. Anyone who alters the compliance statement or refuses to sign a policy implemented by SACL will be subject to disciplinary action, up to and including dismissal.

If you have any questions, concerns or suggestions about policies, mandatory renewables, or internal training, please contact the Administrative Supervisor.



Policy:

Employees are eligible for unpaid leave of absence from employment for maternity and parental leave. At least four (4) weeks' notice in writing to the employer is required for the leave requested as per **Article 21 of the Collective Agreement**.

Maternity Leave

A pregnant staff member's position is protected for the time she is on authorized maternity leave.

A request for maternity leave must be in writing stating the length of leave intended to be taken, supported by a doctor's certificate stating the employee is pregnant and estimating the probable date of birth.

Any time on maternity leave is considered continuous employment for calculating entitlement to annual vacation; however the amount of vacation pay for that vacation year would be reduced by the earnings lost as a result of the unpaid absence.

A pregnant employee is entitled to up to fifteen (15) consecutive weeks of unpaid maternity leave.

Time of Commencement

Maternity leave may commence not earlier than 11 weeks immediately before the estimated date of birth or at a later time the employee requests.

Time of Ending

Maternity leave may not end before the expiration of 6 weeks following the actual date of birth of the child unless the employee requests a shorter period. The request to shorten the 6 week period must be in writing to the employer at least one week before the date the employee wants to return. The employee must give the employer a doctor's certificate stating she is able to return to full duties.

Employer Requiring Leave

An employer may require an employee to begin a maternity leave when the duties of the employee cannot reasonably be performed because of the pregnancy and to continue the leave until she provides a doctor's certificate stating that she is able to perform her full duties.

Continuation of Benefits

The employer shall continue to make payments for premiums for extended health, dental, B.C.M.S.P., long term disability, and life insurance while the employee is on maternity or parental leave, for those employees currently covered by the plans, and for whom the agency is now paying the premiums.



Parental Leave

A birth mother who has taken maternity leave is entitled to 35 consecutive weeks of unpaid parental leave. A birth mother must begin her parental leave immediately after her maternity leave ends.

A birth father or an adopting parent is entitled to up to 37 consecutive weeks of unpaid parental leave. Leave must commence within the fifty two (52) weeks following the birth of the child.

In the case of an adopting parent, leave must commence within the fifty two (52) week period following the date the adopted child comes into the actual care and custody of the parent.

The employee shall have to furnish a medical certificate or other evidence stating the date of birth of the child, or where applicable, proof of adoption.

Where both parents are employees of the employer, the employees shall determine the apportionment of the parental leave between them.

Combined Maternity and Parental Leave

The aggregate amount of leave of absence from employment that may be taken by an employee in respect of the birth or adoption of any one child shall not exceed fifty two weeks.



Policy:

All newly hired employees may receive an employee evaluation within the first three to six months. All new employees will receive an evaluation annually thereafter.

Procedure:

- ❖ Within the first three months where the employee's performance is found to be unsatisfactory, the employee may be terminated with cause and without notice.
- ❖ Upon completion of the probationary period, employment shall be deemed to have started on the initial date of employment.



Policy:

New hires, volunteers and existing employees who have either been appointed to a new position, or have been on a leave of absence for more than 6 months are required to submit copies of the New Hire requirements & mandatory renewables within one month of employment.

New hires, staff returning from a leave of absence of more than 6 months, and volunteers will be given a comprehensive orientation to the organization and the Persons Supported they are assigned to work with. All staff will review the training with the Administrative Supervisor and the applicable Services Manager, before completing/understanding/signing/agreeing to adhere to the Orientation Checklist(s).

Existing employees posting to a new position will be given a detailed orientation to the area and individuals they are assigned to work with. The employee is required to sign and submit to the Services Manager(s) the Orientation Package acknowledging completion and understanding.

Procedure:

The New Hire package will consist of items found in the applicable hiring package located in Administrative section of the Cloud, and will be administered by the Administrative Supervisor and applicable Services Manager.

The employee will provide the originals of following for photocopying:

- ❖ Valid first aid certificate
- ❖ Valid Class 5 BC Driver's License
- ❖ Valid Driver's abstract
- ❖ Valid business car insurance with minimum of 2 million liability coverage, and business insurance where specified.
- ❖ Vehicle Safety Waiver
- ❖ Video Surveillance Agreement
- ❖ Original Certificates or Diplomas (or a letter of intent for any missing items - valid for 60 days only)

After the initial agency orientation with the Administrative Supervisor, the employee will be referred to the appropriate Services Manager for a thorough site specific orientation of each program site. The new employee will also complete three successful medication orientations on site prior to administering medications without supervision.

Further orientation will consist of, but shall not be limited to: job performance expectations, persons served and their goals, services of the organization, policies and procedures, emergency procedures, agency quality assurance and administrative expectations.



All new staff members, in accordance with **Article 6** of the Collective Agreement, will be introduced to the shop steward by the Administrative Supervisor for up to 30 minutes of union orientation.

Upon completion, the employee, Administrative Supervisor and where applicable, the Services Manager, will review the orientation with the new employee, the employee will confirm understanding and sign the orientation(s). A record of the completed orientations will be placed in the employee file.

The Administrative Supervisor is responsible for:

- ❖ Preparing a Personnel File (physical & electronic)
- ❖ Preparing and completing the Admin. portion of the Hiring Package
- ❖ Preparing, assigning, and reviewing the completed Competency Training & Policy review section of the hire package with the new hire or staff member returning to work after more than 6 months absence.
- ❖ Ensuring all compulsory employment requirements are completed and copies are scanned & filed for the appropriate sections above.

The Services Manager(s) is responsible for:

- ❖ Preparing, assigning, and reviewing the completed Orientation & Training section of the hire package with the new hire or staff member returning to work after more than 6 months of absence.
- ❖ Ensuring all compulsory employment requirements are completed and submitted as a complete package to the Administrative Supervisor for scanning and filing.
- ❖ Ensuring each new/returning staff member has specific training for the Persons Supported they will be working with.
- ❖ Ensuring all new hires have a criminal record check approval, valid first aid, violence prevention training, and completed medication training prior to working alone with any SAFL Person Supported
- ❖ Ensuring the probationary trial period reports and a full evaluation are completed as per the Performance Appraisal policy.

Existing Employee Appointed to a New Position

1. Upon commencing a new position the Services Manager or designate will provide the employee with a thorough orientation to the new service area and the individuals they are assigned to work with.
2. The Services Manager will review the orientation requirements specified on the orientation form(s).
3. Upon completion, the employee and Services Manager will review the orientation with the new employee, the employee will confirm understanding and sign the orientation(s). A record of the completed orientations will be placed in the employee file.
4. The Services Manager will provide an updated schedule to the employee. The employee will review and sign/date the schedule. A copy of the signed schedule will be kept on file.



5. The Services Manager(s) is responsible for:

- ❖ Preparing, assigning, and reviewing the completed Orientation & Training section of the hire package with the new hire or staff member returning to work after more than 6 months of absence.
- ❖ Ensuring all compulsory employment requirements are completed and submitted as a complete package to the Administrative Supervisor for scanning and filing.
- ❖ Ensuring each new/returning staff member has specific training for the Persons Supported they will be working with.
- ❖ Ensuring all new hires have a criminal record check approval, valid first aid, violence prevention training, and completed medication training prior to working alone with any SA/CL Person Supported
- ❖ Ensuring the probationary trial period reports and a full evaluation are completed as per the Performance Appraisal policy.

Volunteers

The volunteer will provide the originals of following for photocopying:

- ❖ Complete Consent for Criminal Record Check Form
- ❖ Valid Class 5 BC Driver's License
- ❖ Driver's abstract (if required)
- ❖ Valid car insurance with 3 million liability and business insurance (if required)
- ❖ Vehicle waiver (if required)

Upon commencing a volunteer position, the volunteer will receive an agency orientation from the Services Manager(s) or designate.

The Volunteer hire package will consist of items found in applicable hire package located in the Administrative section of the Cloud, and will be administered by the applicable Services Manager.

- ❖ Upon completion, the volunteer and Services Manager will sign the orientation(s) and submit. A record of the orientation will be placed in the volunteer's file.

Note: Any Staff Member who has been on a leave of absence for more than 6 months will be required to complete the orientation package as if a new hire.



Policy:

The employee will immediately inform their Services Manager should he/she note that their scheduled hours exceed 80 hours in a 2 week pay period or in any other circumstance where overtime pay may be a factor.

An employee shall not be permitted or required to work in excess of 80 hours in a 2 week pay period unless authorized in writing by the appropriate Services Manager(s) and at the consent of the employee prior to the overtime hours being worked.

Procedure:

Extended workdays and/or extended workweeks are shifts in excess of the regular hours of work as outlined in **Article 16 of the Collective Agreement**.



Policy:

1. Personnel files (physical & electronic) on each employee shall be maintained and will contain **Pre-Employment Requirements** and information as indicated in the applicable hiring package checklist.
2. Personnel files will be updated on an annual basis (at the time of annual performance evaluations), and as necessary.
3. Personnel files will be kept in a secure area and shall not be accessed by anyone other than management staff.
4. An employee shall be permitted to review his/her personnel file within five (5) working days after giving the employer written notice. The file may be reviewed in the office in which it is normally kept.



Policy:

Prior to beginning employment with the Shuswap Association for Community Living applicants are required to have or complete pre-employment requirements as indicated in the applicable hiring package.

Procedure:

Applicants must provide to the administration office the following, BEFORE commencing employment with Persons Supported:

- ❖ Application for employment & 2 employment references
- ❖ MUST present a valid class 5 BC driver's licence.
- ❖ a driver's abstract indicating a safe driving record (subject to review and approval)
- ❖ Current certificates in First Aid and C.P.R.
- ❖ A doctor's certificate of good health (form provided by SACL)
- ❖ Proof of valid insurance (Vehicle), with 2 million dollars liability coverage, and business insurance when specified.
- ❖ Approved criminal record check.
- ❖ A signed copy of SACL Policy Manual & required safety & consent forms
- ❖ Completed Violence Prevention in the Workplace training
- ❖ Completed Medication Training
- ❖ Completed SMART Training
- ❖ Original proof of education and other certifications



Intent

Shuswap Association for Community Living (SACL) has adopted a policy of Progressive Discipline to ensure that employees have the opportunity to correct any performance or behavioral problems that may arise. SACL has established a set of reasonable rules and guidelines for employees to follow. These have not been put in place to restrict the freedoms of our employees, but rather they are in consideration of their safety, and the overall protection of SACL's employees, property, and our business practices.

Guidelines

Progressive Discipline Process

In the event that an employee of SACL violates company policy, the collective agreement, or exhibits problematic behavior, a system of progressive discipline shall be utilized.

Progressive Discipline can be issued on either: attendance, conduct, health & safety, performance concerns, or violation of agency policy.

Generally, employees will be given four opportunities to correct the unwanted behavior, unless the behaviour or concern is one of a severe nature, in which case, progressive discipline can be accelerated to match the violation. Typically, progressive discipline will progress through the following steps:

1. Coaching - informal
2. Verbal Warning - formal
3. Written Warning - formal
4. Final Written Warning with Possible Suspension - formal
5. Termination

With each violation or apparent problem, the employee will be: (1) alerted to the problem, provided a reiteration of the correct company policy or article of the collective agreement regarding the violation, (2) advised of the consequences associated with further infractions, and (3) provided a suggestion towards a method of improvement.

In accordance with article 11(a) of the collective agreement:

The Employer may dismiss or suspend for just cause any employee who has completed her probationary period. Notice of dismissal or suspension will be in writing and will set forth the reason for dismissal or suspension and an employee will have the right to have a steward present, providing that this does not result in an undue delay of the appropriate action being taken. A copy of the written notice of suspension or dismissal will be forwarded to the President of the Union or the designated staff representative within five (5) working days.



All formal warnings will be kept on file for a period of eighteen (18) months. If no further discipline happens within the time period, the warning will become inactive and be removed from the file. If further offences have taken place, the warning will be attached to the next set of progressive disciplinary actions.

Degrees of discipline shall be used in relation to the problem at hand. As the situation dictates, based on the past performances of the employee, and the seriousness of the violation, Shuswap Association for Community Living reserves the right to skip the three step disciplinary process and move straight to termination where necessary.

Progressive Discipline Levels

This policy contains attached Progressive Discipline Levels. The table outlines the general progressive discipline steps for common workplace issues. The chart provides clear examples of unacceptable offences and the resulting violation in general terms. The chart does not contain all offences and depending on the nature and severity of the offense Shuswap Association for Community Living reserves the right to advance discipline to a higher level.

Investigation and Documentation

All violations or alleged violations will be properly investigated and documented by the Executive Director, Services Manager, and/or Administrative Supervisor. All formal measures that have been taken within the progressive discipline process will be documented.

In accordance with article 11.9:

- a) An employee may (wherein the best interests of both Persons Supported and employees) be removed or reassigned during an investigation. Where reassignment is not possible, the employee will be placed on leave without loss of pay until the Employer has determined there is appropriate cause for moving forward with disciplinary action.
- b) The Employer will make every effort to complete investigations within 14 days. The Employer will provide the Union with a summary of any formal investigation report. This summary sheet is on a 'without prejudice' basis and will not be referred to by either party in any third party proceedings.
- c) The Employer will notify the union designate when and investigation of conduct has been initiated. Any employee who is interviewed in the course of an investigation will have the right to union representation at such an interview.



Suspension and Probationary Period

During the final written warning, an employee may be suspended and/or put on probation.

- ❖ **Suspension:** Employees put on suspension will be excluded without pay from the workplace for a period of one to three (1-3) days depending on the violation. Typically suspension will be for three (3) days unless the employee is required at work to complete projects or perform required duties.
- ❖ **Probationary Period (Article 11.8):** Employees may be put on a probationary period following the final written warning or upon completion of an investigation.

The Employer may reject a probationary employee for just cause. The employer will provide the reasons for the rejection in writing.

The probationary period for supervisory employees will last three (3) months worked or the equivalent number of hours worked as based on the normal hours of work of a full-time employee, whichever occurs last. The probationary period will not exceed nine (9) calendar months.

The probationary period for all other employees will last three (3) months worked or the equivalent number of hours worked as based on the normal hours of work of a full-time employee, whichever occurs last. The probationary period will not exceed six (6) calendar months.

Where an employee feels she has been aggrieved by the decision of the Employer to reject the employee during the probationary period, she may grieve the decision pursuant to the grievance process.

Termination of Employment

The final stage of progressive discipline is termination of employment. Termination of employment with Shuswap Association for Community Living may occur following an employee committing multiple violations of company policy, after the logical steps for progressive disciplinary action have been taken, or immediately following a severe violation.

A copy of the dismissal will be forwarded to the President of the Union or designated staff representative within five working days.

Appeals

In the event that an employee feels that they have been wrongfully accused, or disciplined, they may file a written appeal or follow the grievance process. Written appeals must contain:



- ❖ Details of the discipline;
- ❖ Events surrounding the discipline;
- ❖ Why the employee feels the discipline is not warranted or appropriate.

Management shall review and respond to all written appeals within ten (10) business days.

Suspension with Pay – Pending Investigation

In the event that a Shuswap Association for Community Living employee is placed on suspension pending the results of an investigation, the employee will be notified of the decision, a stated timeline for the investigation and the actions that predicated the decision.

This form of suspension is not disciplinary but is intended to allow Shuswap Association for Community Living to examine the issues thoroughly and to determine appropriate action. Should the investigation not be completed during the stated timeline, Shuswap Association for Community Living will reserve the right to extend the suspension, as necessary.

During the course of the investigation, the suspended employee will be provided with the details of the allegations and given an opportunity to respond to them. The suspended employee must ensure that he/she is available for interviews during this period. If the suspended employee fails to make him/ herself available, Shuswap Association for Community Living will proceed with the investigation and make a determination based on the information available.

The suspended employee will have the right to legal representation, union representation, or a Shuswap Association for Community Living representative present at any such interview, and will be given 24 hours notice prior to any interviews taking place.

As the suspended employee will be suspended with full pay, he/she will be required to be available for interviews during this period. Should the suspended employee need to leave town or be otherwise unavailable for interviews, he/she must submit a request and be granted approved leave.

Any Shuswap Association for Community Living employee who is placed on suspension with pay will be required to temporarily turn over his/her office keys, access passes and Shuswap Association for Community Living identification and credit cards. Any and all Shuswap Association for Community Living property, business information, and confidential information are to remain at the worksite. In the event that any Shuswap Association for Community Living employee placed on suspension with pay maintains any files or equipment at his/her residence which are the property of Shuswap Association for Community Living, he/she will be required to turn these items over to a Shuswap Association for Community Living representative, until such time as the investigation is completed.

Shuswap Association for Community Living employees placed on suspension with pay should not have contact with anyone from the office other than their designated point of contact or union representative.



Administration

If you have any questions or concerns about this policy or its related procedures please contact the Executive Director or designate

Progressive Discipline Levels

SACL is committed to maintaining a safe and productive workplace. Behaviour that is incompatible with that goal will be dealt with in a firm, fair and effective manner. Documentation of improper behavior as the resulting consequences is required in all instances.

Work Violation and Suggested Responses

The following table outlines required progressive discipline for common workplace issues.

Key: Formal Disciplinary Actions

- C: Coaching
- V: Verbal warning;
- W: Written warning;
- S: Final written warning and suspension;
- T: Termination of employment;

Consideration will be given to the nature of incidents, factual details, the frequency of offences and the employee's overall work record prior to issuing any progressive discipline.

Summary

This chart is meant to provide you with an example of unacceptable offences and the resulting violation. Depending on the severity of your action, management reserves the right to advance the progressive discipline to a higher level that fits the violation.

A Progressive Discipline warning will remain on file for 18 months. If no further violations happen during that period, the discipline will become inactive.



Currently Under Review – To be updated by December 31, 2017

Policy:

It is the intention of this policy to:

- ❖ Comply with external requirements concerning records and records management
- ❖ Capture records in all formats, including electronic.
- ❖ Support ongoing Association activities and Person Supported services in regards to record keeping

Procedure:

All staff has a responsibility to create records to document:

- ❖ Decisions
- ❖ Oral decisions and commitments, including telephone discussions
- ❖ Meetings
- ❖ Critical and unusual incidents
- ❖ Other events

This means that staff need to:

- ❖ Capture electronic documents they create (outgoing correspondence, presentations, file notes, reports, etc.) and placing them in the appropriate file or communication book.
- ❖ Capture email messages by printing them and placing them into the appropriate file or communication book.
- ❖ Capture paper based records, such as incoming correspondence or meeting minutes, into the appropriate file or communication book.

Managing electronic messages as records

One of the most important roles of records management is to manage records of business conducted using electronic messaging. Electronic mail has become the primary means by which we communicate for business both internally and with the outside world.

Titling your Email

The title of the email will become the primary means by which you will search for it at a later date. Therefore the title should be accurate and comprehensive in referring to the content of the message.

Managing Email

Electronic messages should be captured when they:



- ❖ Approve or authorize actions
- ❖ Constitute formal communications between staff e.g. memo's relating to official SACL business.
- ❖ Relate to significant projects or activities being carried out
- ❖ Contain advice or provide guidance
- ❖ Constitute formal communications between staff and outside recipients about official business, or
- ❖ Facilitate an ongoing project or activity being carried out by you, the program or the Association.

When you send a message:

- ❖ It is the responsibility of the initiator of a message sent either internally or externally to keep a record of that message, if it is appropriate
- ❖ Outgoing messages should only be captured once they have been sent. If a message is received from outside the Association, the recipient must keep a record if appropriate.
- ❖ It is the responsibility of the author of the message to identify themselves at the bottom of the message.

When you receive a message:

If you receive a message it is your responsibility to capture the message as a record for yourself and/or the program

Often messages become part of a series of replies. In these cases, it makes sense to capture the last message in the series, which will include all previous exchanges, rather than separately capturing all messages.

Managing Electronic Documents other than email

There are a range of electronic documents other than electronic messages which may require capture as records. These non-message based documents include documents created in Word, such as file notes, planning documents, case files, forms, reports, letters, faxes and HTML documents.

In deciding whether to keep a record of business conducted the same rules apply as for email. As a staff member of SACL you are obliged to keep full and accurate records of the business you transact.

General rules to follow:

An electronic document should be captured on a file when it is required as, or a part of, a record of transaction.



A draft must be captured as part of the record when it is submitted for approval, circulated for comment, revised as a result of comments, and when it is finalized.

Disposal and Destruction of Records

Staff who wish to initiate the disposal of records should seek advice from the Administrative Supervisor in relation to general records and the Executive Director in relation to Person Supported records.

Approval must be obtained from the Services Manager before records are destroyed.



Policy

Shuswap Association for Community Living will ensure objective and consistent hiring practices are applied.

Procedure

When a vacancy occurs, the Executive Director will determine whether or not there is a need to fill the position.

Candidate selection is based upon seniority as outlined in the collective agreement (where applicable), the assessment of education, training, experience, required certifications, personal suitability, eligibility to work in Canada, absence of a job related criminal record, positive reference checks, and other factors considered relevant by the Shuswap Association for Community Living.

At no time will the Shuswap Association for Community Living discriminate against any applicant on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, gender, sexual orientation, age, or conviction unrelated to employment, except where such discrimination constitutes a bona fide occupational requirement.

Prior to making a final selection, the Association will conduct a minimum of three (3) employment reference checks and submit a criminal record check.

The Shuswap Association for Community Living shall give the selected applicant a written letter of offer, outlining the requirements of the position, starting date, salary, benefits, and other conditions of employment.



Intent

This document has been created to advise employees of the proper conduct to adhere to when working in Shuswap Association for Community Living's shared, open area workspaces.

Guidelines

Shuswap Association for Community Living is committed to providing efficient and effective workspaces for all staff members. As such, shared workspaces have been created to allow for and facilitate employee collaboration. Due to the structure and arrangement of the shared workspace, certain etiquette and conduct must be adhered to while working in the shared environment.

The following guidelines have been developed in an effort to provide guidance to employees and to aid in maintaining the effectiveness of the shared workspace.

Noise

Employees are requested to keep noise levels to a minimum so as to not interfere with the productivity of co-workers. Keeping noise to a minimum requires that employees:

- ❖ Refrain from listening to music on the radio or on their computer. (Employees will be permitted to utilize ear-buds if they wish to listen to music while working.)
- ❖ Keep social conversations with co-workers to a minimum. Chatting across the shared workspace to a fellow co-worker is very disruptive and disrespectful to others also sharing the space.
- ❖ Talk softly when having a conversation as louder talking disrupts or interrupts fellow co-workers from performing their jobs.

Ergonomics

As well as having a variety of shared work spaces, we also have a variety of Staff Member body types, and proper ergonomic stature is important, please respect and assist others in their need to meet their ergonomic responsibilities by:

- ❖ Following and implementing ergonomic training that has been provided by SACL (Workplace Ergonomics).
Should you require a refresher of this training at any time, please contact the Administrative Supervisor to have the training re-assigned.
- ❖ Following and implementing the WSBC Ergonomic Guide to helping your WorkStation fit your ergonomic needs.
(Located on the Cloud – OH&S/Ergonomics/WSBC.HowToMakeYourWorkstationFit.2016)
- ❖ Using the ergonomic tools provided by SACL (Adjustable chairs, materials for foot rests & monitor height adjustments, gel wrist wrists etc.)
- ❖ Please be considerate of fellow staff members, and allow access to shared workstations that provide optimal ergonomic posture and comfort.

Fragrances and Scents

In order to remain respectful of individuals who may have sensitivity to certain scents or smells all employees are required to keep the shared workspace a scent free zone. Ensuring the environment remains scent free requires that employees:



- ❖ Refrain from wearing any perfumes, aftershaves, or lotions that have strong scents. Please utilize lotions and other grooming products that are unscented.
- ❖ Please ensure any food consumed in the shared work area does not give off strong odors or smells.
- ❖ Staff members who smoke, must ensure they wash their hands with soap to remove excess odor before returning to work after a smoking a cigarette.

Phone Etiquette

Calls of a personal nature are not permitted during business hours. Shuswap Association for Community Living recognizes that making and receiving business phone calls is part of many staff members' day to day activities. Employees working in a shared area are required to:

- ❖ Refrain from utilizing the speaker phone option on the telephone. Alternatively, employees are requested to make use of hands free headsets if they wish to be hands-free from the phone while on a conference call or taking notes.
- ❖ Always switch your phone's answering machine on before leaving the work area for any amount of time.
- ❖ If a co-worker is on the phone do not interrupt them, nor distract them with hand signals in an attempt to gain their attention. Wait until that individual has ended their phone conversation to speak to them.

Privacy/Confidentiality

Employee and Person's Supported right to privacy and confidentiality should constantly be upheld. In upholding an individual's right to confidentiality and privacy employees should remember:

- ❖ Private conversations or the discussion of confidential information is not permitted in the shared work environment.
- ❖ Keep all documents containing confidential and/or private information filed away when not in use or when not at your shared workspace.
- ❖ Should you happen to overhear a private or confidential conversation keep any information or details overheard in confidence. Do not repeat any information overheard unless you have been given explicit permission to do so. Repeating confidential information is a breach of confidence and SACL policy and the employee may be disciplined in accordance with the progressive discipline policy.

Housekeeping

Employees utilizing the shared workspace are required to keep the area neat and tidy at all times as cleanliness shows respect for yourself and also the individuals you work with. Employees are required to:

- Keep clutter to a minimum, this means ensuring all papers, documents and other files are not left lying around in stacks either on the floor or on the shared workspace area.
- Ensure garbage is not left lying on the desk or in the shared workspace area. Utilize the appropriate garbage and recycling receptacles for any refuse.

Administration

This document was created on April 16, 2016 and is to be used as the Shared Workspace Policy for Shuswap Association for Community Living, its employees and management team.



Intent

The intent of this policy is to create guidelines for employees who would like a short-term personal leave without pay. Short-term leaves consist of 1 to 3 consecutive days. This policy is not inclusive of legislatively required leaves, or leaves as outlined in Article 20 and 21 of the Collective Agreement, which are treated as a separate matter (Please refer to the **HR-Leave Request Policy**).

Guidelines

- ❖ Shuswap Association for Community Living provides vacation hours to eligible full and part-time staff in accordance with article 18.1 of the Collective Agreement. Once these days have been exhausted employees may wish to take additional time off without pay.
- ❖ Shuswap Association for Community Living may grant up to (5) additional unpaid days a year, if the loss of the employee for this time does not negatively affect the company due to reasons such as an excess amount of work, or lack of qualified employees.
- ❖ Employees requesting an unpaid leave must provide a written request at least 3 working days (excluding weekend days) in advance by completing a **Request for Time Off** in Pay Works, specifying the start and end date of the leave.
- ❖ Each leave will be evaluated on a case by case basis and Shuswap Association for Community Living reserves the right to refuse unpaid leaves which are not required by the Collective Agreement or legislatively.
- ❖ If you are unsure if the reason for your leave is protected by the collective agreement or legislation, please contact your Shop Steward for assistance.

NOTE: No more than 3 Staff Members will be approved to attend any union event scheduled to take place during SACL operational hours at one given time due to the need for SACL to fulfill our operational requirements.

It is suggested that the Union staff vote amongst themselves to determine which 3 Staff Members will request time off to attend a scheduled Union event that takes place during SACL operational hours. If more than 3 requests for time off are received to attend the same Union event, SACL will determine the attendees in accordance with Article 3.10 of the Collective Agreement and the SACL **HR-Short Term Leave** policy.



Intent

The Shuswap Association for Community Living (SACL) understands the importance of accruing sick time to compensate for days an employee may not attend scheduled shifts due to personal illness or injury. As such, the purpose of this policy is to explain the collective agreement requirements, agency standards, guidelines, and procedures for the use of sick time for all eligible staff members.

Policy

The following policy is in adherence with **Article 19 – Sick Leave** of the Collective Agreement.

Sick Leave Credits

Regular Full-Time and Part-Time employees who have completed their probationary period will accrue sick leave credits at the rate of one day per month to a maximum of 156 days. The accumulation of these sick leave credits are noted on each pay statement issued from PayWorks under the Benefits & Accruals tab.

- ❖ Each sick leave day will be compensated at 80% of the employee's regular rate of pay.
- ❖ All sick leave credits are cancelled when an employee is terminated
- ❖ Sick leave credits are ***only to be used for Staff personal illness or injury.***
- ❖ Any employee who abuses or misuses sick leave credits as determined by the collective agreement or this policy, will be responsible to repay the accumulated sick time to their sick bank, and may be required to provide proof of illness upon request of the employer.

Employee to Inform SACL

- ❖ The employee will ***phone*** the emergency cell phone as soon as possible (between the hours of 7 am – 7 pm to notify of his/her inability to report to work due to personal illness or injury.
- ❖ The employee will make every reasonable effort to inform SACL of his/her return to duty in advance of that date.
- ❖ For an extended medical leave exceeding 6 weeks , SACL requires 14 days advanced notice to return to work to accommodate the scheduling requirements. Return notice must be accompanied by a physician's note indicating that the worker is cleared to return to regular full duties.



- ❖ SACL may request proof of illness at any time. The Employer's request will not be unreasonable or discriminatory. SACL will not request a diagnosis or the employee's condition.
- ❖ SACL will require proof of illness from a physician for any employee who is sick for three (3) consecutive days or more.

Medical/Dental Appointments

- ❖ Where medical and/or dental appointments cannot be scheduled outside the employee's working hours, sick leave pay will be granted.
- ❖ SACL may require confirmation from the doctor or dentist's office that appointments cannot be scheduled outside the employee's working hours.
- ❖ SACL requires 72 hours' notice for Staff to attend a Dr./Dentist/Specialist appointment unless written permission is obtained from the Services Manager or Executive Director.
- ❖ Where an employee's qualified medical practitioner refers the employee to a Specialist, then any necessary travel time, to a maximum of one working day, for the employee to visit such Specialist, will be granted.

WorkSafe BC Compensation Benefits

- ❖ Employees will receive any wage loss benefits to which they may be entitled directly from WorkSafe BC.
- ❖ While an employee is in receipt of wage loss benefits, paid holidays will not accrue.
- ❖ Initially, while waiting for WorkSafe BC benefits to be approved, an employee will be entitled to use accrued sick leave credits. The employee will reimburse SACL for any sick leave paid to them at such time as WorkSafe BC benefits are received. Upon reimbursement, SACL will adjust the employee's sick leave bank in accordance with the reimbursement. Once WorkSafe BC benefits have been approved, the employee will receive any further benefits directly from WorkSafe BC, and not access any further accrued sick leave credits for that issue.

NOTE: Any staff member who must leave their shift due to a personal injury or illness, or has been attended by a physician for a personal injury or illness will not be permitted to return to work without a physician's note that indicates the staff member is able to safely return to their regular full duties.



Policy:

- ❖ A formal written employee evaluation shall be carried out annually.
- ❖ The employee evaluation shall be based on the job description and shall reflect the Association's vision, mission and values.
- ❖ The employee shall sign the evaluation and indicate his/her acceptance or objection.
- ❖ At the time of signing the evaluation, the employee shall receive a copy. A signed evaluation shall not be changed without the prior consent of the employee.
- ❖ In the event an employee objects to the evaluation, a note shall be placed in the employee's personnel file detailing the resolution of the objection.
- ❖ A further evaluation may be carried out within sixty days to determine if an improvement in performance has been noted.
- ❖ Employee evaluations shall be carried out by the applicable Services Manager or Executive Director.



Policy

The Shuswap Association for Community Living undertakes to recognize the commitment and dedication of its Staff Members, Volunteers, and Board Members.

All Staff shall be recognized for service and dedication to the community at intervals appropriate to the service provided by each individual.

- ❖ When recognizing service the following criteria will be implemented;
 - Hours of Service (Full-time, part-time, casual, volunteer hours etc.)
 - Duration of Service (How many years/hours/term of service)
 - Recognition to eligible SACL Staff will be presented by either the current Chair of the Board of Directors, or the Executive Director each year at the Annual General meeting, **OR** on the departure of an eligible staff member from the agency.

- ❖ Recognition will consist of a certificate of acknowledgement of service, and if applicable, a gift of appreciation. The gift of appreciation shall be in the form of a gift card. A notification letter will go out to applicable staff members prior to recognition which will include a list of gift card options from which Staff can choose.

- ❖ Should a Staff Member, step down, resign, or cease employment at SACL to pursue an alternative career opportunity etc., that person shall be recognized upon departure, for the amount of time that represents the last milestone reached according to the Service Recognition Chart below.
(Example: A staff member who has worked full-time for SACL for 12 years is eligible to be recognized for 10 years of service upon departure from the agency. Please note that the recognition for departure of a staff member will not be presented at the Annual General Meeting, but at the time of departure as appropriate).

- ❖ SACL shall determine the appropriate amount to be spent on recognition gifts according to the criteria listed above, and the Service Recognition Chart attached.

Service Recognition Chart

Type of Service	5 Years	10 Years	15 Years	20 Years	25 Years +
Staff - Full Time (35 Hours/week or More)	\$50.00	100.00	\$ 150.00	\$ 200.00	\$ 250.00
Staff - Part Time or Casual On Call (Between 19-35 Hours/week)	\$30.00	\$60.00	\$ 90.00	\$ 120.00	\$ 150.00
Staff - Casual On Call (Under 19 hours/week)	Certificate Only	Certificate Only	Certificate Only	Certificate Only	Certificate Only



Policy:

- ❖ Alcoholism or problem drinking and drug dependency are illnesses that require treatment.
- ❖ Any employee reporting for duty under the influence of alcohol, drugs, or other prohibited substance(s) which endanger his/her health and safety, or the health or safety of other persons, will not be permitted to remain on the premises.
- ❖ It is the responsibility of the employee to seek treatment at the earliest possible opportunity.
- ❖ Sub-standard performance due to alcoholism or drug dependency as in any form of illness will not be condoned.
- ❖ Storage, possession, or consumption of alcohol or drugs by any employee on the premises are strictly prohibited.
- ❖ On a first offence, the employee shall be sent home for the remainder of the shift without pay and be given a written warning regarding the seriousness of the incident. The employee will be required to seek professional counselling.
- ❖ On a second offence, the employee will face serious disciplinary measures up to and including dismissal.
- ❖ Employees reporting for duty or found on duty in a condition of prescription / non-prescription medical drug impairment which interferes with job performance will be sent home on sick leave and may be required to supply a doctor's certificate.
- ❖ Violation of this policy will be grounds for discipline up to and including termination.



Policy:

EMPLOYEES

- ❖ All employees shall endeavour to give at least fourteen (14) calendar days' notice of termination of employment to the applicable Services Manager(s)/designate.
- ❖ The period of notice must include time to be worked and may include vacation time with the agreement of the applicable Services Manager(s)/designate.
- ❖ The applicable Services Manager(s)/designate may waive the requirement of notice.
- ❖ The employee and applicable Services Manager(s)/designate shall immediately direct the employee to the Administrative Supervisor to arrange for the return of all Association property including keys and first aid kits.
- ❖ Association email accounts and user accounts for all Information Technology and alarm systems will be terminated.

EMPLOYER

- ❖ Where regular employee's services are terminated other than for just cause, he /she shall be entitled to notice in writing, or regular pay for the period in lieu of notice.
- ❖ This policy does not apply to employees dismissed for just cause, employees on temporary layoff who have been offered and refused a reasonable alternative, and employees hired for a defined term or for specific work to be completed in a period not exceeding twelve months.
- ❖ The period of notice will be determined in accordance with common law, provincial legislation, or the collective agreement.
- ❖ Notice must be given to the employee in writing. The period of notice must be for time worked and not include vacation time.
- ❖ When notice of termination has been given to an employee, the wage rate and conditions of employment shall not be altered except with the employee's (or representative) consent. Notice shall be deemed to be without effect if the employee continues to work after the expiration of the notice.
- ❖ When an employee is on temporary layoff, he /she must first be recalled to work before being given notice of termination. For the purpose of calculating length of notice or severance pay, employees shall be considered terminated at the commencement of temporary layoff.



Policy:

1. An employee occupies a special position of trust with Persons Supported and the Association. It is essential that trust be maintained and that complete confidence exists in the employment relationship.
2. Theft is defined as the unauthorized procurement of property which does not belong to the employee. The following are examples of prohibited conduct:
 - ❖ Theft of property, time, or services from the Association.
 - ❖ Unauthorized use of the Association's equipment.
 - ❖ Unauthorized use or theft of property from Persons Supported, visitors, or other employees.
 - ❖ Theft outside working hours and the workplace which may affect the employment relationship.
 - ❖ Actions which result in the unauthorized procurement of money, property or other things from the Association, Person Supported, or employees.
3. This policy also applies in cases of attempted theft by an employee.
4. Staff who becomes aware of another person stealing must report the theft or attempted theft to the Executive Director immediately. Staff who are aware of the theft and do not report it, may be subject to discipline up to and including dismissal. Reporting staff shall suffer no reprisals based on their allegations unless they are proven to be maliciously spurious.
5. Where an employee is suspected of stealing, he/she may be suspended pending further investigation.
6. Management will thoroughly investigate the alleged theft. A determination will be made by the Executive Director.
7. Theft or attempted theft by an employee may result in discipline up to and including immediate dismissal. He/she may be reported to the local police authority.



Policy:

Any fines resulting from violations of the Motor Vehicle Act, city by-laws (e.g. parking violations) or any other legislation will be the responsibility of the employee operating the company vehicle at the time of the violation. The employer requires employees to take responsibility for challenging and/or paying fines issued to a vehicle in their charge. Employees challenging fines will do so on their own time.



Policy:

It should be understood by all employees that your primary responsibility in your position with the Shuswap Association for Community Living is working with the Persons Supported in our care, and fulfilling the obligations of your Job Description. Your full time and attention must be focused on that responsibility from the time your shift begins until you are relieved by a replacement worker, or your shift ends. It should therefore be understood that any planning, organizing or directing of Union or personal activities including telephone calls, must take place on your own time, and not during working hours. However, if sufficient notice of request for time off has been received by the applicable Services Manager, reasonable efforts to secure a suitable substitute worker can be affected, and such request may be granted.

NOTE: No more than 3 Staff Members will be approved to attend any union event scheduled to take place during SACL operational hours at one given time due to the need for SACL to fulfill our operational requirements.

It is suggested that the Union staff vote amongst themselves to determine which 3 Staff Members will request time off to attend a scheduled Union event that takes place during SACL operational hours. If more than 3 requests for time off are received to attend the same Union event, SACL will determine the attendees in accordance with Article 3.10 of the Collective Agreement and the SACL **HR-Leave Request** policy.

A shop steward shall be given an opportunity to meet with new employees within regular working hours as per **Article 6 of the Collective Agreement**.



Intent

The Shuswap Association for Community Living (SACL) understands the importance of personal time off for its employees. Employees are encouraged to use their accrued paid vacation time for rest, relaxation, and personal pursuits. SACL recognizes that other paid time off may be required from time to time. As such, the purpose of this policy is to explain the standards, guidelines, and procedures for paid time for all staff members.

Note: *Vacation time is for the rest and relaxation of employees, and is to be scheduled for that purpose. Vacation time is not available to be used when an employee is ill, as ill time is provided to employees for that purpose.*

Policy

Union Members (Full-Time and Part-Time Employees):

The following policy is in adherence with **Article 18 – Annual Vacations** of the Collective Agreement. All employees are required to use their allotted vacation time in full every year.

Vacation Carryover

In accordance with Article 18.4 of the Collective Agreement:

A regular employee may only carry over up to five days' vacation per year, except that such vacation carryover will not exceed 10 days at any time (only with written permission of the Executive Director). An employee will not receive pay in lieu of vacation time, except upon retirement or termination. All vacation time not scheduled or designated for carry over by three months prior to the end of the vacation year (December 31), will be scheduled by the Employer following consultation with the employee.

A single vacation period, which overlaps the end of a vacation year, will be considered as vacation for the vacation year in which it commenced. The portion of vacation taken subsequent to but adjoining the end of the vacation year will not be considered as vacation carryover, nor as a seniority choice for the subsequent vacation year.

The following policy statements are intended to guide paid vacation procedures for SACL staff.

1. New employees who have been continuously employed at least six months prior to the commencement of the vacation year (January 1st to December 31st) will receive vacation time based on total completed calendar months employed to the commencement date.



2. Employees with one or more years of continuous service will have earned the following vacation with pay:

Years of Service	Hired after April 1,
1	15
2	15
3	16
4	17
5	18
6	19
7	22
8	23
9	24
10	25
11	26
12	27
13	28
14	29
15	30
16	31
17	32
18	33
19	34
20	35

3. Annual vacation entitlement will be adjusted for any unpaid leaves of absence in excess of 20 days per year in accordance with **Article 20.7** (Benefits while on Unpaid Leaves of Absence).

Vacation Preference

1. Preferences in the selection and allocation of vacation time will be determined on the basis of seniority within each service area or worksite.
2. An employee will be entitled to receive her vacation in an unbroken period. Employees wishing to split their vacation will exercise seniority rights in the employee's first choice of a vacation period. Seniority will prevail in the second vacation period, but only after all the other 'first choice' vacation periods have been posted. Seniority will also prevail in further choices in the same manner.



Vacation Schedules

1. Employees will submit their vacation requests on or before:

November 1st - for the period of January 1st through April 30th

March 1st - for the period of May 1st through December 31st

2. SACL will approve the vacation schedules within two weeks of the closing dates for vacation requests.
3. An employee who does not exercise their seniority rights within two weeks of receiving the vacation schedule, will not be entitled to exercise those rights in respect to any vacation time previously selected by and employee with less seniority.
4. An employee who relocates to another work location where the vacation schedule has already been completed will not be entitled to exercise her seniority rights for that year only. However, every effort will be made to grant vacation at the time of the employee's choice.

Vacation Schedule Changes

Vacation schedules, once approved by the Employer, will not be changed, other than in cases of emergency or by mutual agreement between the employee and the Employer.

Unscheduled Vacation Requests

Vacation requests that are not submitted as outlined in under Vacation Schedules will be considered and granted at the discretion of the employer in accordance with scheduling needs to provide appropriate operations and service delivery.

- ❖ The staff member must submit a request for vacation a minimum of 72 hours prior to the requested time-off to be considered.
- ❖ The employer will respond to any requests for vacation at their earliest opportunity.

Operational and Service Delivery

The employer will base unscheduled vacation requests on the following criteria:

- a) To ensure there are enough employees available to provide appropriate service delivery and operational functions for each area of service, service location, and each Person Supported without interruption to services.



- b) To ensure there are enough employees available to provide sufficient back-up for ill staff members or emergency situations.
- c) To ensure there is always a Team Leader or Services Manager available to staff.
- d) To ensure there are enough employees to comply with all OH&S legislation and safety regulations.

Part-Time Staff – Statutory Holiday Bank

In accordance with the majority vote on ‘Local Issues’ of the collective agreement, all employees posted into a part-time position will collect a ‘Part-Time Stat Bank’ that will bank 4.2% of employees straight time earnings to be used for payment of statutory holidays. Staff may only use hours accrued in the ‘Part-Time Stat Bank’ for the purpose of wage reimbursement for working on at statutory holiday.

Employees may not use more hours than have been accumulated in the ‘Part-Time Stat Bank’. Employees may choose to use accrued vacation time to supplement any short fall in hours on the statutory holiday (up to the regularly scheduled shift).

Casual Staff

In accordance with article 30.5 of the collective agreement, casual or temporary employees will receive 9.8% percent of their straight-time pay in lieu of Scheduled vacations and paid holidays.



Policy:

To be eligible for employment with SACL (pre-employment requirement), Staff are required to carry valid and current BC insurance with a minimum of \$2,000,000.00 third party liability with the 'to and from work' classification.

Staff may be required to transport Persons Supported for the purposes of service provision on occasion. 'To and from work' classification allows for staff to use their personal vehicle for up to 6 days per calendar month for this purpose.

If a Staff Member is required by the agency to use their personal vehicle to transport Persons Supported for the purposes of services provision for more than 6 days per calendar month, the Staff Member must carry 'Business Class' insurance. SACL will reimburse the Staff Member for the cost difference between the 'To and from work' classification and the 'Business' classification provided the Staff Member has obtained written confirmation for the need to upgrade to 'Business' insurance from the Services Manger or designate PRIOR to upgrading.

Each Staff Member must also review and complete a Vehicle Safety Waiver on an annual basis to confirm and acknowledge their responsibility to ensure that their personal vehicle is safe to operate.

Procedure:

1. Staff will determine with the Services Manager or designate whether the Agency requires they carry business class insurance.
2. If it is determined that applicable staff is required to carry business insurance, the employee will arrange this coverage by taking the 'Request for Vehicle Insurance Reimbursement' form to their insurance broker. The "Request for Vehicle Insurance Reimbursement" form must be fully completed and stamped by your broker to be eligible to be submitted with your expenses for reimbursement.
3. Submit the completed/stamped "Request for Vehicle Insurance Reimbursement" with the next expense submission.
4. All staff must forward a copy of your renewed vehicle insurance to the Administrative Supervisor upon each renewal.
5. Provide a signed copy of the "Vehicle Release Safety Waiver" initially when starting to transport persons served and annually thereafter.

Note: The 'Request for Vehicle Insurance Reimbursement' for can be found on the Cloud: Cloud/Employee Services/Employee Information/Forms/Vehicle Forms



Policy:

Shuswap Association for Community Living believes that the activities of the workplace should be aimed at accomplishing the work of the Association.

Further, the Shuswap Association for Community Living believes that the frequent or extended presence of visitors in the workplace during work hours generally is inappropriate for several reasons: decreased employee productivity, risk of harm to the visitor, and the potential increased liability to the Shuswap Association for Community Living.

Consequently, the Shuswap Association for Community Living does not permit the frequent or extended presence of friends or family members of Shuswap Association for Community Living employees or off duty employees in the workplace.

This policy is not intended to prohibit or prevent the presence of family members and friends on an infrequent basis.



Preamble:

The Shuswap Association for Community Living encourages community participation through volunteering at all levels within appropriate services and programs, and the encouragement of practicum students who are studying in Human Services field. Volunteer participation, both at an organizational and individual level, is an integral part of creating healthy, inclusive communities.

Definition of a Volunteer

A Volunteer is a person who gives his or her time or services without any express or implied promise of being paid or receiving goods or services in exchange for his or her duties.

Volunteers and Students are selected and based on desired placement, education, training, experience, personal suitability, health, absence of volunteer-related criminal record, positive reference checks and other factors considered relevant by SACL. At no time will SACL discriminate against any candidate on the basis of age, sex, race, creed, colour, national origin, marital or parental status, non-placement related disability or political belief. SACL reserves the right to determine the type of services provided by a Volunteer or Student, and all services provided are at the sole discretion of the agency.

Policy

As stated in the most current collective agreement, the use of volunteers or practicum students will not result in SACL Staff layoffs. SACL will adhere to all applicable articles.

SACL and Staff recognize that the health and welfare of Persons Supported is at all times, of paramount importance. Practicum Students and Volunteers will be under constant visual supervision by SACL Staff.

The purpose of these policies is to provide overall guidance and direction to Staff and Volunteers engaged in volunteer involvement and management efforts. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. SACL reserved the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Executive Director, and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Executive Director.

All Volunteers and Practicum Students shall provide the originals of the following documentation prior to commencement of activities with SACL:

- ❖ Consent for Criminal Record Check Form & satisfactory results from the Criminal Record Search
- ❖ Driver's abstract, and copy of current driver's license (if applicable)



- ❖ If transportation of SACL Persons Supported is required by the Volunteer/Student position, valid auto insurance complete with \$2,000,000 liability coverage, and business insurance if applicable.
- ❖ A minimum of 3 satisfactory reference checks
- ❖ If 19 years of age or younger, a parental consent form signed by a legal guardian(s).

Practicum Students shall be placed in service areas providing the following:

- ❖ The service area requested will provide the experience required.
- ❖ There is adequate staff supervision available
- ❖ The time required to support the student does not compromise the services being provided.

Volunteers and Practicum Students are required to adhere to all relevant organizational policies and procedures.

Volunteers and Practicum Students are orientated as outlined in the SACL orientation policy and procedures.

Volunteers and Practicum Students receive confirmation of their assignment, a written job description, and are required to sign all applicable agency forms.

Volunteers and Practicum Students may be required to obtain additional certification or upgrading by mutual agreement. The agency will pay for any related costs.

Practicum Students are **ALWAYS** supervised by an SACL Staff Member when providing services to Persons Supported.

If deemed suitable with the applicable level of skill and trustworthy, and if trust is built between a Person Supported and a Volunteer, the two may access the community without the supervision of SACL staff. If the Volunteer continues to volunteer under the auspice of SACL, the volunteer must have outings approved by the Services Manager(s).

When in the community without the supervision of staff, Volunteers must remain in supervision of Persons Supported at all times, unless privacy is required (e.g.: washroom).

All Volunteers and Practicum Students will be made aware of the legal responsibility that comes with any volunteer position (as found in the book “Volunteers and the Law”)

Procedure

1. Persons Interested in Volunteering or fulfilling a practicum with SACL for purposes of completing their educational requirements in the Human Resources field will contact the Services Manager(s). She/He will review the request with the appropriate Services Manager to determine suitability.



2. The Services Manager(s) provides the Volunteer Candidate or Practicum Student with the information and requirements needed to become a volunteer (Volunteer/Student Information Package). The Volunteer/Student is requested to complete, sign, and submit all applicable documentation & return it to the Services Manager(s) within 10 working days.
3. The applicable Services Manager schedules an interview with the Volunteer Candidate or Practicum Student. The interview is used for screening and gathering information on where the Volunteer Candidate or Practicum Student is best suited to volunteer.
4. The Services Manager(s) contacts at least two references indicated on the Candidate's Application Form. If deemed appropriate by the Services Manager(s), he/she schedules the Candidate's Orientation session, or notifies the Candidate that their application was not accepted.
5. At the orientation, the Services Manager(s) gathers the Candidate's file requirements and submits the completed volunteer hire package to the Administrative Supervisor for input into the Cloud, and a physical Personnel File for the Candidate. The Services Manager(s) notifies the Team Leader of the applicable area of the person's start date.
6. The Services Manager(s) and applicable Team Leaders will collaborate to determine the best positioning for the Candidate based on his/her skill set, experience, personality and SACL's needs.
7. Once the satisfactory Criminal Record Check has been returned, the Services Manager(s) will submit the approval for the Candidate to the scheduling department.
8. After 3 months of volunteering, the applicable Team Leader completes a "Volunteer Performance Review" and then annually thereafter. Information is submitted to the Services Manager(s) for review & then to the Administrative Supervisor for filing.

Volunteers & Persons Supported

1. Volunteers/Students that have passed the SACL screening procedure are introduced to the Person Supported who they have been matched with or placed in a group setting where a connection may happen.
2. The Volunteer/Student goes out with the Person Supported who they have been matched with in a group. The activities reflect a mutual interest between the Person Supported and the Volunteer/Student. During these activities SACL Staff are present, but gradually 'step back' allowing time for a relationship to develop.
3. The Volunteer/Student continues going with the group for an appropriate period of time when both a physical safety and a perceived safety is identified and trust is established. The Person Supported and the Volunteer/Student may participate in activities outside of SACL.



Volunteers at External Locations (Not applicable to Practicum Students)

If a volunteer match is found between a member of the community and a resident of an external location, the following process is in place in order to ensure comfort and safety levels are in place for both the Volunteer and the Persons Supported.

1. After a new Volunteer has successfully passed the SACL screening procedure, the Services Manager(s) will arrange with the Staff at the applicable location, a time to get together with the Person Supported. The initial visit may entail one of the following;
 - Having dinner or lunch at the residence. This is a safe and comfortable environment for the Person Supported.
 - Going out for coffee, dinner, or community activities with the staff and possibly other residence members. This is a good 'getting to know you' time. Activities that should be avoided are movies or anything that does not encourage interaction.
2. Step one happens at least twice (or more as required), with the second time being specifically out in the community and supervised by staff. During these visits Staff 'steps back', allowing as much interaction as possible between the Volunteer and the Person Supported.
3. Initially the Services Manager(s) will attempt to set up regular times for the Volunteer and Persons Supported to meet. However as friendships develop, visits may be initiated by the Volunteer or the Person Supported.
4. The Services Manager(s) keeps in contact with the Volunteer, Person Served and SACL Staff for both support and updates.

Practicum Students

1. Learning institutes interested in placing a student may contact the Services Manager(s) or designate. He/She reviews the request for placement.
2. The Services Manager(s) or designate arranges a meeting with the Practicum Supervisor and/or the Practicum Student. He/She reviews the purpose and the guidelines of the practicum placement. He/She receives the placement requirements and maintains the Student's file.
3. The Services Manager(s) or designate completes an orientation with the practicum student where the Services Manager(s) gathers the Candidate's file requirements and submits the



information to the Administrative Supervisor for input into Cloud, and a physical Personnel File for the Candidate. The Services Manager(s) notifies the Team Leader of the applicable area of the person's start date.

4. Once the satisfactory Criminal Record Check has been returned, the Services Manager(s) will submit the approval for the Student to the scheduling department.
5. When the applicable Services Manager has gathered all the information required for the Candidate's file and the information has been entered into Cloud, a specific job description will be provided to the Student prior to date of commencement.
6. The applicable Services Manager informs SACL support staff who will be working with the Practicum Student of the schedule.
7. After the completion of the practicum, the Services Manager(s) or designate gathers input from SACL support staff and prepares the performance evaluation. He/She arranges for a meeting with the practicum supervisor to review.
8. The Services Manager(s) submits the evaluation documents to the Administrative Supervisor to be entered into Cloud, and to be placed on the Student's personnel file. The personnel records will be maintained for a Practicum Student for a period of 7 years.

Volunteers – Board of Directors

1. Volunteers who are elected to the Board of Directors by the SACL Membership will be screened and subjected to the same security process as any other Volunteer.
2. Volunteers who are elected to the Board of Directors by the SACL Membership will be orientated by the Board Chair or appropriate designate, according to the Board Governance Policies, as well as the agency Volunteer orientation process.
3. Any Volunteer that is elected to the Board of Directors by the SACL Membership, is not required to have staff supervision, but is instead, required to adhere to the *Society Act*, the *Agency's Constitution and By-Laws*, and to the *Association's Governance Policies*.