



HUMAN RESOURCES COMPLIANCE POLICY MANUAL

Approved: January 31 2018
Updated: 2026
BOD approved: May 22 2024

Table of Contents

Table of Contents	2
INTRODUCTION	5
VALUES	5
OPEN DOOR	6
MUTUAL COMMITMENTS	6
SCOPE AND FORCE OF POLICIES	7
KEY LEGISLATED POLICIES	8
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)	8
HUMAN RIGHTS	11
EQUAL PAY FOR EQUAL WORK	12
SUBSTANCE USE POLICY	13
EMPLOYMENT STANDARDS POLICIES	16
ELECTRONIC MONITORING OF EMPLOYEES	16
DISCONNECTING FROM WORK	17
HIRING	19
POLICE RECORD CHECKS	20
FIRST AID PROFICIENCY	20
HOURS OF WORK AND OVERTIME	21
PROTECTED LEAVES	22
PREGNANCY LEAVE	23
PARENTAL LEAVE	24
SICK LEAVE (Formerly PERSONAL EMERGENCY LEAVE)	24
BEREAVEMENT LEAVE	25
FAMILY RESPONSIBILITY LEAVE (Formerly PERSONAL EMERGENCY LEAVE)	26
FAMILY CAREGIVER LEAVE	27
FAMILY MEDICAL LEAVE	28

CRITICAL ILLNESS LEAVE	29
CHILD DEATH LEAVE	30
CRIME-RELATED CHILD DEATH OR DISAPPEARANCE LEAVE	30
DOMESTIC OR SEXUAL VIOLENCE LEAVE	31
INFECTIOUS DISEASE EMERGENCY LEAVE	32
ORGAN DONOR LEAVE	33
RESERVIST LEAVE	33
JURY DUTY LEAVE	34
VOTING LEAVE	34
MARRIAGE LEAVE	34
PERSONAL LEAVE	35
EMPLOYEE DEVELOPMENT LEAVE	35
PUBLIC HOLIDAYS	35
TERMINATIONS	37
BENEFIT PLANS	38
VACATIONS	39
CONDUCT AND DISCIPLINE POLICIES	41
ABSENTEEISM AND ATTENDANCE	41
CODE OF CONDUCT	42
CONFIDENTIAL COMPANY AND CLIENT INFORMATION	43
DATA SECURITY	45
DRUGS AND ALCOHOL IN THE WORKPLACE	48
PERFORMANCE ASSESSMENT	51
PROFESSIONAL DEVELOPMENT ACTIVITIES	52
PROGRESSIVE DISCIPLINE POLICY	53
TERMINATION	56
SOCIAL MEDIA	57
USE OF TECHNOLOGY	58
CORPORATE CREDIT CARD USE	59
Scope	60
WORKING FROM HOME	61

HEALTH & SAFETY	64
DUTY OF PERSONS DIRECTING WORK	64
ANTI-HARASSMENT	65
WORKPLACE VIOLENCE	69
ABUSE PREVENTION	72

INTRODUCTION

Since the beginning, the Manor Park Community Council (MPCC) has attributed our success to the work and cooperation of our staff. The highest standards of performance are expected from all our employees by the community we serve.

This Human Resources Compliance Policy Manual is intended as a tool to help establish a professional and supportive work environment, under effective management. As a resource, it answers questions employees may have about many aspects of their work environment.

Our mission and values, organizational structure, policies, procedures and current practices are elements that shape the culture of the MPCC.

The MPCC reserves the right to revise, at any time, the nature and content of our policies, practices, and benefits in line with its financial capabilities and market developments.

The *Employment Standards Act of Ontario* will always take precedence over this document.

VALUES

Teamwork: We encourage teamwork and collaboration between all staff members.

Respect: The MPCC is committed to respect in the workplace. It is important to treat our peers and families fairly while being sensitive to the needs of each individual.

Innovation: To continually meet the needs of our community, we encourage new ideas. We believe in human potential and strive to implement projects that support the changes in our community.

Recognition: To become an employer of choice, we will recognize our staff and continuously seek to contribute to their job satisfaction. Training and sharing of skills are focus.

Health and Safety at Work: As a responsible employer, we strive to develop a committed team promoting and practicing a safe approach to work in all circumstances.

OPEN DOOR

The Manor Park Community Council is instituting an Open Door to ensure employees feel comfortable and safe bringing forward items that may need attention in our business. The Open Door also means that if an employee is uncomfortable bringing a concern forward to a specific person, they may bring it forward to another person in the organization without fear of repercussion.

Employees are encouraged to speak first with their immediate supervisor regarding suggestions, changes, or concerns as these people are closest to implementation. If an employee is uncomfortable speaking to their direct supervisor, they may speak to any other member of the management team.

The MPCC understands that there are times an employee may feel uncomfortable sharing concerns and ask another person to do so on their behalf. However, employees are encouraged to speak up for themselves as much as possible. The MPCC will do its best, but it is difficult to take appropriate action unless the employee affected comes forward.

We are committed to an open and accessible environment for employee communication, feedback, suggestions, and complaints. Communication may be provided by email, text, or verbally.

MUTUAL COMMITMENTS

The Manor Park Community Council believes that a positive working environment not only ensures maximum staff productivity but also a friendly and stimulating working environment ideal for long-term employability. Management's door is always open to constructive exchanges and various means of communication are available to staff.

We are committed to providing a safe and healthy workplace environment for all employees.

In return for our commitment to a positive, safe and healthy workplace, the Manor Park Community Council asks employees for a commitment to our policies and regulations.

SCOPE AND FORCE OF POLICIES

1. The Executive Director is responsible for ensuring that policies are applied consistently, application follows the intent of the policy, and is congruent with other governance policies of the MPCC.
 2. These policies apply to all employees at the MPCC whether they are full-time, part-time, temporary, permanent, students or management and are intended to provide a consistent set of guidelines to direct the behaviour of all members of our team.
 3. The Human Resources Compliance Policy Manual policies are based on current legislation and best practices and, therefore, may need to be amended from time to time. If there are any discrepancies between the policies in this manual and current legislation, the legislation will take precedent.
 4. As a not-for-profit organization, the MPCC relies on a portion of revenues from grants. While the MPCC strives to manage its resources prudently, it cannot guarantee any obligations beyond a term of one year.
 5. When the employee affected is the Executive Director, the MPCC Board of Directors should be read in lieu, unless otherwise stated.
 6. Human Resource policies and procedures will be adopted within a reasonable amount of time which will be determined by the MPCC Board of Directors during the policy and procedure approval and/or review process.
-

KEY LEGISLATED POLICIES

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

Manor Park Community Council (MPCC) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*, and Ontario's accessibility laws.

Policy

1. MPCC is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.
2. MPCC understands that obligations under the *Accessibility for Ontarians with Disabilities Act* and its accessibility standards do not substitute for limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.
3. MPCC is committed to excellence in serving and providing good, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.
4. Training
 - a. We are committed to training all staff and volunteers in accessible customer service, other Ontario accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.
 - b. In addition, we will train a) all persons who participate in developing the organization's policies and b) all other persons who provide goods or services on behalf of the organization.
 - c. Training on accessibility relates to the their specific roles.
 - d. Training includes:
 - i. Purpose of *Accessibility for Ontarians with Disabilities Act* and the requirements of the Customer Service Standards
 - ii. Our policies related to the Customer Service Standards
 - iii. How to interact and communicate with people with various types of disabilities
 - iv. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
 - v. What to do if a person with a disability is have difficulty in accessing our organization's goods, services or facilities.

- e. We train every person as soon as practicable after being hired and provide training in respect to any changes to the policies
 - f. We maintain records of the training provided including the dates on which the training was provided.
- 5. Assistive Devices
 - a. People with disabilities may use their personal assistive devices when accessing our good, services and facilities.
- 6. Communication
 - a. We communicate with people with disabilities in ways that take into account their disability. This may include: reading written material directly to the individual; large print; text transcripts of audio or visual information; handwritten notes instead of spoken word; information written in plain language or electronic documents formatted to be accessible for use with a screen reader
 - b. We will work with the person with disabilities to determine what method of communication works for them.
- 7. Service Animals
 - a. We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.
 - b. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.
 - c. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest or when it helps a person perform certain tasks.
 - d. A regulated health professional is defined as a member of one of the following colleges: Audiologies and Speech-Language Pathologists of Ontario; Chiropractors of Ontario; Nurses of Ontario; Occupational Therapists of Ontario; Optometrists of Ontario; Physicians and Surgeons of Ontario; Physiotherapists of Ontario; Psychologists of Ontario, and Registered Psychotherapists and Registered Mental Health Therapists of Ontario.
 - e. If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our good, services or facilities: explain why the animal is excluded, and discuss with the customer another way of providing goods, services or facility access.
- 8. Support Persons
 - a. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.
 - b. If a fee is normally charged to a customer for accessing our goods, services or facility, \$0 will be charged to the support person for admission. We will notify customers of this by posting a notice of this in MPCC offices.
 - c. In certain cases, the MPCC may require a person with disabilities to be accompanied by a support person for health or safety reason of the person with the disability or others on the premises.

- d. Before making a decision to require a person with disabilities to be accompanied by a support person, we will consult with the person with a disability to understand their needs; consider health or safety reasons based on available evidence and determine if there is no other reasonable way to protect the healthy or safety of the person and others on the premises.

9. Notice of Temporary Disruption

- a. In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the MPCC will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.
- b. The notice shall be made public in the following ways: facebook, MP listserve, website, and posted at entry (where practicable and applicable).

10. Feedback Process

- a. MPCC welcomes feedback on how we provide accessible customer service.
- b. Feedback may be provided: in-person to MPCC staff or in writing posted through the mail or email.
- c. All feedback, including complaints will directed to the program Supervisor. Customers can expect to hear back within ten (10) days.
- d. The MPCC ensures that the feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, if requested.

11. Notice of Availability of Documents

- a. MPCC notifies the public that documents related to accessible customer service are available upon request by positing a notice I the MPCC offices and on the website.
- b. MPCC will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

12. Information and Communications

- a. We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports in a timely manner and at a cost that is no more than the regular cost charged of other persons.
- b. We will consult with the person making the request in determining the suitability of an accessible formation or communication support. If the MPCC determines that the information or communications are unconvertible, we shall provide the requestor with and explanation as to why and a summary of the unconvertible information or communications.
- c. The MPCC notifies the public about availability of accessible formats and communication support by facebook, website, document footers and email signature blocks.

- d. The MPCC will meet international recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

13. Employment

- a. We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in the selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.
- b. We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.
- c. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation.
- d. We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communications supports specifically for information that is needed to perform the employee's job and information that is generally available to employees in the workplace.
- e. Where needed, we will provide a customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.
- f. The MPCC will provide the information as soon as practicable after becoming aware of the need for accommodation due to the employee's disability.
- g. MPCC will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodation needs are reviewed, and when general emergency response policies are reviewed.

14. Changes to Existing Policies

- a. Any policies of this organization that do not respect and promote the principles of dignity, independence and equal opportunity for people with disabilities will be modified or removed.

HUMAN RIGHTS

Manor Park Community Council is committed to upholding the human rights of all employees. Specifically, the MPCC is committed to providing employees with equal opportunity to achieve required job performance regardless of age, ancestry / colour / race, citizenship, ethnic origin, place of origin, creed, disability, family status, gender identity, record of offenses, sex (including pregnancy and breastfeeding) and sexual orientation.

Policy

1. The MPCC will not discriminate against any of its employees under any of the protected grounds outlined above.
 2. The MPCC will ensure equal treatment for its employees including the following processes: job applications; recruitment; training; transfers; promotions; dismissal, and layoff.
 3. The MPCC will ensure that the right to equal treatment is upheld in the areas of: rate of pay; overtime; hours of work; vacation; benefits; discipline and performance evaluations.
 4. MPCC acknowledges its duty to accommodate employees to eliminate negative treatment based on prohibited grounds of discrimination. MPCC will accommodate to the point of undue hardship which can only be considered when adjustments to a policy or practice would incur financial cost, necessitate outside funding, or create risks to the health or safety of a person.
 5. MPCC acknowledges that an employee who believes their rights have been violated may speak to a Human Rights Officer or file a complaint with the Ontario Human Rights Tribunal. MPCC will not retaliate against any employee who has filed a complaint or has had someone file a complaint on their behalf.
-

EQUAL PAY FOR EQUAL WORK

Definitions per Ontario.ca / The Pay Equity Act

‘Equal work’ means the employees perform substantially the same kind of work in the same establishment, the work requires substantially the same skill, effort and responsibility and is performed under similar working conditions – each of which must be met for equal pay for equal work to be required.

‘Substantially the same kind of work’ means the work does not have to be exactly the. What matters is the actual work performed by the employees rather than the stated conditions of their job offer or job description.

‘Skill’ means the amount of knowledge, physical skill or motor skills needed to perform a job, including: education (ie post-secondary degrees or diplomas); training (ie apprenticeships); experience (ie the number of years required to master a skill or gain expertise), and manual dexterity (like hand-eye coordination).

‘Effort’ means the physical or mental effort regularly needed to perform a job.

‘Similar working conditions’ include the working environment (ie an office or outdoors); exposure to weather (ie rain or snow), and health and safety hazards (ie exposure to chemicals or heights).

Policy

1. MPCC believes in providing women and men equal pay for work of equal value and is committed to using objective factors of skill, effort, responsibility, and working conditions when compensating employees.
 2. MPCC will not pay one employee at a rate of pay less than another employee on the basis of sex when they perform substantially the same kind of work in the same establishment; their work requires substantially the same skill, effort, and responsibility and their work is performed under similar working conditions.
 3. MPCC will not lower employees’ rates of pay to create equal pay for equal work.
 4. MPCC will establish and maintain compensation practices that provide for pay equity.
 - a. Exceptions: Where employees of different sexes are doing equal work, they can be paid different rates of pay if the difference is due to: a seniority system; a merit system, and/or a system that measures earnings by production quantity or quality.
 - b. Exceptions: Employees who perform equal work can also be paid different rates of pay if the difference is based on factors other than sex.
 5. MPCC will not punish an employee for asking other employees about their rates of pay to find out if an employer is providing equal pay for equal work or disclosing their own rate of pay to another employee for the purpose of determining or assisting that employee in determining whether they are receiving equal pay for equal work.
-

SUBSTANCE USE POLICY

Definitions

‘Electronic cigarettes’ means a vaporizer or inhalant-type device, whether call an electronic cigarette (e-cigarette) or any other name, that contains a power source and heating element designed to heat a substance and produce a vapour intended to be inhaled by the user of the device directly through the mouth, whether or not the vapour contains nicotine.

‘Smoking’ means (inhaling and exhaling) or holding lighted tobacco or cannabis (medical or recreational).

‘Vaping’ means inhaling or exhaling vapour from an electronic cigarette or hold an activated e-cigarette, whether or not the vapour contains nicotine.

‘Enclosed workspace’ means any part of a building, structure, or vehicle with a roof that an employee works in or visits, even during off-hours. This includes hotel rooms and vehicles used for business purposes.

The Manor Park Community Council desires to provide a work environment that is both healthy and comfortable for all its employees. It is recognized that the use of tobacco, vaping, alcohol, cannabis, or drugs can have serious adverse effects on an employee’s health, safety, and job performance.

Policy

1. Alcohol, cannabis, and illegal or prescription drugs
 - a. All employees are expected to be fit for duty when reporting to work and remain fit for the duration of the day. This implies that employees must not be impaired by alcohol, cannabis, illegal drugs, or prescription drugs. If an employee is required to take prescription drugs, these drugs should not inhibit their ability to proficiently perform their job functions.
 - b. Employees are prohibited from bringing alcohol, cannabis, illegal drugs, or related paraphernalia into the workplace.
 - c. Possession, use, or selling of alcohol, cannabis in any form, drugs, or drug paraphernalia is prohibited at the workplace of the MPCC.
 - d. Use of alcohol for social functions or any circumstances related to organizational business may be permitted when approved by the MPCC. Approval must be obtained to ensure the use of alcohol does not contravene the intent of this policy.
2. Smoking and vaping
 - a. MPCC is a smoke-free workplace.
 - b. No smoking or vaping is permitted on company premises by employees, contractors, or visitors at any time.
 - c. In accordance with the *Smoke Free Ontario Act (SFOA)*, MPCC will:
 - i. Post required smoke free signage at entrance and exit of enclosed workspace, or appropriate locations to ensure that employees and the public are aware that smoking and vaping is prohibited in the enclosed workspace, place or area.
 - ii. Ensure that no ashtrays or similar equipment remain in enclosed workplace or place or area.
 - d. Smoking or vaping is also prohibited in any other enclosed workspace such as a hotel room or vehicles being used for company business.
3. Non-compliance
 - a. Employees who do not comply with the guidelines of *Smoke Free Ontario Act (SFOA)*, as set out in this policy, will be subject to disciplinary action, including possible suspension or termination of employment.
 - b. Should there be reason to believe that an employee’s job performance is being negatively affected by alcohol, cannabis, illegal or prescription drugs, or that this policy is being violated in anyway, the MPCC is entitled to inquire as to the

nature of the problem and to take appropriate action; which may include disciplinary action.

- c. Should an illness or disability be present, the MPCC deems to work with the employee towards a goal of rehabilitation and the duty to accommodate under the Human Rights Code.
-

EMPLOYMENT STANDARDS POLICIES

ELECTRONIC MONITORING OF EMPLOYEES

The increasing use of computers, smartphones and other electronic devices has changed the workplace for both the employee and the employer. The purpose of this policy is to ensure transparency where the work of employees shall be monitored electronically.

Policy

1. Electronic monitoring includes all forms of employee monitoring that is done electronically while employees are at the workplace, such as tracking websites used during working hours, and is not limited to devices or other electronic equipment issued by the employer.
2. A count of the number of employees shall be taken annually at January 1.
3. Employees counted shall include:
 - a. Homeworkers
 - b. Probationary employees
 - c. Trainees
 - d. Officers of the corporation who perform work or supply services for wages
 - e. Employees on definite term or specific task contract of any length
 - f. Employees who are on lay-off so long as the employment relationship has not been terminated and/or severed
 - g. Employees who are on leave of absence
 - h. Employees who are on strike or locked out
 - i. Employees who are exempt from the application of all or part(s) of the Employment Standards Act
4. Where there are fewer than twenty-five (25) employees at January 1, a written policy is not required even if the employee count increases during the same calendar year.
5. Where there are twenty-five (25) or more employees at January 1, a written policy shall be prepared before March 31 of the same year, and the policy shall remain in force for the same calendar year regardless of whether the employee count fluctuates.
 - a. A policy must apply to all employees.
 - b. The content of the policy may vary for different groups of employees.
6. A copy of the policy shall be made provided to each employee within thirty (30) days of:
 - a. The date of requirement to have such policy.
 - b. The date that the policy is changed.
 - c. Within thirty (30) days of an individual becoming an employee
7. The written policy shall be provided to employees as:
 - a. A printed copy.

- b. An attachment to an email if the employee can print a copy.
 - c. A link to a document online if the employee has a reasonable opportunity to access the document and a printer.
 - 8. The written policy shall be retained for a period of three (3) years after the policy is no longer in effect.
 - 9. The Manor Park Community Council does not monitor its employees electronically.
-

DISCONNECTING FROM WORK

The Manor Park Community Council (MPCC) is committed to fostering a safe and healthy work environment for all employees. Recent technological advancements along with an increase in remote work arrangements may increase the risk of “hyper connectivity”. Accordingly, this policy sets out expectations around work-related communications in an effort to assist employees in disconnecting from work during appropriate times.

Definitions

‘Disconnecting from work’, according to *Working for Workers Act*, means not engaging in work-related communications, including emails, phone calls, video calls or the sending or reviewing of other messages, so as to be free from the performance of work.

Policy

1. This policy applies to all employees of the MPCC.
2. This policy does not amend an employee’s hours of work or rest periods. Employees’ hours of work and rest periods are defined pursuant to their Employment Agreements and / or by agreement with the employee’s managers in accordance with applicable employment standards legislation.
3. *Employment Standards Act, 2000 (ESA)* specifies that employees are not to perform work during the following times: outside of their hours of work and eating periods; during vacation with pay; during public holidays, unless the employee has agreed to work on the day of a public holiday in accordance with ESA, and the rules in Ontario Regulation 285/01 that establish when work is ‘deemed’ to be performed.

In general, the MPCC does not expect employees to read or respond to work-related communications outside of their normal working hours, subject to the following exceptions:

- a. where operational or business needs require such communications and the employee has been given notice in advance;
- b. where such communications are required due to the nature of the employee’s duties;

- c. where the employee's role is managerial or supervisory in nature, in which case operational or business needs may require communications outside of normal working hours;
 - d. where the employee has been authorized to work flexible hours;
 - e. in instances involving unforeseen operational or business needs;
 - f. in cases of emergency;
 - g. where such communication is required pursuant to another MPCC policy, or
 - h. in other situations that may arise, at the discretion of the MPCC, and where the employee has been given notice in advance.
- 4. MPCC will provide this policy to all employees within thirty (30) days of its effective date.
- 5. If any changes are made to this policy, employees will be provided with the updated policy with thirty (30) days of any amendments.
- 6. Newly hired employees shall be provided with a copy of this policy within thirty (30) days.
- 7. This policy may be provided: as a printed copy, an attachment to an email, through their Ceridian Self Service payroll account, or via a link to the document online.
- 8. Tools which may assist employees in disconnecting from work, where appropriate, may include:
 - a. Automatic Replies – employees may consider enabling automatic replies indicating the dates that they are out of the office, the date they will return to the office, and an alternate point of contact during the employee's absence.
 - b. E-mail Signatures – employees may consider including reference to the timing of their e-mail communications in their signature block, such as *"My working hours may not be your working hours. Please do not feel obligated to respond to this e-mail outside of your normal working hours."*
 - c. Delay Delivery – employees may consider using the "delay delivery" function when sending e-mails if the timing of their communication may not align with that of the recipient (e.g. where the sender and recipient are in different time zones, or have different work schedules).
 - d. Vacation Alerts – employees may consider including a vacation alert in their signature block indicating the dates of an upcoming vacation.

9. Employees with questions or concerns about this policy should contact their manager / supervisor.
 10. This policy is subject to change at the sole discretion of the MPCC. Employees will be notified of any such changes in accordance with applicable employment standards legislation.
 11. The written policy shall be retained for a period of three (3) years after the policy is no longer in effect.
 12. This policy was prepared on June 7 2022.
 13. This policy was revised on June 9 2022; March 21, 2024.
-

HIRING

The Manor Park Community Council (MPCC) is committed to having employees that successfully apply their talents and skills to their job duties and responsibilities. The MPCC will ensure that the best candidate is hired by ensuring our hiring practices are fair, consistent, equitable and in line with all applicable legislation such as *Ontario Human Rights Code*, the *Accessibility of Ontarians with Disabilities Act*, and the *Employment Standards Act*.

Policy

1. MPCC welcomes applications from persons with disabilities and will provide accommodations during all stages of the hiring process, upon request.
2. At no time during the interview process will questions be asked that touch on prohibited areas outlined in the *Ontario Human Rights Code*.
3. Reference checks will be completed for any candidate being considered for hiring prior to making an offer of employment to validate credentials and the accuracy of information provided by the candidate during the recruitment and screening process, including legally entitled to work in Canada.
4. MPCC shall ensure that family members are not hired to work on the same 'team', nor work in a supervisory relationship with one another.
 - a. Exemption: this policy may not apply to temporary employment (ie summer work placement).
5. An offer of employment shall be made through an Employment Agreement.
6. An offer of employment will outline the terms and conditions of employment including any further steps that the applicant must agree to complete to be eligible for employment (ie. Successful police check, first aid)
7. Offers of employment shall contain a probationary period so that both the employer and employee can trial the fit between the employee and the position without any negative consequences.
8. Once the offer of employment is signed by the employee and any additional agreed terms have been met, the new employment may begin work at the agreed upon date.

9. New employees will receive orientation and training about key policies and safety issues that pertain to their position or are required by law.
10. Except as authorized by law or for the purpose of administration of payroll and benefits, no personal information collected will be released to external agencies / organizations without the express written consent of the employee.
11. Personal information will be retained in an appropriate manner and remains confidential.

POLICE RECORD CHECKS

Manor Park Community Council (MPCC) recognizes that participants in its programs are often the community's most vulnerable. The MPCC will require all employees to pass a police records check.

Policy

1. Employees are required to successfully pass a Police Records Check at the Level (ie 1, 2 or 3) appropriate to their position.
2. An original copy of the Police Check must be provided to the employee's supervisor. A photocopy will be dated and initialed by the supervisor before adding the copy to the employee's personnel record.
3. Generally, a Police Check will be accepted for twenty-four (24) months from time of issue.
4. An employee who has provided a successful Police Check may, in years 2, 3 and 4 of their employment, complete a Police Check Attestation in lieu of providing a newly issued Police Check – unless prohibited by other legislation. In year five (5), a newly issued Police Check must be provided by the employee.
5. Employees are solely responsible for costs associated with Police Records Checks.
6. In consideration of the occasionally long wait times for Police Checks to be processed, the employee may be allowed to begin work with children or the elderly but only under supervision, until the Police Check has been produced for filing in their personnel record.

FIRST AID PROFICIENCY

Employees must meet first aid / CPR requirements specified in their job descriptions.

Policy

1. Where required according to a job description, employees must hold a current and valid first aid / CPR certification.
2. Certification must be offered by a recognized agency.

3. Employees may not begin work until a copy of their first aid / CPR certificate is on file in their personnel record unless working under the supervision of an employee with first aid / CPR certification.
 4. Employees must keep their certification up to date by attending recertification courses. Recertification certificates must be filed in their personnel record.
 5. MPCC shall pay for recertification.
-

HOURS OF WORK AND OVERTIME

Manor Park Community Council (MPCC) is committed to ensuring that employees are compensated per the standards outlined in the Ontario *Employment Standards Act* (ESA).

Definitions:

‘Overtime’ is defined as any hours worked above 44 hours in one week.

Policy

1. Employees are required to work the number of hours established in their employment agreements.
2. All overtime hours must be authorized by a supervisor/manager in advance of being worked. In the event of an emergency, the hours may be worked but a supervisor / manager must be informed as soon as possible. Failure to adhere to these guidelines will result in progressive discipline.
3. Overtime hours are compensated as follows:
 - a. Managerial employees: managers and supervisors who perform managerial tasks for at least 50% of their time are not generally entitled to overtime pay.
 - b. Non-managerial employees: The MPCC does not require any employee covered by ESA to work in excess of forty-eight (48) hours per week except in the case of exceptional circumstances (ie natural disaster or emergency). Overtime hours for non-managerial employees is defined as hours worked beyond the ESA threshold of forty-four (44) hours in a week.
 - i. Overtime is paid out at a rate of 1.5 times the employee’s hourly wage.
 - c. MPCC may at times request that employees participate in a time-in-lieu / banked time-off program. This is subject to employee agreement and will be noted in writing.
 - i. For banked time-off, an employee’s regular hours up to the overtime threshold shall be banked at straight time.
 - ii. For any hours worked above the overtime threshold of forty-four (44) hours, these hours will be banked as time-and-one-half in relation to an employee’s usual rate.

- iii. Banked hours must be taken within three (3) months in which it was earned.
 - iv. In the event the employee is separated from the MPCC before they have taken the extra time, the employee shall receive the hours banked on their final pay cheque.
-

PROTECTED LEAVES

Manor Park Community Council (MPCC) recognizes that qualifying employees have the right to take job-protected leave without any negative consequences to their employment. As such, MPCC is committed to adhering to the guidelines established by the Ontario *Employment Standards Act* (ESA) with respect to job-protected leaves.

Policy

1. This policy outlines the job-protected leaves employees have a right to take under ESA so that employees know their rights, and MPCC manages employee leave in a fair and consistent manner.
2. Protect leaves covered by ESA include:
 - a. Pregnancy Leave
 - b. Parental Leave
 - c. Sick Leave
 - d. Bereavement Leave
 - e. Family Responsibility Leave
 - f. Family Medical Leave
 - g. Critical Illness Leave
 - h. Child Death Leave
 - i. Crime-related Child Disappearance Leave
 - j. Domestic or Sexual Violence Leave
 - k. Unpaid Infectious Disease Emergency Leave
 - l. Organ Donor Leave
 - m. Reservist Leave
 - n. Jury Duty Leave
 - o. Voting Leave
3. During a leave, employees have a right to continue to participate in the company benefit plans during their job-protected leave of absence. This includes programs such as: pension plans, life insurance, extended health care, and dental. Any employee wishing to opt out of their participation in these company provided benefits, they must provide the request in writing.
 - a. MPCC will continue to pay its portion of the employee benefits contribution to the employee's benefit plan unless the employee has provided written notice that they would like to opt out during the leave period.

4. Employees will continue to accrue seniority while on job-protected leave.
5. The total amount of leave taken by one or more employees under the ESA in respect of the same family member, child or event is the entire amount of the leave; the leave is not doubled.
 - a. Employees sharing leave can be on leave at the same time or at different times as the ESA does not provide restrictions on this.
 - b. The sharing requirement applies whether the employees work for the same employer.
6. MPCC additionally provides the following:
 - a. Marriage Leave
 - b. Personal Leave
 - c. Employee Development Leave

PREGNANCY LEAVE

Pregnant employees have the right to take Pregnancy Leave constituting up to seventeen (17) unpaid weeks off work provided they have worked at MPCC for a period of at least thirteen (13) weeks leading to the due date. The earliest leave can begin is seventeen (17) weeks before the employee's due date and the latest one can begin is the baby's due date (or actual date of birth if that arrives sooner).

If an employee is still pregnant after the seventeen (17) weeks of leave, they may continue until the birth and then commence their parental leave. Employees are entitled to return early from their leave if they desire to do so, however, they may not split up their leave and use up the unused portion later.

Pregnancy leave is not an entitlement when an employee has a miscarriage or stillbirth more than seventeen (17) weeks prior to their due date. If an employee has a miscarriage or stillbirth with the seventeen (17) weeks prior, they continue to be eligible for parental leave and it commences on the date of the miscarriage or stillbirth if it hadn't started yet.

MPCC employees embarking on pregnancy leave are required to provide at least two (2) weeks' written notice prior to the start of their leave. Medical information may be requested. Where an emergency forces the leave to start early, pregnant employees must provide notice no later than two (2) weeks after the leave has started. In certain cases, employees may be entitled to the use of sick time prior to the start of pregnancy leave. This two-week notice requirement also applies if an employee needs to change the date of their pregnancy leave.

An employee may also change the date that their pregnancy leave ends, provided they provide written notice at least four (4) weeks in advance of the new date. If an employee does not provide MPCC with a return-to-work date, leave will be assumed and the employee will be expected to resume work after that time.

Employees who choose not to return from pregnancy leave are required to provide at least four (4) weeks' written notice.

PARENTAL LEAVE

New parents are entitled to take parental leave of up to sixty-one (61) or sixty-three (63) weeks of unpaid leave free from work. Parents may refer to a birth parent, an adoptive parent, or a person in a relationship with a parent of a child who plans on treating the child as their own. To be eligible, employees must have been hired by MPCC at least thirteen (13) weeks prior to starting their parental leave.

Birth mothers who have taken pregnancy leave are entitled up to sixty-one (61) weeks of leave. Birth mothers who did not take pregnancy leave, and any other new parents, are entitled to up to sixty-three (63) weeks of parental leave.

Parental leave for a pregnant employee may begin as soon as the pregnancy leave ends unless the baby has not come into their care. In this event, an employee may return to work between the pregnancy and parental leaves and then start parental leave within seventy-eight (78) weeks of the birth (or the date the baby first left the hospital to come home). For any other employees, parental leave must be started no later than seventy-eight (78) weeks after the date of the baby's birth or the date the child came into their care, custody and/or control. While parental leave must be started in the seventy-eight (78) weeks, it is not required to be completed then. Employees may return early from leave but may not re-embark on the leave to use up any remaining time.

Employees must provide at least two (2) weeks' written notice before the start of a parental leave and four (4) weeks' written notice if they desire to return to work before their leave entitlement has been used up. If an emergency occurs and the parent leave needs to begin immediately, employees are required to provide their notice of leave at least two (2) weeks after starting the leave.

MPCC will not penalize any employee because the employee is or will be taking either pregnancy or parental leave. Employees who take a pregnancy or parental leave are entitled to return to their same position or comparable one, if the MPCC has eliminated their previous role.

SICK LEAVE (Formerly PERSONAL EMERGENCY LEAVE)

Employees have the right to take up to three (3) days of unpaid job-protected sick leave each calendar year because of personal illness, injury, or medical emergency. Employees may not take sick leave for cosmetic surgery that isn't medically necessary or is unrelated to an illness or injury.

The days of leave do not have to be taken consecutively. Employees can take the leave in partial days, full days or in periods of more than one day. If an employee takes only part of a day as sick leave, the employer can count it as a full day of leave.

This entitlement begins once an employee has worked for MPCC for at least two (2) consecutive weeks. If an employee's hire date is partway through the year, they are entitled to the three (3) days of job-protected leave.

Generally, an employee must inform the employer before starting the leave that he or she will be taking a sick leave of absence.

If an employee has to begin the leave before notifying the employer, the employee must inform the employer as soon as possible after starting it. Notice does not have to be given in writing. Oral notice is sufficient.

While an employee is required to tell the employer in advance before starting a leave (or, if this is not feasible, as soon as possible after starting the leave), the employee will not lose the right to take the leave if they fail to do so.

As per ESA, reasonable medical documentation may be requested. Such documentation will only include the duration of the absence, the date of the employee's medical appointment, and whether the employee was examined in-person by the health professional issuing the documentation.

Sick leave days may not be carried over into another calendar year if they are not used. Unused sick leave days cannot be paid out, including on termination or resignation.

For permanent full-time positions, the MPCC may supplement this ESA leave by offering to pay for two (2) of the sick leave days taken because of personal illness, injury or medical emergency.

BEREAVEMENT LEAVE

Per ESA, employees are entitled to up to two (2) days of unpaid job-protected leave in the event of the death of a family member. MPCC extends the length of this leave by up to an additional three (3) days of unpaid leave. Time must be taken consecutively.

As per ESA, 'family member' refers to:

- Spouse (married or unmarried, same or opposite gender)
- Parent, step-parent, foster parent, stepchild, foster child, grandparent, step-grandparent, grandchild or step-grandchild of the employee or employee's spouse
- Spouse of the employee's child
- Brother or sister of the employee
- Relative of the employee who is dependent on the employee for care or assistance

This entitlement starts once an employee has been employed by the MPCC for a period of at least two (2) weeks.

Leave can be taken on the date of the death or later for a funeral or to settle the estate.

Bereavement leave resets every calendar year. Days may not be carried over. The entitlement remains the same regardless of whether an employee of MPCC was hired partway through the year.

MPCC may request reasonable documentation of the need for the leave such as death certificate, a funeral home notice, etc.

FAMILY RESPONSIBILITY LEAVE (Formerly PERSONAL EMERGENCY LEAVE)

Employees are entitled to take up to three (3) days of unpaid job-protected leave each calendar year because of an illness, injury, medical emergency or other urgent health matters relating to specific relatives. MPCC extended the entitlement by an additional two (2) days of unpaid leave.

As per ESA, 'family member' refers to:

- Spouse (married or unmarried, same or opposite gender)
- Parent, step-parent, foster parent, stepchild, foster child, grandparent, step-grandparent, grandchild or step-grandchild of the employee or employee's spouse
- Spouse of the employee's child
- Brother or sister of the employee
- Relative of the employee who is dependent on the employee for care or assistance

This entitlement applies to MPCC employees if their hire date is at least two (2) weeks prior to taking the leave.

Employees may take the leave whether the illness is planned event (such as surgery which is medically necessary), or an unplanned emergency, or an urgent matter. An urgent matter is an event that is unplanned or out of the employee's control, **and** can cause serious negative consequences, including emotional harm, if not responded to. Employees cannot take the leave for a relative who is having cosmetic surgery that isn't medically necessary or is unrelated to an illness or injury.

Notice of family responsibility leave may occur before the leave if it is planned, or as soon as it happens if unplanned. Notice may be made orally.

MPCC may request reasonable evidence for the need for the leave. An employer cannot require an employee to provide a medical note from a health professional when the employee is taking the leave because of the illness, injury or medical emergency of a specified relative. The employer may only require the employee to disclose the name of the relative, and their

relationship to the employee, and a statement that the absence was required because of the relative's injury, illness or medical emergency.

Family responsibility leave entitlement resets every calendar year and days may not be carried over. The days of leave do not have to be taken consecutively. Employees can take the leave in partial days, full days or in periods of more than one day. If an employee takes only part of a day as family responsibility leave, the employer can count it as a full day of leave.

For permanent full-time positions, the MPCC may supplement the entitlement of three (3) days unpaid ESA mandated leave with an additional four (4) days of unpaid leave.

FAMILY CAREGIVER LEAVE

Employees are entitled to unpaid job-protected leave of up to eight (8) weeks per calendar year, per specified family member, to provide support or care in the event a medical practitioner certifies that they have a serious medical condition.

As per ESA, 'medical practitioners' could include: a physician; registered nurse; psychologist; psychiatrist or nurse practitioner.

Under ESA, 'family member' refers to:

- Spouse (married or unmarried, same or opposite gender)
- Parent, step-parent, foster parent, stepchild, foster child, grandparent, step-grandparent, grandchild or step-grandchild of the employee or employee's spouse
- Spouse of the employee's child
- Brother or sister of the employee
- Relative of the employee who is dependent on the employee for care or assistance

Employees are entitled to this leave regardless of the length of their term of employment with MPCC.

Employees do not need to produce the medical certificate prior to starting the leave but need to provide the certificate at some point during the leave. This certificate must include the name of the individual and that the individual has a serious medical condition (but does not need to include medical specifics).

Family caregiver leave may last for up to eight (8) weeks, however, the weeks may be taken either consecutively or separately. If an employee takes part of a week, it counts as a full week of entitlement. Employees must provide written notice each time they are taking a week of leave.

FAMILY MEDICAL LEAVE

Employees of MPCC are entitled to family medical leave consisting of unpaid job-protected leave for a period of up to twenty-eight (28) weeks in a fifty-two (52) week period to provide care or support to family members who have a significant risk of death occurring within a period of twenty-six (26) weeks.

Care or support includes but is not limited to: providing psychological or emotional support; arranging for care by a third party provider; or directly providing or participating in the care of the family member.

Family medical leave is different from family caregiver leave because an employee is only eligible for family medical leave if the family member who has serious medical condition has a significant risk of death occurring within a period of twenty-six (26) weeks.

Employees are entitled to this leave regardless of length of employment with MPCC.

As per ESA, 'family member' refers to:

- Spouse
- Parent, step-parent, or foster parent of the employee or employee's spouse
- Child, step-child, or foster child of the employee or the employee's spouse
- Brother, step-brother, sister or step-sister of the employee
- Grandparent or step-grandparent of the employee or employee's spouse
- Grandchild or step-grandchild of the employee or the employee's spouse
- Brother-in-law, step-brother-in-law, sister-in-law, or step-sister-in-law of the employee
- Son-in-law or daughter-in-law of the employee or the employee's spouse
- Uncle or aunt of employee or employee's spouse
- Nephew or niece of the employee or the employee's spouse
- Spouse of the employee's grandchild, uncle, aunt, nephew or niece, or
- A person who considers the employee to be like a family member (full details in ESA)

The employee does not have to have the medical certificate before they can start the leave, but a certificate must eventually be obtained. If a certificate is never issued, the employee will not be entitled to the leave. This means that the employee would not be entitled to any of the protections afforded to employees on family medical leave. In Ontario, only a medical doctor or a nurse practitioner can issue a certificate.

Employees are not required to take all twenty-eight (28) weeks consecutively and may separate their weeks. However, if an employee takes part of a week, it will count as a full week of leave. If the family member does not pass away within the twenty-six (26) weeks outlined in the original certificate, employees may continue on leave until twenty-eight (28) weeks have passed without needing to provide another medical certificate.

The twenty-eight (28) weeks of family medical leave must be shared by all employees in Ontario who take a family medical leave under the ESA to provide care or support to a specified family member. For example, if one spouse took 18 weeks of family medical leave to care for their dying father, the other spouse would be able to take only 10 weeks of family medical leave. The spouses could take leave at the same time, or at different times.

As per ESA, there are three important periods of time relating to family medical leave:

- 26-week period specified on the medical certificate within which the family member has a significant risk of death
- 52-week period that begins on the first day of the week in which the 26-week period specified in the medical certificate, and
- 28-weeks of family medical leave

The latest that an employee can remain on leave is the earliest of: last day of the week in which the family member dies OR the last day of the week in which the 52-week period expires (a Saturday per ESA), OR the last day of the 28 weeks of family medical leave.

If an employee has more than one specified family member who has a serious illness with a significant risk of death within a period of 26 weeks, the employee will be entitled to an 28 - week family medical leave for each of the specified family members.

Employees are required to provide written notice of the need for a family medical leave of absence. If the leave is required unexpectedly, employees may provide notice as soon as possible after having started the leave. If weeks are taken separately, written notice must be provided for each week.

CRITICAL ILLNESS LEAVE

Employees are entitled to up to thirty-seven (37) weeks in a fifty-two (52) week period of unpaid leave in the event they have a critically ill minor child or seventeen (17) weeks in the event of a critically ill adult family member. Note that family member is defined as per family medical leave. The term 'adult' refers to a person over 18 years of age.

Employees with at least six (6) months of service with MPCC are entitled to this leave.

Employees are required to provide a medical certificate from a qualified medical practitioner which sets out who requires care and support and establishes the period of time that the care and support may be required. The certificate does not have to be produced prior to embarking on the leave but must be produced at some point during the leave.

Employees must also provide written notice of their intent to take the leave and a written plan indicating the specific weeks either in advance of the leave or as soon as possible after starting it. Changes may be made to the plan under special circumstances outlined in the ESA.

If a medical certificate issued by a qualified health practitioner sets out a period during which the person requires care or support of a family member that is less than thirty-seven (37) for a minor child or less than seventeen (17) weeks for an adult, the employee is entitled to take a leave only for the period set out in the certificate. An employee's leave may be extended if the original certificate did not use up all of the leave, but another medical certificate must be issued.

Employees may take the weeks separately or consecutively. If an employee only takes part of a week, this qualifies as one week.

In the event of the death of the person for whom the employee is providing care or support, the leave ends at the end of the week in which the person passes away.

CHILD DEATH LEAVE

An employee who experiences the death of a child is entitled to an unpaid leave of absence for a period of up to one hundred and four (104) weeks. The leave must be taken within the one hundred and five (105) week period that started when the child passed away and only as a single period of leave (it cannot be broken up).

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

Eligibility for this leave begins after an employee has had at least six (6) months of service with MPCC

'Child' refers to: a child, a stepchild, a child under legal guardianship of the employee, a foster child less than 18 years of age.

A written notice and a plan for taking the leave must be provided to the MPCC as soon as possible either prior to beginning of the leave or once the leave has started. As necessary, the MPCC may require reasonable evidence of the need for the leave.

CRIME-RELATED CHILD DEATH OR DISAPPEARANCE LEAVE

Employees who have been employed with the MPCC for a minimum of six (6) months and who experience the crime-related death or disappearance of a child are entitled to up to one hundred and four (104) weeks of unpaid, job-protected leave.

The crime does not have to be proven, but probable. An employee is not entitled to this leave if the employee is charged with the crime or if it is probable, considering the circumstances, that the child was a party to the crime.

‘Child’ refers to: child, stepchild or foster child who is under 18 years of age.

The leave must be taken with the one hundred and five (105) week period that started when the child disappeared and must be taken all at once (it cannot be broken up.)

If there is a change of circumstance that occurs during the leave and it is no longer probable that it is the result of a crime, the employee’s entitlement to the leave ends. If the child is found alive during the leave, an employee is entitled to remain on leave for fourteen (14) days following the discovery of the child. If the child is found dead, the employee then has a separate entitlement to the child death leave.

A written notice and a plan for taking the leave must be provided to the MPCC as soon as possible either prior to beginning the leave or once the leave has started. The plan may be amended under special circumstances.

As necessary, the MPCC may require reasonable evidence of the need for the leave.

DOMESTIC OR SEXUAL VIOLENCE LEAVE

In the event that an employee or an employee’s child has experienced or been threatened with domestic or sexual violence, the employee is entitled to job-protected leave of up to ten (10) days and also fifteen (15) weeks in a calendar year. The first five (5) days of leave in a calendar year will be paid, and the remainder of the leave is unpaid.

Employees who have at least thirteen (13) weeks of service with MPCC are entitled to the leave. An employee who begins work partway through a calendar year is still entitled to 10 days during the remainder of that year.

Employees are not entitled to the leave if they committed the violence.

‘Child’ refers to: a child, stepchild, child under legal guardianship or a foster child, who is under eighteen (18) years of age.

Leave may be taken for any of the following:

- To seek medical attention for the employee or the child of the employee because of a physical or psychological injury or disability caused by the domestic or sexual violence.
- To access services for a victim services organization for the employee or the child of the employee.

- To have psychological or other professional counselling for the employee or the child of the employee.
- To move temporarily or permanently, or
- To seek legal or law enforcement assistance, including making a police report or getting ready for or participating in a family court, civil or criminal trial related to or resulting from the domestic or sexual violence.

Entitlement to the ten (10) days resets every calendar year, regardless of the month in which an employee began employment with MPCC. Days may not be carried over if unused. An employee does not have to take all of the days off in the same period. An employee may choose to take part days but in terms of the leave, these are counted as full days.

The entitlement extends if an employee needs to take up to fifteen (15) weeks of domestic or sexual violence leave for the same reasons as above. These weeks can be taken separately or all at once. If an employee only uses part of a week, it counts as a full week of leave.

The employer cannot require the employee to take an entire week of leave if the employee only wants to take leave for a single day(s), cannot prevent the employee from working prior to taking a single day(s) of leave during a week, and cannot prevent the employee from returning to work after a single day(s) of leave during the week.

Employees are required to provide notice, either ahead of the leave or as soon as possible after they have started the leave. Notice may be provided orally for either length of leave. Employees are not required to take the ten (10) days before starting on their fifteen (15) week entitlement.

Employees may be requested to provide reasonable evidence for the need for the leave.

INFECTIOUS DISEASE EMERGENCY LEAVE

Employees have the right to this unpaid leave in the event they are not able to perform their duties because of COVID-19. The only disease for which unpaid infectious disease emergency leave may be taken at this time is COVID-19. Employees are entitled to take this unpaid leave provided the conditions set out below are met.

Employees have the right to take unpaid, job-protected infectious disease emergency leave if they are not performing the duties of their position because of specified reasons related to COVID-19 which are outlined in the ESA.

Employees are required to provide notice that they will be starting the leave or provide notice as soon as possible if they are already on leave. Notice may be provided orally.

There is not specified limit to the number of days an employee can be on unpaid infectious disease emergency leave and unpaid infectious disease emergency leave absences do not have

to be taken consecutively. Employees can take the leave in part days, full days, or periods of more than one day.

Employees may also return after a part day if the time off was taken in relation to the reasons outlined in the ESA. The employee is entitled to their regular rate of pay for any hours worked.

MPCC may request reasonable evidence of the need for the leave from employees.

ORGAN DONOR LEAVE

Employees are entitled to organ donor leave if they are undergoing surgery to donate all or part of certain organs to a person. As necessary, the organ donor leave may be extended past the original thirteen (13) weeks with an additional thirteen (13) weeks.

Employees who have been employed by the MPCC for a minimum of thirteen (13) weeks are eligible for this leave.

As per ESA, 'organ' refers to: a kidney, liver, lung, pancreas, or small bowel.

Leave generally begins on the date of the surgery unless another date is specified by the certificate. The leave may be extended for employees if a qualified medical practitioner asserts that the employee requires more time away from work. The leave may be extended more than once, but the total period of extension must not be more than 13 weeks. Therefore, where the leave is extended, the maximum amount of time allowed for organ donor leave is 26 weeks in total.

Employees are required to provide at least two (2) weeks' written notice of the need for the original leave and if there is a need to extend the leave. An employee may also return early from leave provided they have two (2) weeks' written notice that they intend to do so.

MPCC reserves the right to request a medical certificate attesting to the need for the leave and this must be provided as soon as possible after it is requested.

RESERVIST LEAVE

A reservist employee who is deployed to an operation is entitled to unpaid, job-protected leave for the time that it is necessary for them to be a part of the operation. The ESA sets out that an operation may include providing assistance in dealing with an emergency or its aftermath, including search and rescue operations, recovery from natural disasters, military aid following storms, aircraft crash recovery, Canadian Armed Forces military skills training, or the employee is in treatment, recovery or rehabilitation for a physical or mental health illness, injury or

medical emergency that resulted from participation in one of the above-noted operations or activities.

A reservist employee who has worked for MPCC for at least two (2) consecutive months is entitled to this leave. However, if the employee is taking reservist leave because they are deployed to a Canadian Forces operation inside Canada related to handling an emergency or its aftermath, there is no minimum employment requirement.

Employees are required to provide written notice of the beginning and end date of their leave and will be reinstated to their same position upon returning from leave. In the event that the position has been eliminated, MPCC will reinstate them to a comparable position.

MPCC reserves the right to postpone an employee's reinstatement for two (2) weeks, or one pay period, as needed.

JURY DUTY LEAVE

Employees are entitled to unpaid, job-protected leave as necessary for employees to participate in jury duty.

Employees may be requested to provide evidence of the need for them to participate in jury duty.

VOTING LEAVE

Employees are entitled to take three (3) hours off to vote during work hours during federal and provincial elections. This leave is applicable where an employee's hours of work prevent them from having three (3) consecutive hours to vote. The hours will be paid. Note that voting is open for 12 hours.

MARRIAGE LEAVE

In celebration of the marriage of an employee and in keeping with the philosophy that families are the foundation of strong communities, the MPCC will provide two (2) days of paid leave to an employee upon their marriage.

Paid leave may be taken either immediately in advance of the marriage date to assist in preparations or after the marriage date as part of the celebratory process.

Employees working for the MPCC for three (3) months or longer are entitled to this leave.

Employees marrying should notify MPCC two (2) weeks in advance of their marriage date and leave request.

MPCC may request evidence of the marriage.

PERSONAL LEAVE

Permanent employees are entitled to two (2) paid days of personal leave per calendar year.

A written request for personal leave must be made to the MPCC.

Personal leave is not paid out on termination or resignation. It cannot be carried forward to the next calendar year.

EMPLOYEE DEVELOPMENT LEAVE

Those employed by the MPCC for longer than one (1) year may apply for unpaid Employee Development Leave. Applications must be made in writing to their Manager through their supervisor.

Employee Development Leave with pay or time-in-lieu may be granted by the Manager so that the employee can attend conferences and training sessions.

PUBLIC HOLIDAYS

Manor Park Community Council is committed to upholding the employment rights as established by the Ontario Employment Standards Act, 2000. Specifically, we will ensure that it adheres to the provisions established for public holidays in Ontario.

Public holidays in Ontario:

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

- Boxing Day

Additionally, MPCC provides: Easter Monday and August Civic Holiday

Policy

MPCC will ensure that qualified employees who are entitled to taking these days off from work will be paid the appropriate public holiday pay.

As needed, the MPCC may request that employees work on the day of the public holiday. To compensate for this, an employee may choose one of the following:

To be paid their regular wages on the public holiday and then receive another day of in-lieu of which they will be paid public holiday pay OR be paid their public holiday pay, in addition to the time and one-half their regular rate of pay (in which case, employees would not be entitled to another day off).

In either case, employees must agree electronically or in writing to work on the public holiday. A substitute holiday must be scheduled for a day that is no later than three (3) months following the earned public holiday. If a substitute holiday needs to be delayed beyond three months, employees of MPCC can agree electronically or in writing to the delay, but it must be allotted to the employee in the 12 months following the initial public holiday.

If an employee's employment with MPCC concludes prior to the day they scheduled the substitute holiday date, MPCC will ensure that the employee's public holiday pay entitlement is included in their final wages.

Employees are entitled to public holiday pay in the amount of an average of the employee's regular wages earned during the preceding four weeks leading to the public holiday, (in the event that the employee was on vacation entitlement, the vacation pay will also count towards the total), then the total is divided by 20.

Employees qualify for public holiday pay unless they:

- Fail (without reasonable cause) to work all of their last regularly scheduled day of work prior to the public holiday or all of the first regularly scheduled day of work following the public holiday, OR
- Fail without reasonable cause to work their entire shift on the day of the public holiday if they are required to work.

MPCC may request specifics concerning an employee's absence on their last and/or first regularly scheduled shift(s) around a public holiday to determine whether the employee is entitled to the pay in spite of their absence. Generally, reasonable cause can be shown when an event beyond an employee's control occurs and results in their absence.

TERMINATIONS

'Termination' means a situation in which the employment relationship comes to an end.

'Involuntary termination; means the employee's departure is at the hands of the employer.

'Voluntary termination' or resignation means the decision is made by the employee to leave the job.

'Termination for cause' means an employee is terminated without notice when they are 'guilty of wilful misconduct disobedience, or wilful neglect of duty that is not trivial and has not been condoned by the employer'

'Temporary layoff' means an employer cuts back or stops and employee's work without ending their employment. According to ESA, an employee is considered to be temporarily laid off when the employee has earned less than half of what he/she would ordinarily earn in a week.

Policy

MPCC will follow the rules set out in the Employment Standards Act (ESA) and the terms set out in an employee's agreement when it comes to ending the employment relationship.

All terminations, no matter the cause, will be handled respectfully and in a confidential manner.

Voluntary termination or resignation: the MPCC requests that employees provide a minimum of two (2) weeks' written notice to the employer.

Involuntary termination: where the involuntary termination is not for cause, the employee will be provided with written notice of termination which meets the criteria set out in the ESA.

The employee will either work for the remainder of the time provided by the notice period (working notice) or be provided with termination pay (pay in lieu notice) for the duration of the notice period.

Employees will be entitled to their full regular pay during the notice period and will continue to accrue vacation pay during this time. Any benefits will remain in place for the duration of the notice period. Employees may also be entitled to severance pay based on their years of service, as defined under the ESA. Severance pay will be decided by the Executive Director in consultation with legal advice.

The ESA does not require an employer to give an employee a reason why their employment is being terminated. There are, however, some situations where an employer **cannot** terminate an employee's employment even if the employer is prepared to give proper written notice or termination pay. For example, an employer cannot end someone's employment, or penalize them in any other way, if any part of the reason for the termination of employment is based on

the employee asking questions about the ESA or exercising a right under the ESA, such as refusing to work in excess of the daily or weekly hours of work maximums, or taking a leave of absence specified in the ESA.

Employees who are terminated for just cause are not entitled to working notice, pay in lieu notice, or severance pay.

Temporary layoff: MPCC will refer to and adhere to the ESA in the event a temporary layoff is required for any reason. The organization is not required to provide written notice of the layoff.

If an employee is laid off for a period longer than a temporary layoff as set out in ESA, the organization understand the employee may be considered terminated according to ESA and will provide any termination pay required to the employee.

Final pay and ROE Upon termination, whether voluntary or involuntary, for cause or not-for-cause, the organization will: provide any monies owing including any outstanding vacation pay, on the final pay after the notice period, and issue a Record of Employment (ROE) within five (5) calendar days after the end of the pay period in which an employee's interruption of earnings occurs so that the eligible employees may apply for Employment Insurance (EI).

Return of employer property When the termination is voluntary or involuntary, the employee must return all company property including such items as keys or computer devices. All intellectual property, or information, products or content created for the employer will remain the property of the employer.

Rehiring Employees terminated for cause may not be eligible for rehire.

BENEFIT PLANS

Employers are not required to provide employee benefit plans. However, if an employer does decide to provide them, the rules against discrimination under the ESA must be complied with.

Policy

The MPCC will follow the ESA rules against discrimination to either the plan's contribution requirements or its benefit payments.

An employee who is on pregnancy, parental, sick, family responsibility, bereavement, declared emergency, family caregiver, family medical, critical illness, organ donor, domestic or sexual violence, child death or crime-related child disappearance leave has the right to continue to participate in pension plans, life insurance plans, accidental death plans, extended health plans and dental plans during their leave. An employee who is on a reservist leave does not have the right to continue to participate in these plans during their leave. However, if the employer

postpones the employee's reinstatement, the employer is required to pay the employer's share of premiums for certain benefit plans related to their employment and allow the employee to participate in such plans for the period during which the return date is postponed.

A female employee may be entitled to disability benefits during that part of the leave during which she would not have been able to work for health reasons related to her pregnancy or childbirth.

VACATIONS

Manor Park Community Council (MPCC) understands the importance of taking time away from work to relax and recharge. It is committed to providing time and pay in accordance with the Ontario *Employment Standards Act* (ESA). If an employee's employment agreement provides a greater benefit, the employment agreement shall take precedence.

Policy

Vacation time and vacation pay at MPCC are provided according to the following chart:

	YEARS OF SERVICE	
	Less than 5 years	5 years or more
Vacation time	Two weeks (10 days)	Three weeks (15 days)
Vacation pay	4% of gross wages	6% of gross wages

According to ESA, vacation pay must be at least four (4) percent of the gross wages, excluding any vacation pay, earned in the 12-month vacation entitlement year or stub period for employees with less than five (5) years of employment and at least six (6) percent of the gross wages thereafter.

Vacation time may be taken after it has been accrued in the previous 12-month entitlement year. It must be taken within ten (10) months of being accrued.

An employee who does not complete either the full vacation entitlement year or stub period does not qualify for vacation time under ESA. However, employees earn vacation pay as they earn wages. Therefore, if an employee works even just one hour, they are still entitled to at least 4% (or 6% depending on length of employment) of the hour's wages as vacation pay.

Alternative vacation entitlement year. The recurring 12-month period chosen by the MPCC is from January 1 to December 31.

Vacation time Vacation time may not be carried over into the following year and must be taken within ten (1) months of it having been accumulated. MPCC reserves the right to schedule employee vacations. As per ESA, MPCC will not schedule any vacation time for less than one week at a time.

Pregnancy or Parental Leave For the duration of a pregnancy or parental leave, vacation time only will accrue; vacation pay does not accrue during this time.

Public holiday and Sick Days Should a public holiday fall within an employee's vacation time, they are entitled to an extra day away following their scheduled vacation. Alternatively, the employer can pay public holiday pay for that day without giving the employee a substitute day off work, if the employee agrees electronically or in writing.

Sick days taken during a vacation do not qualify the employee to another day off with pay following their scheduled vacation.

Vacation requests Employees are requested to speak with their supervisor at least two (2) weeks prior to request vacation. Vacation requests will be granted according to operational needs. MPCC reserves the right to schedule vacation for employees to ensure the smooth operation of the business and that all vacation time is used prior to the end of the year.

Termination of employment If employment is terminated prior to an employee taking their vacation time, it will be paid out to them on their final pay cheque along with any other owed amounts.

CONDUCT AND DISCIPLINE POLICIES

ABSENTEEISM AND ATTENDANCE

Manor Park Community Council (MPCC) is committed to ensuring that all its employees are appropriately compensated for their hours of work. This policy outlines expectations for employees with regards to their time and attendance.

Policy

MPCC employees have the responsibility of attending work at their scheduled time or providing as much notice as possible in the event they are unable to arrive for the start of their shift.

Employees are to inform their supervisor by phone and email a minimum of three (3) hours prior to their shift if they will not be present. If employees need to leave their shift early, they must provide as much notice as possible to their supervisor.

Prolonged absences If an employee requires an absence for a prolonged period of time, MPCC may request additional information from an employee's medical provider regarding the projected length of their absence. MPCC will not request confidential medical information, including any diagnosis, from the medical provider.

Job abandonment Should an employee miss three (3) consecutive days of work without reasonable justification and without proper notification to the employer, the employee may be subject to disciplinary action. Upon missing three (3) days of work, the MPCC will send the employee a registered letter stating the expectation that the employee contact the employer immediately with acceptable justification for their absence. Documentation may be required.

A deadline to contact the employer and provide acceptable justification and/or documentation will be provided (typically three (3) business days). Should the employee not contact the employer and provide acceptable justification and/or documentation, the employee will be terminated for cause on the grounds of job abandonment.

Should an employee provide reasonable justification and/or documentation within the prescribed time period, the employer may still discipline the employee accordingly for failure to communicate their absence via the phone call and email procedure outlined in this policy.

Absenteeism Absenteeism refers to a deliberate pattern of absences or late-arrivals that need to be corrected in order to ensure that the MPCC is able to adequately staff its premises and achieve its organizational goals. Employee absences without reasonable cause affect the company's ability to achieve those goals.

Repeated absences or tardiness considered as absenteeism refer to absences or tardiness because of:

- Sleeping in late
- Having personal social plans when scheduled for work
- Leaving early every Friday without reasonable cause
- Arriving late each Monday morning without reasonable cause
- Failing to catch a regular scheduled method of public transportation such as bus, and
- Extending the weekend without approval.

Disciplinary steps In the case of an excessive number of absences, late shift arrivals, shifts left early or a pattern of absenteeism presents itself, MPCC will first meet with the employee to determine whether there is a workable solution to the attendance exceptions. Employees have a responsibility to do their part to work towards a solution and abide by the terms of the attendance agreement. If the attendance exceptions continue without reasonable cause and/or notice, MPCC will institute the progressive discipline process following these three steps:

1. Verbal warning
2. Written warning(s)
3. Termination of employment relationship

Each of the above steps will be documented and copies will be provided to the employee to read and sign during the disciplinary meeting.

CODE OF CONDUCT

Manor Park Community Council (MPCC) believes in honesty, integrity and respect and requires all employees working on behalf of the organization to uphold these values. This policy outlines the expectations of the behaviour and conduct of its employees.

Policy

The MPCC is committed to doing business in a respectful and ethical manner. Employees of MPCC are expected to behave in a professional and courteous manner towards the organization, fellow employees, our participants and our community.

Employees will adhere to the following guidelines for working with integrity:

- Report to work on time and put their best effort forward each day;
- Assist participants and fellow colleagues to the best of their ability;
- Take responsibility for their choices and actions;
- Treat others with dignity and respect;
- Represent the organization and its participants in a positive manner;
- Keep confidential information private;
- Use company resources and property as intended, and
- Ask for clarification and guidance when unsure about an action or decision.

MPCC will not tolerate:

- Discrimination, harassment, bullying or violence of any kind;
- Illegal or criminal behaviour including but not limited to stealing, damaging property, or possessing illegal substances or items;
- Any type of lewd behaviour or unethical conduct;
- Showing up for work under the influence of any substance that impairs judgement or hinders safety, whether that substance is legal or not;
- Insubordination;
- Competing with the organization or using company information or intellectual property for personal gain, and
- Intentionally behaving in any untrustworthy manner such as misrepresenting the company or its products, services or prices to clients or the public.

Employees will not show favouritism to its Board of Directors, volunteers or employees applying for, or receiving, services.

CONFIDENTIAL COMPANY AND CLIENT INFORMATION

This policy defines and describes the management of confidential information for all employees. We believe that the organization's proprietary information and all information relating to MPCC employees and clients are confidential and every safeguard should be taken to ensure information is kept confidential.

Protecting the privacy and confidentiality of personal information is an important aspect of the way MPCC conducts its business. Collecting, using, and disclosing personal information in an appropriate, responsible and ethical manner is fundamental to MPCC daily operations.

Scope

Our organization relies on employees and partners to properly develop, maintain, and operate our systems, networks, and processes which keep sensitive information safe and properly used. This means that every person handling our information has the responsibility to keep information safe, no matter where the information is located. This includes computing systems, networks, paper copies, business processes, and verbal transmission of information.

Policy

Company confidential information MPCC requires employees to handle all personal and business information regarding confidential materials, intellectual and proprietary, pending business transactions and sales, partnerships, supplier prices, IT information, access and processes as well as personal, personnel and client information gained through the course of their regular job duties in a confidential and appropriate manner.

Employees agree that if confidential information is not effectively protected, the operations and reputation of the MPCC may be threatened and may suffer irreparably.

Employees shall keep confidential and shall not, during the continuance of their employment or any time after the termination thereof, with the express written consent of MPCC, disclose to any person or organization any information of MPCC or its partners to which an employee may have acquired during employment or partnership.

Failure to adhere to this policy may result in disciplinary action up to and including termination of employment.

Client information In accordance with the Privacy Act and PIPEDA (Personal Information Protection and Electronic Documents Act), MPCC requires employees to handle sensitive personal client information in a confidential and appropriate manner. It is understood that employees of MPCC will become aware of confidential information regards our clients through the course of their employment

Employees agree that if confidential information is not effectively protected, the operations of MPCC may be threatened, and the well-being and privacy of our clients may suffer irreparably.

The rules by which information is handled are determined by the regulations, business requirements, and company commitments relating to that type of information. Only the information required to achieve the desire business outcome will be collected and will remain confidential.

Every employee, vendor, contractor, supplier, agent or representative of our organization must be aware of the significance of the information being handled and ensure that proper controls are applied to prevent copying, disclosure, or other misuse of the information.

Employees are required to keep all confidential information, both about the organization and our clients confidential both during and after their term of employment. Employees shall not divulge, disclose, provide or disseminate confidential or private information to any third party not employed by the MPCC at any time, unless MPCC gives written authorization.

Return of company property All confidential and propriety information of MPCC, which includes, but is not limited to files, confidential information, spreadsheets, propriety information, client information and other documents of papers (and all copies thereof) relating to the organization including such items stored in computer memories, computer disks or by any other means, made or complied by an employee or on their behalf, or made available to the employee shall remain the property of the MPCC.

Upon termination of employment, employees shall deliver any such information along with copies thereof to the MPCC promptly, or at any other time upon request. The employee shall not keep any reproductions.

Employees shall return to the MPCC any keys, technology (ie phone, computers, laptops, etc) immediately upon termination of their employment.

Failure to adhere to this policy may result in disciplinary action up to and including termination of employment.

DATA SECURITY

The Manor Park Community Council (MPCC) requires sensitive information, such as personal and financial information of our clients, to complete registrations, purchases, rentals or other transactions.

This policy aims to provide adequate safeguards to protect personal information, credit cardholder data, and maintain compliance with various regulations.

Policy

The MPCC commits to respecting the privacy of all customers and to protecting any customer data from outside parties. Management is committed to maintaining a secure environment in which to process cardholder information.

Employees handling sensitive client and cardholder data shall:

- Not disclose the personal information of clients or cardholders unless authorized;
- Keep passwords secure;
- Request approval from management prior to establishing any new software or hardware, third party connections, etc.;
- Request management approval to install software or hardware, including modems and wireless access;
- Leave desks and workspaces clear of sensitive data;
- Lock computer screens when unattended;
- Report security incidents without delay to their supervisor;
- Not use email, internet or other MPCC resources to engage in any action that is offensive, threatening, discriminatory, defamatory, slanderous, pornographic, obscene, harassing or illegal;
- Limit personal use of MPCC computer and/or telecommunications systems to ensure that job performance is not negatively impacted.

MPCC reserves the right to monitor, access, review, audit, copy, store or delete any electronic communications equipment, systems and network traffic for any purpose.

Employees shall sign off as having read and understood this policy.

The policy shall be reviewed annually or when relevant to include newly developed security

standards into the policy. The updated policy shall be re-distributed to all employees.

Employees unclear about any policies detailed should seek advice and guidance from their supervisor. .

Acceptable use practices help the MPCC protect employees and organization from illegal or damaging actions committed either knowingly or unknowingly by individuals. The intention is not to impose restrictions that at contrary to the MPCC's established culture of openness, trust and integrity.

The MPCC shall maintain a list of devices and technologies and personnel with access to such devices. A regular inventory of devices shall be taken including inspection to identify any potential tampering or substitution of devices.

Employees are responsible for:

- Exercising good judgment regarding the reasonableness of personal use.
- Taking all necessary steps to prevent unauthorized access to confidential data which includes card holder data.
- Keeping passwords secure and do not sharing accounts. Authorized users are responsible for the security of their passwords and accounts.
- All laptops, tablets and computers should be secured with a password-protected screensaver with the automatic activation feature.
- All POS and PIN entry devices should be appropriately protected and secured so they cannot be tampered or altered.
- Reporting any suspicious behaviour to their supervisor.
- Ensuring that postings from an MPCC email address to social media should have a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of MPCC, unless posting is in the course of business duties.
- Using extreme caution when opening email attachments received from unknown sender and which may contain viruses, email bombs or Trojan horse code.

Sensitive cardholder and financial data must be protected against unauthorized use at all times. Data that is no longer required for business reasons must be discarded in a secure and irrecoverable manner.

Account numbers must be masked if displayed. Account numbers without masking should not be sent via end user messaging technologies such as chats, ICQ messenger, etc.

It is strictly prohibited to store:

- Contents of a payment card magnetic stripe on any media whatsoever.
- The CVV/CVC (the 3- or 4-digit number on the signature panel on the reverse side of the payment card) on any media whatsoever.
- The PIN or encrypted PIN Block under any circumstances.

Data and media containing data shall be labelled to indicate sensitivity level.

Confidential data might include information for which there are legal requirement for preventing disclosure or financial penalties for disclosure or data that would cause severe damage to the MPCC if disclosed or modified. Confidential data includes cardholder data.

Internal use data might include information that the data owner feels should be protected to prevent unauthorized disclosure.

Public data is information that may be freely disseminated.

MPCC employees do not require access to sensitive cardholder data to do their job.

Clients seeking to complete registration or purchases via credit card should do so via the e-commerce platform. Employees may not take credit card information over the phone, even if the intention is to assist an individual in making a purchase online.

Employees should not handle a client's credit card. Even if they are assisting an online purchase in-person, only the credit card holder should enter cardholder information required or tap as required.

Access to sensitive information in both hard and soft media formats must be physically restricted to prevent unauthorized individuals from obtaining sensitive data.

Media is defined as any printed or handwritten paper, received faxes, floppy disks, back-up tapes, computer hard drives, etc.

Media containing sensitive information must be handled and distributed in a secure manner by trusted individuals.

A list of devices that accept payment card data shall be maintained, including make, model number and storage location of the device. Each device shall have its serial number (or unique identifier) number listed.

Point of Sale (POS) device surface should be periodically inspected to detect tampering or substitution.

Personnel using the devices should be trained in the handling of POS, including reporting suspicious behaviour to their supervisor.

Personnel should verify the need for repair and/or maintenance of devices including their replacement with their supervisor. The identify of any 3rd party person claiming to run repair or maintenance tasks on the devices should be verified.

Strict control is maintained over the storage and accessibility of media.

MPCC employees shall not have access to sensitive cardholder data. All cardholder purchases are completed by the cardholder through e-commerce platform or e-commerce POS device.

Data must be securely disposed of when no longer required by the MPCC, regardless of the media or application type on which it is stored.

Hardcopy (paper) materials containing sensitive information no longer required for business purposes shall be crosscut shredded, incinerated or pulped so they cannot be reconstructed. All sensitive information awaiting destruction shall be held in a lockable storage container clearly marked 'To be Shredded'. Access to these containers must be restricted.

Employees shall receive this security policy document and sign off that it has been read and understood.

Employees handling sensitive information will maintain a current Police Record Check on file with MPCC. Security policies will be reviewed annually and updated as needed.

Should a breach at our e-commerce platform occur, the MPCC shall be notified and will follow steps requested of it in order to mitigate the situation and assist in avoiding future breaches.

Each employee or director with access to MPCC banking shall be identified by a unique user ID and made responsible for their actions. Level of access will be authorized according to their job function.

Generic or group user IDs shall not be normally permitted, but may be granted under exceptional circumstances if sufficient other controls on access are in place.

Passwords for banking information shall be controlled through the financial institution and changed as required.

Every user should attempt to maintain the security of data at its classified level even if technical security mechanisms fail or are absent.

As soon as an employee or director leaves the MPCC, their system logins shall be revoked.

DRUGS AND ALCOHOL IN THE WORKPLACE

Manor Park Community Council (MPCC) recognizes impairment as a serious health and safety issue in the workplace as it can reduce the abilities and judgement of employees. We also recognize that substance abuse and dependency are medical issues that certain employees may struggle with. Manor Park Community Council is therefore committed to:

1. Creating a safe and healthy workplace by prohibiting the unsafe use of drugs and alcohol in the workplace; and

2. Providing support to any employees with dependency issues.

DEFINITIONS

'Medical Marijuana': Cannabis that is used for a medical purpose. The *Ontario Human Rights Code* "protects people who use cannabis for a medical purpose related to a disability from discriminatory treatment in employment".

'Substance Abuse': The *Code* also prohibits discrimination against people who have or are perceived to have an addiction to drugs or alcohol [including cannabis] based on the ground of disability.

Policy

To protect our organization, employees, clients, and the public at large, MPCC prohibits the use of any substances that lead to impairment such as drugs or alcohol, whether legal or illegal, while in the workplace or representing Manor Park Community Council, unless they have been authorized in writing for use by management for medical reasons or in special circumstances such as a company event.

Employees may not be impaired while working, whether on-site, off-site or while working from home. Employees who are unfit to report to work for any reason should notify their supervisor using their regular process. Safety is our number one priority at MPCC.

Employees who fail to comply with this policy may face disciplinary action, including termination, or the involvement of the authorities, where necessary.

Safety Concerns with Machinery or Equipment Driving or operating machinery, including work vehicles, while under the influence is also strictly prohibited.

Should an employee who operates machinery or equipment, including company vehicles, report to work and inform their supervisor/manager of their current state of impairment, their supervisor or manager is required to take immediate action, which may include sending the employee home in a taxicab or other commercial vehicle, and pursuing disciplinary action at a later date when the employee is no longer impaired.

Solicitation or Possession of Illegal Substances Solicitation, or possession of illegal substances within the workplace is strictly prohibited at all times. There are no exceptions to this rule.

Work Events Certain work situations (work parties, events, etc.) may allow for consumption of legal substances. These exceptions to company policy will be communicated by management and employees will be expected to use appropriate judgement and reasonable consumption levels while in these situations.

Duty to Accommodate Manor Park Community Council is committed to providing disability-related accommodation up to the point of undue hardship to employees who come forward

with an addiction issue, or to employees who require cannabis for a medical purpose related to a disability under *Ontario's Human Rights Code*.

Employees with substance abuse or dependency concerns are encouraged to share these challenges with their manager/supervisor so proper and appropriate accommodations can be organized. They may do so without fear of negative consequences. All employee medical information will be treated as confidential.

Medical Use of Cannabis As per the *Ontario Human Rights Code*: "An employee can consume edible cannabis for a medical purpose related to a disability in an enclosed workplace, as long as it does not interfere with workplace health and safety or performing essential job duties."

In accordance with smoking and human rights laws:

- Employees may not smoke or vape cannabis for a medical purpose related to a disability in places where laws or rules prohibit smoking or vaping cannabis and tobacco for public health reasons. For example: "Ontario prohibits smoking or vaping cannabis for a recreational or medical purpose in an enclosed workplace".
- Where there is medical need to smoke or vape cannabis, Manor Park Community Council will allow an employee who smokes cannabis for a medical purpose to smoke outside in places where smoking is permitted by law.

Employee Responsibilities

Employees are responsible for:

- Following the procedures outlined in this policy;
- Informing their supervisor/manager in the event they are under medical care and require the use of a prescription drug which may impair their abilities;
 - Employees need not share their diagnosis or prognosis with the supervisor/manager; the information regarding their medication is precautionary only;
- Employees must inform their supervisor/manager in the event they arrive at work impaired;
- If an employee should observe the suspected impairment of another employee, they have a responsibility for informing their supervisor/manager to ensure the health and safety of all others attending the workplace, and
- Using their judgement in the case of work events, either taking place off-site or at Manor Park Community Council's premises.

Supervisor/Manager Responsibilities

First and foremost, where a manager or supervisor "observes or otherwise obtains knowledge of a worker's impairment that could give rise to a hazard in the workplace the supervisor is required to communicate this to any worker that may be in danger and to take every precaution reasonable in the circumstances for the protection of the worker(s)." (Ontario Ministry of Labour)

Supervisors/Managers are also responsible for:

- Informing employees about and enforcing the company's drug and alcohol policy;
- Ensuring employees under their direct supervision are fit for work;
- Alerting the authorities should an employee attempt to drive while under the influence or a legal or illegal substance;
- Providing job accommodation to employees who require it, and
- Providing clear instructions to employees for special events such as company parties to ensure employees clearly understand what they are and are not allowed to do.

Suspicion of Impairment

Manor Park Community Council will support supervisors and workers on the impact of impairment and on how to recognize and respond to possible signs of impairment.

Follow-up actions may include:

- Ensuring that the employee is returned to their home;
 - However, if the employee is impaired, Manor Park Community Council will not condone them using their own vehicle and will make arrangements for alternate transportation such as a taxi or an uber.
 - Should an employee insist on driving themselves, the authorities will be notified.
- Scheduling a meeting with the employee at the workplace to discuss the impairment, and
- Inquiring about potential dependency/addiction.

Additional actions may include drug and alcohol testing, administrative leaves or suspensions, and agreements for counselling as appropriate under human rights and employment legislation. Each situation will be assessed individually.

PERFORMANCE ASSESSMENT

Performance reviews are intended as an ongoing process based on open, objective and equitable dialogue. As a communication tool, the performance review will assist in career planning and job enhancement. As a problem-solving tool, the performance review can help to solve performance deficiencies before they negatively impact on the MPCC or an individual's continued employment.

Policy

Establishing and maintaining the process of performance reviews is the responsibility of the Executive Director. However, immediate supervisors will conduct the performance review and provide a written summary to employees.

The performance of each employee shall be completed once per year or as frequently as management sees necessary.

Employees shall have an opportunity to provide written documentation regarding their performance. Copies of these documents are to be retained in their personnel records. Performance review summaries must be signed 'as read' by the employee and a copy kept in their personnel record.

An employee's performance review is an opportunity for the supervisor to recommend salary increments and future employment opportunities.

The annual performance review does not preclude informal communication regarding job performance between the employee and their supervisor or Executive Director. Copies of these communications may be placed in the employee's personnel record.

PROFESSIONAL DEVELOPMENT ACTIVITIES

The Manor Park Community Council (MPCC) supports ongoing professional development of its employees that blends the needs of the organization with the aspirations of the employee.

Policy

Professional development activities will be designated by the Executive Director as either:

- Essential – a requirement of the job; either addressing new responsibilities or deficiencies in job performance.
- Enhancement – professional development requested by the employee and benefit the employee in current and future positions with the MPCC.
- Career Development – professional development requested by the employee but not directly benefiting the MPCC.

Professional Development activities may be recommended during a performance review. Employees should forward written requests for professional development to their supervisor. Requests should include a description of the professional development activity, its relevance to the MPCC, duration, and associated costs.

When a professional development activity is deemed 'essential', the MPCC will assume the total cost of the program and the employee will be granted leave with pay.

When the professional development activity is deemed an 'enhancement' or 'career development' and is taken on the employee's own time, however the MPCC may approve up to 100% of the program fees.

PROGRESSIVE DISCIPLINE POLICY

The purpose of this policy is to establish a fair, consistent, and transparent process to addressing employee misconduct and performance concerns. Progressive discipline is intended to correct behaviour, support improvement, and maintain a safe and professional environment for all.

Policy

Manor Park Community Council (MPCC) follows a progressive discipline model. Where appropriate, discipline will be applied in increasing levels of severity, providing employees with the opportunity to correct concerns before further action is taken.

MPCC reserves the right to determine the appropriate level of discipline based on the severity, frequency, and nature of the incident. In cases of serious misconduct, steps may be skipped.

This policy applies to all employees. Progressive discipline may not apply to employees within their probationary period, where employment decisions may be made at the discretion of management.

Guiding Principles

- Discipline will be applied consistently and fairly
- Employees will be informed of expectations and given opportunity to improve
- All disciplinary actions will be documented
- The safety and well-being of children and program participants is the highest priority

Documentation

- Supervisors should consult with managers before determining and issuing discipline to ensure the discipline suits the circumstances.
- Documentation shall outline the cause for the discipline; reference prior warnings / counselling, if applicable; disciplinary step being taken; expectations the employee must meet to improve; next step in the discipline process should further discipline be required.
- Documentation shall be dated and signed by the employer and employee
- A copy of the documentation letter shall be given to the employee and another copy placed in the employee's personnel file.

Investigation

- Where deemed necessary, the employee will investigate incidents which may result in discipline. During the investigation, the employer will make the choice whether to keep

- the employee under investigation in the workplace as well as any other employees that may be victim or associated with the incident.
- The employer reserves the right to temporarily move, transfer, or modify the workplace and/or duties of the employee under investigation if said modifications are required for health or safety reasons or to ensure fairness of the investigation.
 - Where an employee must be removed entirely from the workplace, the employer may suspend the employee with pay pending the outcome of the investigation. A suspension with pay and/or a modification to the employee's workplace or duties are non-punitive actions and in no way imply guilt.

Steps of Progressive Discipline

Step 1: Counselling (non-punitive)

- A discussion outlining the concern, expectations, and required improvements;
- May include coaching or additional support, and
- Documented internally by the supervisor.

Step 2: First Written Warning

- Issued when behaviour/performance does not improve or in cases of more serious concern;
- Outlines:
 - Nature of the issue
 - Previous discussions (if applicable)
 - Required corrective actions
 - Timeline for improvement
- Employee acknowledgement required.

Step 3: Second Written Warning

- Issued if concerns persist or escalate;
- Clearly states that failure to improve may result in further disciplinary action, up to and including termination, and
- Employee acknowledgement required.

Step 4: Final Written Warning and possible Suspension (Without Pay)

- May be implemented, where appropriate;
- Used for serious or repeated misconduct, and
- Terms will be outlined in writing to the employee with duration of 1-5 working days based on the employee's schedule.

Step 5: Termination of Employment

- In the case of a serious offence or when an employee has progressed through all the steps outlined in this policy, the employer may terminate the employee with cause.
 - The reasons for the termination shall be outlined including a summary of date and prior disciplines which culminated in the termination

- The employer reserves the right to terminate without cause.

Additional Disciplinary Measures

Depending on the situation, discipline may also include:

- Reassignment of duties
- Increased supervision
- Demotion
- Mandatory training or performance improvement plans

Serious Misconduct

Certain behaviours may result in immediate discipline up to and including termination without following all progressive steps. These may include, but are not limited to:

- Neglect of child supervision
- Actions that compromise child safety
- Repeated violation of health and safety policies
- Insubordination
- Harassment
- Inappropriate conduct

Employee Responsibility

Employees are expected to:

- Follow all MPCC policies and procedures
- Maintain professional conduct at all times
- Prioritize the safety and well-being of children / program participants
- Respond to feedback and take corrective action when required
- Contribute to a safe and caring environment

Employer Rights

MPCC reserves the right to:

- Determine the appropriate level of discipline
- Skip steps depending on the severity of the situation
- Amend this policy as required

TERMINATION

In the event of a termination, employee morale and the needs of the Manor Park Community Council (MPCC) are to be maintained through a clear and equitable termination procedure. This procedure may be waived in cases of severe misconduct such as violence (including threats) or theft.

Policy

The Executive Director must authorize terminations after consultation with the supervisor and legal counsel. Terminations are to be treated in a confidential, professional manner by all parties.

Terminations related to severe misconduct

A termination may be immediate in cases of severe misconduct including, but not limited to, violence, theft, performance of assignments while under the influence of alcohol or illegal drugs, or insubordination.

In such cases, the Executive Director will notify the chair of the MPCC immediately and in writing within 24 hours. The employee will receive such notification as advised by MPCC legal counsel.

Terminations related to job performance

A termination related to job performance must be preceded by two (2) written warnings each of which shall include date, actions taken, relationship between behaviour and job, steps needed to correct the situation, timelines for improvement and possible consequences for failure to improve job performance. Each warning shall be signed by the employee 'as read'.

A reasonable opportunity to correct job performance must be provided to the employee.

Notice of termination will be provided in accordance with the ESA. Confirmation of employment will be provided upon request of the employee. Notice of termination may include working notice or pay-in-lieu of notice as provided in accordance with ESA. A reference, if requested, will be made in writing and only include the position, term of employment and rate of pay.

Terminations 'without cause'

A termination 'without cause' may be undertaken when advised by legal counsel.

Notice of termination may include working notice or pay-in-lieu of notice as provided in accordance with ESA. Confirmation of employment will be provided upon request of the employee. A reference, if requested, will be made in writing and only include the position, term of employment, and rate of pay.

Terminations during probationary period

Employment Agreements will identify the employee's probationary period during which the employee and employer may assess whether it is in the parties' best interests to continue the employment relationship.

Notice of termination is not required according to the ESA. Termination is effective immediately. Record of Employment (ROE) issued shall indicate termination during probationary period.

Termination at the end of an agreed term of employment as outlined on an Employment Agreement, shall require no notice.

The MPCC shall pay wages owing to the employee no later than the next scheduled pay day. The payment shall be accompanied by a written settlement notice.

Any work done or documentation produced by the employee while employed by the MPCC is solely the property of the MPCC. When employment ends, the Employee must immediately return all materials, property or things belonging to the Employer in the Employee's possession or under the Employee's control, including without limitation any and all tools, vehicles, materials, files, information and documents (whether in electronic form or hard copy), keys, passes, usernames and passwords (including for our social media sites), computers, mobile devices of any sort, and any other storage devices. The Employee further agrees not to retain, reproduce, or use any confidential or proprietary information or property belonging to the Employer.

SOCIAL MEDIA

Manor Park Community Council (MPCC) strives to maintain a positive image on social media platforms. We are committed to preventing any harm to the organization, its employees, clients, or other involved parties that can arise if social media channels are misused, misrepresented, or abused in a way. The purpose of this policy is to outline the expectations we have of our employees when it comes to social media use that is associated with our organization.

DEFINITIONS

"Social media" means any online websites, communities or social networks that allow users to create and share content, opinions, interests, and other information such as Facebook, LinkedIn, Instagram and TikTok.

Policy

MPCC is very thoughtful about its branding. The organization and its employees must work together to ensure the organization is represented in a positive manner on social media. As such, only designated representatives are permitted to speak on behalf of MPCC on social media.

Employees who link themselves to MPCC on social media by commenting on or about or liking or sharing information regarding MPCC, must use professionalism and respect.

The following guidelines have been established to protect MPCC and must be adhered to by employees:

- The use of personal social media on company time is not permitted, unless on approved breaks or as a function of the employee's job duties;
- MPCC has zero-tolerance for any form of discriminatory comments based on gender identity, race, age, religion, ethnicity, sexual orientation, disability, or any other legally recognized protected status;
- MPCC has zero-tolerance for online bullying or other threatening behaviour;
- MPCC has zero-tolerance for posts which are political in nature unless previously approved by the employee's supervisor;
- Sensitive financial, operational, legal or client data or information is not permitted to be shared on social media;
- Employees must recognize that this policy applies to not only company directed social media actions but also personal use of social media in regards to anything that may harm or damage the organization;
- Employees are encouraged to associate themselves to the organization on social media but may not act as official representatives (or speak on its behalf) unless authorized by management;
- The company's social media may not be used to promote personal blogs, websites, or services as this is a conflict of interest and is not permitted;
- Common sense must be used when posting. Where there is doubt about the appropriateness of a post and how it may be viewed by others, it should be approved by the employee's supervisor before posting, and
- If something inappropriate/ not permitted does get posted by you or someone else, immediately delete the post, if possible, and consult your manager/supervisor immediately in case further action is required to mitigate the situation.

Non-Compliance

Failure to adhere to the guidelines set out in this policy may result in disciplinary action, including termination.

USE OF TECHNOLOGY

Employees are expected to use company computers, email, technology and access the internet for employment purposes only. Employment purposes refers to duties required as outlined in the employment agreement, job description or as directed by the organization. Limited,

occasional or incidental use of the organization's network for personal activities is acceptable, provided the privilege is not abused.

Employees may use company computers, technology and access the internet for appropriate personal use on designated breaks, lunch and off-work times. Any activity that reflects negatively on the organization, poses a danger to the equipment, organization, or others or conflicts with other company policies will not be permitted.

Restricted comments and/or behaviours may lead to discipline, up to and including termination, and could lead to criminal or civil action against an employee.

Restrictions on Use of company computers, email, internet:

- Any personal use during work time, including personal emails, unless otherwise authorized to do so;
- Internet sites which are deemed to be inappropriate will not be permitted to be accessed and will be subject to discipline. Examples, pornographic websites, blocked websites, potentially harmful websites, gaming websites, etc.;
- Company email must only be used for employment purposes. Emails will only be sent or received to and from people as required for employment purposes; employees are to identify themselves clearly on MPCC emails;
- If an inappropriate email or link is received, it must be deleted immediately, and the email must be reported if sent internally. If the email is forwarded by the employee recipient, they will be subject to appropriate discipline;
- Downloading files, music, videos, pictures, etc. not required for employment purposes;
- Conducting unapproved business for any alternate sources of employment, compensated or otherwise, or for any home-based business at any time;
- Installing or running security programs or utilities unless specifically instructed to do so;
- Using protected materials (copyright material, branding and/or logo(s) without prior express written permission, and
- Allowing others who are not authorized users to access and utilize company equipment or software.

The MPCC reserves the right to monitor employee company emails and computer use which includes internet use.

CORPORATE CREDIT CARD USE

Manor Park Community Council (MPCC) may provide employees with credit cards that can be used for business-related expenses. Having these cards helps track and process expenses,

prevent fraud and make payments more efficiently. MPCC wants to ensure that employees who hold company credit cards will use them properly and will know their limitations and responsibilities.

Scope

This policy applies to all employees who are eligible to use a company card. It also applies to employees who have the right to approve the use of a company card for their team members.

Policy

1. When MPCC gives an employee a corporate credit card, the employee will be provided with a copy of this policy to read and sign. The signed copy shall be added to the employee's personnel record.
2. Corporate (commercial) credit cards belong to the MPCC and therefore may only be used for approved purchases supporting MPCC activities.
3. Each credit card shall have a maximum spending limit which may not be exceeded.
4. On a monthly date stipulated by the employee's supervisor, a reconciliation of spending must be submitted for in-person, online or recurring purchases including all receipts and invoices.
5. The MPCC will process payments and reserves the right to investigate charges as it sees fit.
6. Employees using the credit card(s) for personal purchases, uses prohibited by this policy, or outside of approved purchases may be subject to consequences which could include disciplinary action, termination, and legal proceedings.
7. Corporate credit cards may be provided for use by the Executive Director, managers, supervisors, administrators or board members.
8. The MPCC reserves the right to cancel a credit card at any time. Corporate credit card users shall be advised of the cancellation of a credit card by their supervisors. MPCC shall honour purchases made until time of credit card cancellation.
9. The MPCC reserves the right to withdraw or suspend an employee's credit card use. If credit card use is suspended for any employee, they shall be notified by their supervisor; required to immediately cease making purchases with the card and return the physical card to their supervisor.
10. Corporate credit card purchases reflect monthly and annual spending based on the board approved budget. Examples of expenses allowed on the corporate credit card include: supplies and resources, office supplies, and invoices for work by previously approved contractors (ie catering, supply staffing service). The employee's supervisor shall review approved credit card expenditures.
11. Some purchases require prior approval by the employee's manager. These include, but are not limited to: furnishings, and transactions exceeding \$500.

12. Corporate credit cards may not be used to: personal expenditures; cash withdrawals; illegal activities; identification; security deposits; purchase of drugs, weapons, or pornography / adult entertainment.
13. Employees are responsible for ensuring that the corporate credit card is held safely.
 - a. It is not transferable.
 - b. Loss or theft of a credit card must be reported by the employee to their manager immediately upon discovering the loss. A written summary describing the loss may be required.
 - c. Credit cards should not be left unattended or given to unauthorized users, even just to hold.
 - d. Pictures of the credit card must not be taken (and never stored on a phone or computer).
14. Employees provided with a corporate credit card are expected to:
 - a. Protect it to the best of one's ability.
 - b. Report it lost or stolen as soon as possible.
 - c. Use the corporate credit card for approved expenditures only.
 - d. Document all credit card purchases and submit the monthly report along with receipts and invoices.

BOD: February 18 2024

EMPLOYEE NAME: _____

SIGNATURE: _____

DATE: _____

WORKING FROM HOME

Some employees of Manor Park Community Council (MPCC) participate in remote work or working from home arrangements. The intention of this policy is to outline parameters of working at home to ensure safety and success for both the employee and the organization.

DEFINITIONS

“Remote work” means working from a home or from another location rather than being required to go to the physical workplace of the employer.

“Intellectual property” includes intangible creations of the human intellect such as copyrights, patents, trademarks, and trade secrets. For the purposes of this policy, it also refers to any content, project or idea created for the employer by an employee.

Policy

MPCC understands the unique challenges and benefits faced by the organization and our employees when employees are working from home. MPCC has safeguards in place to ensure the safety and well-being of our employees and the protection of company and client information.

Employees may only work from home with prior approval of their supervisor or manager.

Formal and/or Hybrid Working from Home Arrangements

Manor Park Community Council may provide the employee the option to either work from home full-time or work in a hybrid model, both from home and work. The opportunity provided by the employer is temporary and will be reviewed on a regular basis. In no way does a full-time working from home or hybrid schedule form a basis, expectation, or condition under the employee’s employment agreement. The employer reserves the right to amend your schedule, place of work and/or require you to return to work full time at any time and reason at the sole discretion of the employer.

Employer Responsibilities

- Set clear expectations surrounding duties, expectations, and deadlines as well as the importance of taking scheduled breaks, and
- Provide the necessary information and equipment the employee requires to complete their duties and maintain client and company information safely and confidentiality.

Employee Responsibilities

- Be working during the times set out in their employment agreement, taking breaks as outlined;
- Maintain contact with the office and keep managers informed about the status of projects and any issues that arise;
- Behave in a professional, respectful, and courteous manner at all times when representing the organization, whether by phone, email, or any other internet platform or communication channel;
- Follow the health and safety guidelines provided from the employer for setting up a safe working environment at home including but not limited to office ergonomics, fire and electrical safety, and violence and harassment;
- Immediately report any health and safety accident or incident to the employer, just as they would at the office so that it can be followed up on and investigated as required;
- Ensure all computers, devices and operating systems are set up according to the specifications of Manor Park Community Council;

- Ensure all confidential or proprietary information is secured using appropriate online security features such as closed internet connections, firewalls or encryption, or in locked filing cabinets. Employees must report any security breaches to their supervisor immediately, and
- Ensure all physical property loaned by the company is maintained in good working order and notify management immediately in the event any equipment is broken, damaged, lost or stolen.

All property of Manor Park Community Council, including physical property and intellectual property, remains the property of the organization and must be returned to Manor Park Community Council at the end of the working from home arrangement or the end of the employment relationship, whichever occurs first.

Any employee who fails to comply with the responsibilities outlined in this policy may have their working from home privileges revoked, or be subject to disciplinary action, including termination of employment.

HEALTH & SAFETY

DUTY OF PERSONS DIRECTING WORK

Manor Park Community Council recognizes its obligation to keep its employees safe from harm. It further understands that people who supervise or direct the work of others have a legal duty to keep those workers safe from harm. MPCC will educate and train all persons directing work to ensure they understand their obligations under the law to protect fellow workers.

SCOPE

As per the Canadian Centre for Occupational Health and Safety (CCOHS), the provisions of section 217.1 of the *Criminal Code of Canada* affect all organizations and individuals who direct the work of others, anywhere in Canada.

DEFINITIONS

“Person directing work” means anyone who undertakes, or has the authority, to direct how another person does work or performs a task according to section 217.1 of the *Criminal Code of Canada*. It not only applies to persons with a title of supervisor or manager, but anyone acting in that capacity, even temporarily.

Policy

Manor Park Community Council understands that the *Criminal Code of Canada* has been amended and people who direct the work of others have a legal duty to take reasonable steps to ensure the safety of workers and the public. This means they can be held criminally responsible for failing to take reasonable steps to prevent bodily harm to the person whose work they are directing, or any other person, arising from that work or task.

Employer Responsibilities

MPCC will take every precaution reasonable in the circumstances for the protection of workers from illness and injury. This includes:

- Keeping a safe and well-maintained workplace
- Providing information and training about the hazards the workplace, proper safety equipment, and competent supervision

Further, Manor Park Community Council will uphold all rights all employees have under the *Occupational Health and Safety Act* (OHSA):

1. The right to know about hazards in their work and get information, supervision, and instruction to protect their health and safety on the job.
2. The right to participate in identifying and solving workplace health and safety problems.

3. The right to refuse work that they believe is dangerous to their health and safety or that of any other worker in the workplace.

Supervisor Responsibilities

The *Occupational Health and Safety Act (OHSA)* sets out certain specific duties for workplace supervisors. A supervisor must:

- Ensure that workers work in the manner and with the protective devices, measures and procedures required
- Ensure that any equipment, protective device, or clothing required by the employer is used or worn by the worker
- Advise a worker of any potential or actual health or safety dangers known by the supervisor
- Take every precaution reasonable in the circumstances for the protection of workers

Employee Responsibilities

Employees must comply with their duties under the OHSA to:

- Work in compliance with the Act and regulations
 - Use or wear any equipment, protective devices or clothing required by the employer
 - Report to the employer or supervisor any known missing or defective equipment or protective device that may endanger the worker or another worker
 - Report any hazard or contravention of the Act or regulations to the employer or supervisor.
-

ANTI-HARASSMENT

The Manor Park Community Council is committed to providing a work environment in which all workers are treated with respect and dignity. Workplace harassment will not be tolerated from any person in the workplace including other employees, supervisors, program participants and their families, or other members of the public.

Policy

1. The workplace harassment policies and procedures apply to all workers including managers/ supervisors, temporary employees and contractors.
2. Workplace harassment means:
 - a. Engaging in a course of vexatious comment or conduct against a worker in a workplace because of race, creed, age, ethnic origin, marital status, physical

- disability, sex, sexual orientation, gender identity or gender expression where the course of comment or conduct is known, or ought be reasonably known, to be unwelcome;
 - b. Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant, or deny a benefit or advancement to the worker and the person knows, or ought be reasonably known, that the solicitation or advance is unwelcome.
3. Reasonable action taken by the employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment.
 4. Workers are encouraged to report any incidents of workplace harassment, explicit or implicit.
 - a. Incidents or complaints can be reported verbally or in writing. When submitting a written complaint, the worker should use the 'Workplace Harassment Complaint Form'. When reporting verbally, the person to whom the report is made, along with the worker complaining of harassment, will fill out the complaint form together.
 5. A report of the incident should include the following:
 - a. Name(s) of the worker who has allegedly experienced workplace harassment, and contact information;
 - b. Name(s) of the alleged harasser(s), and contact information (if known);
 - c. Name(s) of the witness(es) (if any) or other person(s) with relevant information to provide about the incident, and contact information (if known);
 - d. Details of what happened including date(s), frequency, and location(s) of the alleged incident(s);
 - i. Any supporting documents the worker who complains of harassment may have in his/her possession that may be relevant to the complaint;
 - ii. List of documents which a witness, another person, or the alleged harasser may have in their possession that are relevant to the complaint.
 6. Workplace harassment incidents or complaints should be reported to the worker's supervisor. If the worker's supervisor is engaging in the workplace harassment, contact the Executive Director. If the Executive Director is the person engaging in workplace harassment, reporting should be done to the MPCC Chair.
 7. The MPCC will ensure that an investigation appropriate to the circumstances is conducted when the employer, or supervisor becomes aware of an incident of workplace harassment or receives a complaint of workplace harassment.
 8. The Executive Director will determine who will conduct the investigation into the incident or complaint of workplace harassment. If the allegations of workplace

harassment involve the Executive Director or Directors on the Board, the employer will refer the investigation to an external investigator to conduct an impartial investigation.

9. The investigation will be completed in a timely manner, and generally within ninety (90) days, unless there are extenuating circumstances.
10. The persons conducting the investigation, whether internal or external to the workplace, will, at minimum, complete the following:
 - a. Ensure that the investigation is kept confidential and identifying information is not disclosed unless necessary to conduct the investigation. The investigator(s) should remind the parties of this confidentiality obligation at the beginning of the investigation.
 - b. Thoroughly interview the worker who allegedly experienced the workplace harassment and the alleged harasser(s), if the alleged harasser(s) is a worker of the employers. If the alleged harasser(s) is not a worker, the investigators should make reasonable efforts to interview the alleged harasser.
 - c. Opportunity must be given to the alleged harasser(s) to respond to the specific allegations raised by the worker. In some circumstances, the worker who allegedly experienced workplace harassment should be given reasonable opportunity to reply.
 - d. Interview any relevant witness(es) employed by the employer who may be identified by either the worker who allegedly experienced workplace harassment, the alleged harasser(s), or as necessary to conduct a thorough investigation. The investigators must make reasonable efforts to interview any relevant witness(es) who are not employed by the employer (if any).
 - e. Collect and review any relevant documents.
 - f. Take appropriate notes and statements during the interviews with the worker who allegedly experienced workplace harassment, the alleged harasser(s), and any witness(es).
 - g. Prepare a written report summarizing the steps taken during the investigation, and complaint, the allegations of the worker who allegedly experienced workplace harassment, the response of the alleged harasser(s), the evidence of any witness(es), and the evidence gathered. The report must set out findings and come to a conclusion about whether workplace harassment was found or not.
11. Within ten (10) days of the investigation being completed, the worker who allegedly experienced workplace harassment and the alleged harasser(s), if he/she is a worker of the employer, will be informed in writing of the results of the investigation and any corrective action taken or that will be taken by the employer to address workplace harassment.
12. Information about complaints or incidents shall be kept confidential to the extent possible. Information obtained about a complaint or incident of workplace harassment, including identifying information about any individuals involved, will not be disclosed

unless disclosure is necessary to protect workers, to investigate the complaint or incident, to take corrective action, or otherwise as required by law.

13. When an investigation is on-going, the worker who has allegedly experienced workplace harassment, the alleged harasser(s), and any witness(es) should not discuss the complaint or incident or the investigation with each other or other workers or witnesses unless necessary to obtain advice about their rights. The investigators may discuss the investigation and disclose the complaint- or incident-related information only as necessary to conduct the investigation.
 14. The employer will keep records of the investigation:
 - a. The complaint or details about the incident;
 - b. Record of the investigation notes;
 - c. Copy of the investigators' report, if any;
 - d. Summary of the results of the investigation that was provided to the worker who allegedly experienced workplace harassment and the alleged harasser(s) if a worker of the employer;
 - e. Corrective action taken to address the complaint or incident of workplace harassment.
 15. All records of the investigation will be kept confidential.
 - a. Records will be kept for three (3) years.
 16. After a complaint is received, and during an investigation, the MPCC may take interim measures to ensure the workers safety.
 17. In the event that investigation reveals an incident of harassment, the MPCC may take action, including but limited to:
 - a. Discipline of an employee;
 - b. Termination of an employee;
 - c. Exclusion of a participant from a program, or
 - d. Referral of the incident to authorities.
 18. Employees will receive training in this workplace harassment policy during their orientation, and through an annual review.
 19. Supervisors and workers are expected to adhere to their policy and will be held responsible by the MPCC for not following it. Workers will not be penalized for responsible for reporting an incident or participating in an investigation involving workplace harassment.
 20. The policy shall be reviewed annually.
-

WORKPLACE VIOLENCE

The Manor Park Community Council is committed to the prevention of workplace violence and is responsible for employee health and safety. Established policies and procedures will help to protect employees from workplace violence.

Policy:

1. Workplace violence includes:
 - a. the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the employee;
 - b. an attempt to exercise physical force against a employee, in a workplace, that could cause physical injury to the employee; or
 - c. a statement or behaviour that a employee could reasonably interpret as a threat to exercise physical force against the employee, in the workplace, that could cause physical injury to the employee.
2. The MPCC will take whatever steps are reasonable to protect its employees from workplace violence from all sources.
3. Workplace violence may originate:
 - a. Between employees;
 - b. Between employees and program participants;
 - c. Between employees and visitors to the workplace;
 - d. Between employees and those with whom they have a domestic/intimate relationship; or
 - e. When violence between two visitors spills over to include the employee.
4. The MPCC considers the following to be clear examples of workplace violence, regardless of whether or not the violent individual has the capacity to appreciate that their actions could cause physical harm:
 - a. verbally threatening to attack a employee;
 - b. leaving threatening notes at, or sending threatening e-mails to, a workplace;
 - c. shaking a fist in a employee's face;
 - d. wielding a weapon at work; hitting or trying to hit a employee;
 - e. throwing an object at a employee;
 - f. sexual violence against a employee;
 - g. kicking an object that the worker is standing on (ie ladder); or
 - h. trying to run down the worker using a vehicle or equipment.
5. The MPCC shall assess the risk of workplace violence including risks that may arise from the nature of the workplace, type of work or conditions of work, taking into account the circumstances of the workplace.

6. The MPCC shall review the risk assessment annually, or as often as necessary to ensure that the workplace violence policies and procedures continue to protect employees from workplace violence.
7. The MPCC may take action to change the nature of the workplace, type of work or conditions of work to reduce the potential risk of workplace violence.
8. The MPCC shall post the risk assessment in the workplace and advise the Joint Health & Safety Committee of the risk assessment results by providing a copy of the assessment in writing.
9. The MPCC shall develop procedures to control identified risks that are likely to expose an employee to physical injury.
10. The MPCC shall communicate procedures to control identified risks to an employee during their orientation.
11. Measures to control identified risks include:
 - a. Rink employees must work in teams between 6pm and 7am;
 - b. Rink employees shall carry a communication device such as cell phone or walkie-talkie;
 - c. Lock-down procedures shall be developed and communicated to each employee during orientation;
 - d. Employees shall be informed of a person with a history of violence or potentially violent situations, as appropriate to their program, and
 - e. Contact information for MPCC employees shall be distributed to employees electronically and posted in each place of work.
12. The MPCC shall review their procedures to control identified risks annually, or as often as necessary to ensure that the workplace violence policies and procedures continue to protect employees from workplace violence.
13. The MPCC shall maintain procedures to implement the workplace violence policy.
14. Every employee must work in compliance with these policies.
15. Workplace violence policies and procedures will be reviewed with employees during their orientation, and after any change to the policy or procedures.
 - a. Workers shall sign off on each policy and procedural review.
16. When workplace violence occurs, or is likely to occur:

- a. Immediately, employees should summon assistance by calling '911' on a cell phone, or land line;
 - b. Employees should notify their team members, where applicable, by walkie-talkie or cell phone;
 - c. Employees should report the workplace violence or concern to their supervisor, or MPCC Chair should management be the source of the violence; and
 - d. Supervisor should report to the Executive Director by phone call.
 - 17. In the event of workplace violence which results in a person being critically injured or killed, the MPCC shall:
 - a. Immediately notify the Ministry of Labour inspector by phone call;
 - b. Immediately notify the Joint Health & Safety Committee;
 - c. Within 48 hours notify, in writing, a director of the Ministry of Labour giving circumstances of the occurrence.
 - 18. In the event of workplace violence which an employee is disabled or requires medical attention, the MPCC shall:
 - a. Within four (4) days, notify the Joint Health & Safety Committee.
 - 19. In the event of workplace violence or when there is concern about workplace violence, workers should record: the name of the individual in question; the date/ place/ time of the incident; name(s) of witnesses and their contact information, where possible; events that led up to the incident, and what was heard or observed.
 - 20. Supervisors shall advise employees of any actual or potential occupational health and safety danger of which the supervisor is aware, appropriately tailoring the type and amount of information disclosed based on the specific job and associated risks of the workplace.
 - 21. Employees may refuse to work if they have reason to believe that they may be endangered by workplace violence.
 - 22. All reports will be investigated in a prompt, objective and sensitive manner. The privacy of all concerned will be respected as much as possible.
 - 23. When an investigation confirms workplace violence, the MPCC will take action including but not limited to exclusion or dismissal.
 - 24. When the MPCC becomes aware of the existence of any actual or potential danger to the safety or health of an employee, the employee will be advised.
-

ABUSE PREVENTION

The Manor Park Community Council will not tolerate any form of physical, sexual, emotional (verbal) or psychological abuse or any form of neglect by its employees, contractors, Board Members or volunteers. The purpose of the policy is to identify behaviours that are unacceptable, and establish a mechanism for receiving complaints and dealing with complaints.

Policy

1. The workplace Abuse Prevention policies and procedures apply to all workers including managers / supervisors, temporary employees, and contractors, as well as Board Members and volunteers.
2. Definitions of abuse include:
 - a. Physical Abuse – defined as, but not limited to, the use of intentional force that can result in physical harm or injury to an individual. It can take the form of slapping, hitting, punching, shaking, pulling, throwing, kicking, biting, choking, strangling or the abusive use of restraints.
 - b. Sexual Abuse – defined as, but not limited to, any unwanted touching, fondling, observation for sexual gratification, any penetration or attempted penetration with a penis, digital or object of the vagina or anus, verbal or written propositions or innuendos, exhibitionism or exploitation for profit including pornography.
 - c. Emotional (Verbal) Abuse – defined as, but not limited to, humiliating remarks, name calling, swearing at, taunting, teasing, continual put-downs.
 - d. Psychological Abuse – defined as, but not limited to, communication of an abusive nature, sarcasm, exploitive behaviour, intimidation, manipulation, and insensitivity to race, sexual preference or family dynamics.
 - e. Neglect – defined as, but not limited to, any behaviour that leads to a failure to provide services which are necessary such as withdrawing basic necessities a forms of punishment, failing to assess and respond to changes in health status and refusing or withdrawing physical or emotional support.
3. All stakeholders are required to report any incidents of abuse:
 - a. Incidents or complaints can be reported verbally or in writing. Writing complaints can be delivered to any manager / supervisor. When reporting verbally, the person to whom the report is made, along with the worker, will complete the report together.
 - b. In accordance with Ontario 'Child and Family Services Act' any suspected abuse or neglect of children must be reported to the Children's Aid Society (CSA).
<http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx#:~:text=In%20Ontario%2C%20it%20is%20the,suspected%20child%20abuse%20or%20neglect.&text=All%20suspicions%20of%20child%20abuse,to%20deliver%20child%20protection%20services>.
4. A report of the incident should include the following:

- a. Name(s) of the worker / child who has allegedly experienced abuse and their contact information,
 - b. Name(s) of the alleged abuser(s) and contact information, if known.
 - c. Names(s) of witness(es), if any, and other person(s) with relevant information to provide about the incident, and contact information, if known.
 - d. Details of what happened including date(s), frequency, and location(s) of the alleged incident(s)
 - i. Any supporting documents that may be relevant to the complaint.
 - ii. List of documents which a witness, another person, or the alleged abuser(s) may have in their possession that are relevant to the complaint.
5. Abuse incidents or complaints should be reported to the program supervisor. If the program supervisor is engaging in the abuse, contact the Executive Director. If the Executive Director is the person engaging in abuse, reporting should be done to the MPCC Chair.
6. The MPCC will ensure that an investigation appropriate to the circumstances is conducted when the employer, or supervisor becomes aware of an incident of abuse or received a complaint of abuse.
7. The Executive Director will determine who will conduct the investigation into the incident or complaint of abuse. If the allegations of abuse involve the Executive Director or Directors on the Board, the employer will refer the investigation to an external investigator to conduct an impartial investigation.
 - a. Where the alleged abuse victim is a child, the Children's Aid Society shall be advised immediately. The Children's Aid Society shall notify parents, police, school, professional organization or others as the CAS deems appropriate.
8. The investigation will be completed in a timely manner, and generally within ninety (90) days, unless there are extenuating circumstances.
9. During the investigation, the MPCC shall take steps to protect the alleged victim from their abuser(s) which may include, but not limited to, physical separation in the workplace; increased supervision, or suspension of the alleged abuser(s).
10. An investigation which returns a finding of abuse by an employees, contractor, Board Member or volunteer will result in the abuser(s) immediate dismissal from the MPCC.
 - a. If an employee, the abuser(s) shall be terminated with cause.
 - b. The MPCC may contact the police to report the abuse.
11. To support the reporting of suspected abuse, the MPCC shall take no disciplinary action against the individual reporting in good faith.
 - a. Where an investigation returns a finding of abuse reporting in bad faith by an employee, contractor, Board Member or volunteer the MPCC will impose disciplinary action which may include, but not limited to, education, probation, or termination.
12. Stakeholders shall acknowledge their understanding of this policy and date and sign their compliance.