

---

**Manor Park**



**Community Council**

# **HUMAN RESOURCES MANUAL**

---

Prepared by: Lana Burpee, Executive Director

Approved: January 31 2018  
Updated: July 7, 2021

**Table of Contents**

**INTRODUCTION .....4**  
Guiding Principles .....4  
Limitations .....5  
Definitions.....6  
Other .....7

**Section 1: HIRING .....8**  
1.1 EMPLOYMENT PRACTICES .....8  
1.2 EMPLOYMENT OF RELATIVES .....9  
1.3 POLICE CHECKS .....10  
1.4 FIRST AID PROFICIENCY .....11  
1.5 ORIENTATION.....12  
1.6 PROBATION .....13  
1.7 EMPLOYEE INFORMATION AND PRIVACY .....14

**Section 2: CONDITIONS OF WORK .....16**  
2.1 HOURS OF WORK .....16  
2.2 JOB DESCRIPTIONS.....17  
2.3 EMPLOYMENT CONTRACTS .....18  
2.4 CONFLICT OF INTEREST .....19

**Section 3: HOLIDAYS, VACATIONS & LEAVES .....20**  
3.1 HOLIDAYS .....20  
3.2 VACATION .....22  
3.3 LEAVES .....24

3.3.1 FAMILY MEDICAL LEAVE .....24  
3.3.2 CRITICAL ILLNESS LEAVE.....26  
3.3.3 FAMILY CAREGIVER LEAVE.....28  
3.3.4 COMPASSIONATE LEAVE.....29  
3.3.5 PERSONAL EMERGENCY LEAVE (PEL).....30  
3.3.6 PERSONAL LEAVE.....31  
3.3.7 ORGAN DONOR LEAVE.....32  
3.3.8 PREGNANCY LEAVE.....33  
3.3.9 PARENTAL LEAVE.....34  
3.3.10 JURY DUTY LEAVE.....35  
3.3.11 MARRIAGE LEAVE.....36  
3.3.12 EMPLOYEE DEVELOPMENT LEAVE.....37  
3.3.13 DOMESTIC OR SEXUAL VIOLENCE LEAVE.....38  
3.3.14 DEATH OR CRIME-RELATED DISAPPEARANCE OF CHILD.....39  
3.3.15 RESERVIST LEAVE.....40  
3.3.16 OTHER LEAVE, PAID.....41  
3.3.17 OTHER LEAVE, UNPAID.....42

- Section 4: COMPENSATION.....46**
  - 4.1 COMPENSATION .....46
  - 4.2 SALARY CALCULATIONS.....47
    - 4.2.1 SALARY CALCULATIONS FOR NEW HIRES .....47
    - 4.2.2 SALARY CALCULATIONS FOR PROMOTIONS .....49
    - 4.2.3 SALARY CALCULATIONS FOR 'BLENDED' POSITIONS .....50
    - 4.2.4 CALCULATIONS FOR SALARY INCREASES .....51
    - 4.2.5 SALARY CALCULATIONS FOR ACTING POSITIONS.....52
  - 4.3 OVERTIME.....50
  - 4.4 EXPENSES .....52
  - 4.5 BENEFITS.....56
  - 4.6 PAYMENT PROCESS.....57
  
- Section 5: A PROFESSIONAL WORKPLACE.....58**
  - 5.1 PERFORMANCE REVIEW .....58
  - 5.2 PROFESSIONAL DEVELOPMENT ACTIVITIES .....59
  - 5.3 SAFE WORKPLACE ENVIRONMENT.....60
  - 5.4 USE OF THE INTERNET AND EMAIL.....61
  - 5.5 SUBSTANCE USE POLICY.....59
  
- Section 6: CHANGE IN STATUS .....63**
  - 6.1 PROMOTIONS.....63
  - 6.2 ACTING POSITIONS .....64
  - 6.3 RESIGNATION.....65
  - 6.4 TERMINATION..... **Error! Bookmark not defined.**
  - 6.5 RETIREMENT .....69
  
- Section 7: CONFLICT RESOLUTION .....70**
  - 7.1 HARASSMENT .....70
  - 7.2 WORKPLACE VIOLENCE .....69
  - 7.3 GRIEVANCES.....73
  
- Section 8: VOLUNTEERS .....80**
  - 8.1 VOLUNTEERS .....80

## INTRODUCTION

---

### Guiding Principles

The Manor Park Community Council (MPCC) believes that volunteers and paid employees are its greatest strengths. The highest standards of performance are expected from them by the community they serve. To help employees meet these standards, the MPCC is committed to providing the maximum support possible within its resources.

The Human Resources Manual (Manual) is one resource provided to help establish a professional and supportive work environment, under effective and responsive management. Under such conditions, the MPCC believes that employees can realize their potential.

In addition, the MPCC is committed to providing employees equal opportunities to achieve required job performance regardless of age, race, ancestry, place of origin, citizenship, colour, creed, gender, sexual orientation, ethnic origin, marital status, family status, disability or record of offences<sup>1</sup>.

Policies contained in the Human Resources Manual apply equally to all employees: volunteer or paid and permanent or temporary, unless otherwise indicated.

---

<sup>1</sup> Ontario *Human Rights Code*

---

**Limitations**

1. The Executive Director, acting for the MPCC, is responsible to ensure that policies are applied consistently. Further, the Executive Director is responsible to ensure that the application follows the intent of the policy and is congruent with other Governance Policies of the MPCC.
2. As a volunteer run, 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.
3. The Human Resources Manual policies are to be in agreement with the 'Labour Standards Act, 2000', 'Fair Workplaces, Better Jobs Act 2017', 'Human Rights Code', 'Occupational Health and Safety Act' and all other relevant federal and provincial legislation. The Manual is to be read in conjunction with relevant federal and provincial legislation and is considered revised if and when relevant legislation is revised.
4. When the employee affected is the Executive Director, the MPCC Board of Directors should be read in lieu, unless otherwise stated.
5. 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.

---

## **Definitions**

Updated: January 2018

### **Employment Status**

Positions with the MPCC are either permanent or temporary. Either can be full time (minimum of 35 hours per week) or part time.

Permanent positions are continuous unless declared redundant by the MPCC Board of Directors due to budget considerations or changes in program direction.

Temporary positions have a specified, limited term of work and are often associated with an identified project.

### **Anniversary Date**

The date on which an employee is hired, in either a permanent or temporary position, is designated the anniversary date. It is not affected by probation periods or Leaves of fewer than six months (182 days).

### **Probation Period**

The specified period of time during which the performance of an employee is evaluated is the probation period.

### **Immediate Family**

Unless otherwise specified, immediate family includes: spouse, child, child of spouse, parent, grandparent, brother or sister of the employee or employee's spouse.

### **Volunteer**

A volunteer contributes time, skills and talent to the MPCC and its activities with no expectation of compensation.

### **Managerial Positions and Non-Managerial Positions**

Managerial positions are defined as those that are supervisory or managerial in character. While supervision or management may be a duty of Non-managerial positions, these positions are not predominantly supervisory or managerial in character. The position's designation is specified on the Job Description.

### **Office Employees**

Office employees are those occupying management or administrative positions (eg. Executive Director, Arts Supervisor, Sports Supervisor, Program Supervisor 'Before- and After-School in Manor Park, Assistant Supervisor 'Before- and After-

School in Manor Park', Supervisor, 'Manor Park Playschool', and Office Assistant).

---

**Other**

The MPCC shall post a Ministry of Labour document outlining the rights and responsibilities of employers and employees under the 'Employment Standards Act, 2000'.

## **Section 1: HIRING**

---

### **1.1 EMPLOYMENT PRACTICES**

Approval date: December 15, 2004  
Updated: January 2018

---

#### **Intent**

The MPCC is committed to having employees that successfully apply their talents and skills to their job duties and responsibilities. As well, the MPCC will ensure the best candidate is hired for each job by adhering to comprehensive and fair hiring practices.

#### **Policies and Procedures**

1. The MPCC will seek to hire the most qualified and competent applicants:
  - best meeting the requirements of the job description for the position being sought;
  - legally entitled to work in Canada and,
  - willing to work in accordance with the MPCC goals, policies and procedures.
  - Provide accommodation to applicants with disabilities, when requested.
2. The recruitment, selection and hiring process will be fair and consistent.
3. Except as authorized by law, or for the purpose of administration of payroll and benefits, no personal information regarding the applicant will be released to external agencies / organizations without the express written consent of the employee.

---

## 1.2 EMPLOYMENT OF RELATIVES

Approval date: December 15, 2004

---

### **Intent**

The MPCC is open to considering immediate relatives of current employees for any MPCC job providing the applicant meets the job criteria, and the job offered does not conflict with the policies.

### **Policies and Procedures**

1. Immediate family members will not work on the same 'team'.
2. Immediate family members will not work in a supervisory relationship with one another.
3. This policy may not apply to temporary employment, such as summer work placements.

---

### 1.3 POLICE CHECKS

Approval date: December 15, 2004  
Updated: January 2018

---

#### **Intent**

The MPCC recognizes that participants in its programs are often the community's most vulnerable: children and the elderly. The MPCC will require all paid employees to pass a police security check.

#### **Policies and Procedures**

1. Employees are required to pass an Ottawa Police 'Records Check for Service with the Vulnerable Sector' ('Police Check').
2. An original copy of the 'Police Check' must be provided to the employee's supervisor. A photocopy of the document will be dated and initialed by the supervisor and added to the employee's personnel record. The original document will be returned to the employee.
3. The 'Police Check' is accepted by the MPCC for twenty-four (24) months from time of issue.
4. An employee who has provided an accepted 'Police Check' may, in years 2, 3 and 4 of their employment, may complete a Police Check Attestation in lieu of providing a newly issued 'Police Check'. In year 5, a newly issued 'Police Check' must be provided by the employee.
5. In consideration of occasionally long wait times for the 'Police Check' 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.
6. The employee is responsible for the cost of the 'Police Check'.

---

## 1.4 FIRST AID PROFICIENCY

Approval date: December 15 2004  
Updated: January 2018; September 18 2018;

---

### **Intent**

Employees must meet First Aid / CPR requirements specified in their job descriptions.

### **Policies and Procedures**

1. Where required according to a job description, employees must have current and valid First Aid / CPR certification in order to work.
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.

---

## 1.5 ORIENTATION

Approval date: December 15, 2004

---

### **Intent**

Recognizing the importance of providing essential information to newly hired or newly promoted employees, the MPCC will provide each with an orientation.

### **Policies and Procedures**

1. The supervisor shall conduct an orientation with the employee. Included, but not limited to:
  - briefing on the MPCC purpose, its role in the community, activities and organization;
  - review of the employee's job description and key measure of success;
  - touring the work environment (parking, keys, washrooms, etc.);
  - introductions to colleagues;
  - Human Resources Policies and Procedures;
  - Policies and Procedures relating to their area of work;
  - financial and administrative matters relating to their work;
  - answers to questions posed by the new employee, and
  - other supervision or training to satisfy the supervisor that the employee is ready to work independently.

---

## 1.6 PROBATION

Approval date: December 15, 2004  
Updated: January 2018

---

### Intent

A probationary period will be established during which time both the employee and the MPCC are provided with an opportunity to establish a successful working relationship. The relationship will be assessed throughout the probationary period with the understanding that it is in the best interests of both parties to terminate unsuccessful working arrangements.

### Policies and Procedures

1. Probationary periods of three (3) months shall be established for:
  - new hires into permanent positions;
  - temporary employees hired into permanent positions and,
  - staff who are continuing employees and are promoted into new permanent positions.
2. Probationary periods of four (4) weeks shall be established for:
  - all temporary positions.
3. Should the employee take leave during the probationary period, the probation may be extended by the length of leave taken.
4. Written performance reviews by the employee's supervisor will be undertaken during the probation.
5. Should an employee be terminated at the end of the probationary period, only dates of employment and salary shall be released by the MPCC when called upon for a reference check.
6. No advance notice of termination is required during the probationary period.
7. Employees are not eligible to assume acting positions while on probation. (Refer to section 6.2 Acting Positions.)

---

## 1.7 EMPLOYEE INFORMATION AND PRIVACY

Approval date: December 15, 2004  
Updated: January 2018; September 2018

---

### **Intent**

The MPCC strives to manage human resources effectively and relies on tools, such as employee records, that are comprehensive and accurate.

Employee records contain sensitive information and appropriate measures will be taken to safeguard the integrity and confidentiality of individual files.

### **Policies and Procedures**

1. One official record will be kept for each employee.
2. Access to the file is limited to the employee, immediate supervisor and Executive Director.
3. Each employee record shall contain:
  - basic personal information required to administer payroll and benefits;
  - 'Police Checks';
  - First Aid / CPR certifications (if a job requirement);
  - any other materials relevant to the terms of employment;
  - materials relating to recruitment such as: materials provided by the employee, reference checks;
  - Employment Agreement and acceptance of employment;
  - job description;
  - current salary and salary scale;
  - probation records (where applicable);
  - performance reviews signed 'as read' by the employee;
  - commendations;
  - letters of discipline;
  - attendance, vacation, time off records;
  - professional Development activities completed;
  - correspondence from the employee, and
  - correspondence from Employer / MPCC.
4. It is the employee's responsibility to notify the MPCC office regarding changes information in their employee record (e.g. name, address, phone, marital status).

5. The information collected and contained in each employee record will only be used for the purpose for which it was collected: administration of pay, benefits, performance management or to contact an employee.
6. Except as authorized by law, or for administration of payroll and benefits, no personal information will be released from the employee record to external agencies / organizations without the express written consent of the employee.
7. Employee records, except basic payroll information, will be destroyed three (3) years after an employee has left the MPCC unless there is a legal undertaking by the employee or as otherwise required by legislation.

## **Section 2: CONDITIONS OF WORK**

---

### **2.1 HOURS OF WORK**

Approval date: December 15, 2004  
Updated: January 2018

---

#### **Intent**

Given the mandate and goals of the MPCC, irregular / variable working hours may occur on a regular basis for some employees. The MPCC supports flexible working hours provided that a balance is maintained between regularly scheduled hours, flexible hours and overtime hours.

#### **Policies and Procedures**

1. Each employee shall have hours of work detailed in their Employment Agreement and job description.
  
2. The MPCC office will be closed on all public holidays and other such days designated as holidays by the MPCC. (Refer to section 3.1 Holidays.)

---

## 2.2 JOB DESCRIPTIONS

Approval date: December 15, 2004

---

### Intent

A job description for every permanent or temporary position will be maintained.

### Policies and Procedures

1. Job descriptions should reflect the needs of the MPCC rather than abilities or qualifications of the person filling the position.
2. A job description shall contain:
  - job overview;
  - permanent or temporary job status designation;
  - managerial or supervisory designation, as required;
  - typical duties, tasks and responsibilities;
  - expected outcomes;
  - expectation of employee performance;
  - minimum qualifications and / or experience;
  - special requirements, if any;
  - direct supervisor, and
  - pay scale.
3. Duties assigned to an employee will be consistent with, but not limited to, those identified in their job description.
4. Job description reviews are done to ensure that workloads and responsibilities are commensurate with pay and that workloads are comparable amongst similar positions in the MPCC.
5. Job descriptions are reviewed:
  - at least annually by supervisor with employee during the course of an annual performance review;
  - comprehensively every three years along with pay scales by the Executive Director and the MPCC Board of Directors, or
  - as needed in accordance with changes in the MPCC.
6. Recommendations to revise job descriptions are made to the Executive Director who has final responsibility for all job descriptions except that of the Executive Director which is reviewed and updated annually by the MPCC Board of Directors.

---

## 2.3 EMPLOYMENT AGREEMENTS

Approval date: December 15, 2004  
Updated: July 2018

---

### Intent

A clearly defined working relationship is to be established between the MPCC and each of its employees through the issue of an Employment Agreement.

### Policies and Procedures

1. When a decision has been made to offer a position, an Employment Agreement will be issued by the Executive Director to the prospective employee.
2. Employment Agreements contain:
  - position title;
  - start date;
  - end date, if required;
  - salary range for the position and starting salary;
  - conditions of work;
  - duration of agreement;
  - hours of work;
  - remuneration;
  - vacation;
  - termination of employment
  - confidentiality;
  - general terms of employment agreement;
  - job description;
  - information on MPCC Human Resources policies;
  - any accommodations negotiated during the recruitment process, and
  - instructions for accepting the offer of employment.
3. Should a prospective employee not respond to the offer of employment as instructed, it will be deemed that the offer is not accepted and the recruitment process will continue.
4. The original Employment Agreement shall be placed in the employee record. The employee will be provided with a copy of the Employment Agreement.

---

## **2.4 CONFLICT OF INTEREST**

Approval date: December 15, 2004

---

### **Intent**

The Board of Directors, volunteers and employees will protect the integrity of the MPCC and maintain the trust placed in it by the community.

### **Policies and Procedures**

1. Employees will take every due and proper measure to ensure that there is not, nor appear to be, a conflict between their personal interests and their responsibility to the community served by the MPCC.
2. The MPCC will not show favoritism to its Board of Directors, volunteers or employees applying for or receiving its services.

## **Section 3: HOLIDAYS, VACATIONS & LEAVES**

---

### **3.1 HOLIDAYS**

Approval date: December 15, 2004  
Updated: January 2018

---

#### **Intent**

Employees shall observe public holidays.

#### **Policies and Procedures**

1. Public holidays are:
  - New Year's Day
  - Family Day
  - Good Friday
  - Victoria Day
  - Canada Day
  - Labour Day
  - Thanksgiving Day
  - Christmas Day, and
  - Boxing Day
2. The MPCC designates the following as a paid holiday:
  - Easter Monday
  - First Monday in August
3. Employees are entitled to public holidays regardless of how long they've been employed.
4. Public holiday pay shall be calculated according to the formulas of 'Fair Workplaces, Better Jobs Act, 2017'.
5. Should a public holiday fall on a Saturday or Sunday, the MPCC will follow the day designated by the Ministry of Labour as the public holiday.
6. Should an employee be asked to work on a public holiday and agree to do so, they will be compensated at a rate of 1.5 times their regular salary for the time worked.
7. At the discretion of the Executive Director, the MPCC office may close on workdays during Christmas to New Year's break, as scheduled by the Ottawa-Carleton District School Board. These are paid holidays.

8. At the discretion of the Executive Director, the MPCC office may close on workdays during March Break, as designated by the Ottawa-Carleton District Board of Education. These are paid holidays.
9. Compensation for public and designated holidays will occur on the next scheduled pay period.

---

## 3.2 VACATION

Approval date: December 15, 2004  
Updated: January 2018

---

### Intent

All permanent employees are expected to take time off, with pay, for vacation.

### Policies and Procedures

1. Employee vacation periods are pro-rated based on a formula of fifteen (15) days of vacation per fifty-two (52) week period.
2. Vacation is pro-rated and calculated on a calendar-year basis.
3. The MPCC shall determine when an employee takes vacation, subject to rules outlined in "Labour Standards Act", 'Fair Workplaces, Better Jobs Act, 2017'.
4. Employees are eligible for vacation leave after one complete year of employment. The Executive Director may grant vacation leave prior to one complete year of employment.
5. Employees are strongly encouraged to take vacations. Vacations may not be carried over beyond the calendar year.
6. Vacations will be scheduled with the Executive Director or supervisor in the early months of each calendar year. Permission for vacation leave will not normally be withheld unless the MPCC has prior commitments requiring the employee. Employees are expected to plan accordingly.
7. Employees will receive vacation pay calculated at a rate that meets or exceeds the 'Fair Workplaces, Better Jobs Act, 2017'.
8. Should an employee be unable to take their full vacation entitlement due to a conflict with paid or unpaid leave, the employee may defer their vacation until the end of the leave or, with the permission of the Executive Director, defer the vacation until a later date.
9. Employees becoming sick during their vacation leave may substitute Personal Emergency Leave (PEL) for Vacation Leave provided that they:  
9a) advise their supervisor that their absence will be extended, and  
9b) provide their supervisor with a doctor's certificate on the day returning to work.

10. Vacation pay may be paid out at each pay period.
11. Vacation leave may be prescribed in an employment agreement.

---

### 3.3 LEAVES

#### Intent

Paid and Unpaid Leaves of absence from work contribute to healthier employees and a healthier work environment at the MPCC. No employee shall be penalized for taking a Leave.

---

#### 3.3.1 FAMILY MEDICAL LEAVE

Approval date: December 15, 2004  
Updated: January 2018

---

#### Policies and Procedures

1. All employees are entitled to Family Medical Leave to provide care and support for a family member who has a serious medical condition with significant risk of death occurring within a period of twenty-six (26) weeks.
2. Family Medical Leave is unpaid, job-protected leave of up to twenty-eight (28) weeks within a fifty-two (52)-week period. A request to take Family Medical Leave must be made in writing to the employee's supervisor.
3. The twenty-eight (28) weeks of Family Medical Leave do not have to be taken consecutively.
4. An employee on Family Medical Leave who stops providing care before a (Sunday to Saturday) week has ended is entitled to remain off work for the remainder of the week. The employee may return to work before the end of the week only if the MPCC permits the return.
5. The employee will be considered to have used a full week of Family Medical Leave entitlement even if the employee returns to work before the end of the week.
6. Family Medical Leave may be taken for the following family members: employee's spouse, parent, step-parent, foster parent, child, step-child or foster child, brother/sister, grandparent, brother/sister-in-law, uncle/aunt, niece/nephew, and other persons described in "Labour Standards Act" and 'Fair Workplaces, Better Jobs Act, 2017' as close family members of the employee or the employee's spouse.
7. The employee must advise their MPCC supervisor in writing that they will be taking Family Medical Leave before it begins, or if this is not possible as soon as they are able after Leave begins.

Prepared by: Lana Burpee, Executive Director  
Updated: January 2018 ('Fair Workplaces, Better Jobs Act, 2017')

8. If two (2) or more employees in Ontario take Family Medical Leave to care for the same family member, the twenty-eight (28) weeks of Leave must be shared.
9. The employee must provide a certificate from a medical doctor or nurse practitioner stating that the family member has a serious medical condition with a significant risk of death within twenty-six (26) weeks.
10. Family Medical Leave ends on the earlier of: death of family member, last day of the week in which the fifty-two (52)-week period expires.
11. 'Compassionate Care Benefits', under the Employment Insurance Act, may be paid to EI eligible employees.

### 3.3.2 CRITICAL ILLNESS LEAVE

Approved: January 31 2018

---

#### **Policies and Procedures**

1. Critical Illness Leave is unpaid, job-protected time off work to provide care or support to a critically ill minor child or adult family member.
2. Employees must be employed by the MPCC for at least six (6) consecutive months to be eligible for this Leave.
3. Definitions:
  - a) Minor child is someone under 18 years of age
  - b) Critically ill means that a person's baseline state of health has significantly change and that their life is a risk as a result of illness or injury.
  - c) Family member includes:

---

    - i) Employee's spouse
    - ii) Employee's parent, step-parent or foster parent
    - iii) Employee's brother/sister, step-brother/sister, brother/sister-in-law, step-brother/sister-in-law
    - iv) Child, step-child, foster child, son-in-law, daughter-in-law of employee or employee's spouse
    - v) Grandparent, step-grandparent, grandchild, step-grandchild of employee or employee's spouse
    - vi) Uncle, aunt, nephew, niece of employee or employee's spouse
    - vii) Spouse of employee's grandchild, uncle, aunt, nephew, niece
    - viii) Foster parent of employee's spouse
    - ix) Any other person who considers the employee to be like a family member
4. Leave to take care of a minor child can be for up to thirty-seven (37) weeks in a fifty-two (52) week period.
5. Leave to take care of an adult can be up to seventeen (17) weeks in a fifty-two (52) week period.
6. If the minor child or adult remain critically ill after the end of the fifty-two (52) week period, the employee may be eligible for additional Leaves, in the subsequent fifty-two (52) week period.
7. Weeks of Leave need not be taken consecutively.
8. Partial time off for Critical Illness Leave, in a Sunday to Saturday week period, will be considered use of a full week of Leave entitlement.

9. A physician, registered nurse or psychologist must issue a certificate stating that the minor child or adult is critically ill and requires the care or support of one or more family members AND sets out the period of time during which care and support is required.
10. The certificate must be provided to the MPCC.
11. The employee must notify their MPCC supervisor in writing that the employee will be taking Critical Illness Leave and provide a written plan indicating the weeks which will be taken. If advance notice is not possible, written notice and plan must be provided to the employee's MPCC supervisor as soon as possible.
12. Dates of Leave may be changed if the employee provides their MPCC supervisor with reasonable advance notice or by requesting their MPCC supervisor in writing and receiving written approval.

### 3.3.3 FAMILY CAREGIVER LEAVE

Approved: January 31 2018

---

#### Policies and Procedures

1. Family Caregiver Leave is unpaid, job-protected time off work to provide care or support to specified family members who have a serious medical condition.
2. Specified family members:
  - a) Employee's spouse
  - b) Parent, step-parent, foster parent, child, step-child, foster child, grandparent, step-grandparent, grandchild or step-grandchild of the employee or the employee's spouse
  - c) Spouse of employee's child
  - d) Employee's brother or sister, or
  - e) Relative who is dependent on the employee for care or assistance
3. Leave may be up to eight (8) weeks per calendar year.
4. Eight (8) weeks of Leave need not be taken consecutively.
5. Leave may be taken in periods of less than one (1) week at a time, but partial weeks shall be considered use of a full week of entitlement.
6. A medical certificate issued by a physician, registered nurse or psychologist stating that the family member has a serious (chronic or episodic) medical condition is required. The medical certificate:
  - a) Must name the individual family member
  - b) Need not name the medical condition but must state that it is, in the medical practitioner's assessment, 'serious'.
  - c) May set out a period of time during which the family member will have a serious medical condition.
  - d) In the absence of a specified period of time, the certificate will support Leave from the date of the certificate's issue until the end of the calendar year in which it is issued.
  - e) A copy of the medical certificate must be provided to the MPCC upon request.
7. The employee must notify their MPCC supervisor in writing that they will be taking Family Caregiver Leave before it begins, or if this is not possible to notify in writing as soon as possible after it begins.

---

### **3.3.4 COMPASSIONATE LEAVE**

Approval date: December 15, 2004

---

#### **Policies and Procedures**

1. In consideration of a death in the employee's immediate family, unpaid Compassionate Leave will be provided.
2. Five (5) working days Compassionate Leave, without pay, may be taken by an employee upon the death of a member of the employee's immediate family. Leave may be taken during the period preceding the funeral by one (1) week or following the funeral by one (1) week.
3. The Executive Director may grant special Compassionate Leave in addition to the above should circumstances warrant.

### 3.3.5 PERSONAL EMERGENCY LEAVE

Approval date: December 15, 2004  
Updated: January 2018 ('Fair Workplaces, Better Jobs Act, 2017')

---

#### Policies and Procedures

1. Personal Emergency Leave (PEL) is job-protected time off work for up to ten (10) days per calendar year, the first two (2) days of PEL must be paid for an employee employed for at least one (1) week.
2. PEL may be taken for personal illness, injury or medical emergency. It can also be taken for the death, illness, injury or medical emergency of or urgent matters relating to family members.
3. Family members under PEL are:
  - a. Employee's spouse
  - b. Parent, step-parent, foster parent, child, step-child, foster child, grandparent, step-grandparent, grandchild or step-grandchild of the employee or employee's spouse,
  - c. Spouse of employee's child
  - d. Employee's brother or sister, or
  - e. A relative who is dependent on the employee for care or assistance.
4. The ten (10) days of PEL do not have to be taken consecutively.
5. The MPCC may count part of a day taken as a full day of PEL.
6. The employee must notify their MPCC supervisor in writing that they will be taking PEL before it begins, or if that is not possible, as soon as the employee can after PEL begins.
7. The MPCC may not request that an employee provide a sick note from a qualified medical practitioner when taking PEL.
8. Unused PEL is not paid out on termination or resignation.
9. Unused PEL cannot be carried forward.

---

### **3.3.6 PERSONAL LEAVE**

Approval date: December 15, 2004  
Updated: July 2018

---

#### **Policies and Procedures**

1. Permanent employees are entitled to two (2) days of paid Personal Leave per calendar year.
2. Personal Leave is accrued and credited at the end of each calendar month and cannot be used in advance of earning it.
3. A written request for Personal Leave must be provided to the employee's supervisor. Personal Leave will generally not be denied.
4. Personal Leave accumulated is not paid out on termination or resignation.
5. Personal Leave cannot be carried forward.

### **3.3. 7 ORGAN DONOR LEAVE**

Approved: January 31 2018

---

#### **Policies and Procedures**

1. Organ Donor Leave is unpaid, job-protected Leave for the purpose of undergoing surgery to donate an organ to a person.
2. Leave may be taken to undergo surgery to donate all or part of one of the following organs to a person: kidney, liver, lung, pancreas or small bowel.
3. Leave begins on the date of surgery unless otherwise specified in a certificate issued by a legally qualified medical practitioner.
4. The employee must provide their MPCC supervisor with a copy of the certificate.
5. The employee may take up to thirteen (13) weeks of Leave, unless extended for up to an additional thirteen (13) weeks should the employee be yet unable to perform their job due to the organ donation. Extension of Leave must be accompanied by a certificate from a legally qualified medical practitioner stating that the employee is not yet able to perform their job duties because of the organ donation and specify the period of time required for recovery.
6. Leave may be extended more than once, but maximum Leave is twenty-six (26) weeks.
7. The employee should provide their MPCC supervisor with two (2) weeks written notice before beginning Leave or extending Leave. If this is not possible, the employee must advise their MPCC supervisor in writing as soon as possible after starting or extending Leave.

### **3.3.8 PREGNANCY LEAVE**

Approval date: December 15, 2004  
Updated: January 2018 ('Fair Workplace, Better Jobs Act, 2017')

---

#### **Policies and Procedures**

1. A pregnant employee employed by the MPCC for thirteen (13) weeks or longer is entitled to unpaid Pregnancy Leave of up to seventeen (17) weeks.
2. The employee must submit to their supervisor a written request for Pregnancy Leave two (2) weeks prior to the leave. This written request must be accompanied by a certificate from a qualified medical practitioner stating the birth due date.
3. Should the employee stop working because of a complication caused by her pregnancy, the employee must provide written notice of Pregnancy Leave to her supervisor within two (2) weeks of stopping work.
4. Pregnancy Leave may begin as early as 17 weeks prior to the employee's due date.

---

### 3.3.9 PARENTAL LEAVE

Approval date: December 15, 2004  
Updated: January 2018 ('Fair Workplace, Better Jobs Act, 2017')

---

#### **Policies and Procedures**

1. An employee may be entitled to Parental Leave following the birth or adoption of a child. Job-protected Parental Leave is provided without pay to any employee under MPCC employ for at least thirteen (13) weeks.
2. Parental Leave may begin no later than fifty-two (52) weeks following the birth of a child or the child's adoption date. However, if a mother has taken Pregnancy Leave, Parental Leave must begin when Pregnancy Leave ends, unless the child has not yet been born.
3. Employees must notify their supervisor in writing, of their intention to take Parental Leave, at least two (2) weeks in advance of the first day of leave. The notice must include the estimated date of return. The date of return must be confirmed in writing at least four (4) weeks prior to the first day of returning to work.
4. Employees who took Pregnancy Leave are entitled to sixty-one (61) weeks of Parental Leave. All others are entitled to sixty-three (63) weeks of Parental Leave.
5. Employees on Parental Leave may continue to earn benefits.
6. Upon return from Parental Leave, the employee will resume his/her previous position or a comparable position at the same rate of pay.

### **3.3.10 JURY DUTY LEAVE**

Approval date: December 15, 2004

---

#### **Policies and Procedures**

1. If an employee is called for jury duty or subpoenaed by anybody in Canada with the power to do so (other than when the staff member is the plaintiff), then a Leave of absence shall be granted without pay.
2. The employee may opt to use accumulated Vacation time, accumulated Overtime or accumulated Leaves during Jury Duty.
3. The employee will inform the supervisor in writing, as soon as possible after receiving the notification to appear.
4. After returning from Jury Duty the employee may be required to furnish appropriate documentation to their supervisor.

---

### **3.3.11 MARRIAGE LEAVE**

Approval date: December 15, 2004

---

#### **Policies and Procedures**

1. In celebration of the marriage of a staff member and in keeping with the philosophy that families are the foundation of strong communities, the MPCC will provide two (2) days paid leave to a staff member upon their marriage.
2. The 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.
3. Employees marrying should notify their supervisor as soon as possible of their marriage date and leave request.

---

### **3.3.12 EMPLOYEE DEVELOPMENT LEAVE**

Approval date: December 15, 2004

---

#### **Policies and Procedures**

1. Those employed by the MPCC for longer than one (1) year may apply for Staff Development Leave.
2. Applications must be made in writing to the Executive Director through their supervisor. (Refer to section 5.2 Professional Development Activities.)
3. Employee Development Leave with pay or time-in-lieu, may be granted by the Executive Director so that the employee can attend conferences and training sessions.
4. Employee Development Leave will not constitute an overtime situation.
5. Employee Development Leave without pay may be granted by the Executive Director.

### **3.3.13 DOMESTIC OR SEXUAL VIOLENCE LEAVE**

Approved: January 31 2018

---

#### **Policies and Procedures**

1. Those employed by the MPCC for at least thirteen (13) weeks are eligible for Domestic or Sexual Violence Leave.
2. Eligible employees are entitled up to ten (10) individual days of Leave and up to fifteen (15) weeks of Leave if the employee or their child experiences domestic or sexual violence or the threat of domestic or sexual violence.
3. The first five (5) days of Leave, each calendar year, shall be paid, the rest shall be unpaid.

### **3.3.14 DEATH OF A CHILD OR CRIME-RELATED DISAPPEARANCE LEAVE**

Approved: January 31 2018

---

#### **Policies and Procedures**

1. A person employed by the MPCC for at least six (6) consecutive months may be eligible for Leave in the event of the death or disappearance of their child.
2. An employee charged with a crime related to their child's death or disappearance is not eligible for this Leave.
3. If the employee's child was party to the crime, the employee is not eligible for this Leave.
4. An eligible employee whose child dies from any cause is entitled to unpaid Leave for up to one-hundred and four (104) weeks.
5. An employee is entitled to unpaid Leave for up to one-hundred and four (104) week in the event of a crime-related disappearance of their child.
6. The employee must notify their MPCC supervisor in writing that they will take the Leave, and provide a written plan indicating the weeks in which the Leave will be taken.
7. The employee must take the Leave a single period.

### **3.3.15 RESERVIST LEAVE**

Approved: January 31 2018

---

#### **Policies and Procedures**

1. Employees who are military reservists and who are deployed to an international operation or to a Canadian operation providing assistance dealing with an emergency are entitled to unpaid Leave for the time necessary to engage in the operation.
2. In the event of an operation outside of Canada, the employee's Leave would include pre- and post-deployment activities required by the Canadian Forces for the operation, even if these activities take place in Canada.
3. Employees may have been employed by the MPCC for at least six (6) consecutive months to be eligible for this Leave.
4. Generally, employees must provide their MPCC supervisor with reasonable advance written notice of the day on which they will begin Leave and the day on which they will end Leave.

### **3.3.16 OTHER PAID LEAVE**

Approval date: December 15, 2004  
Updated: January 2018

---

#### **Policies and Procedures**

1. The Executive Director will advise supervisors when conditions exist under which MPCC programs cannot operate. Such circumstances include, but are not limited to, inclement weather, ice storms, or gas leaks in buildings.
2. When an MPCC scheduled program cannot operate or the MPCC office does not open due to circumstances beyond the control of employees or the MPCC, employees will be entitled to paid Leave, which cumulatively cannot exceed five (5) days.

---

### **3.3.17 OTHER UNPAID LEAVE**

Approval date: December 15, 2004

---

#### **Policies and Procedures**

1. When employees wish to take Unpaid Leave from work to cover education, extended vacation or special circumstances, they must make their request in writing to the Executive Director through their supervisor. Requests must be made a minimum of three (3) weeks prior to the Leave start date.
2. Only those employed by the MPCC for longer than one (1) year are eligible for consideration for Unpaid Leave.
3. Unpaid Leaves are granted at the discretion of the Executive Director.

---

### 3.3.18 INFECTIOUS DISEASE EMERGENCY LEAVE

---

Approval: July 2020

---

**Intent:** The Covid-19 pandemic has introduced temporary or permanent restrictions to operations. This new Regulation affect termination, severance, and constructive dismissal rules under Employment Standards Act (ESA) during the Covid-19 period.

These are temporary rules applying retroactively to March 1, 2020 and will expire six (6) weeks after the declared emergency ends.

#### Policies and procedures

1. The only disease for which Infectious Disease Emergency Leave may be taken is Covid-19.
2. Leave entitlements are retroactive to January 25 2020.
3. An employee may take Infectious Disease Emergency Leave is they will not be performing the duties of their position for any of the following reasons:
  - 3.1 The employee is under individual medical investigation, supervision or treatment related to the designated infectious disease.
  - 3.2 The employee is following a Covid-19 related order issued under section 22 or 35 of the *Health Promotion and Protection Act*.
  - 3.3 The employee is in quarantine, isolation (voluntary or involuntary) or is subject to a control measure implemented as a result infectious disease issued by (Ontario Health Protection and Promotion Act):
    - 3.3.1 Public Health Official of Government of Canada or the following
      - 3.3.1.1 Ontario Chief Medical Officer of Health or Associate Chief Medical Officer of Health
      - 3.3.1.2 A medical officer of health or an associate medical officer of health
      - 3.3.1.3 An employee of the Board of Health
    - 3.3.2 Someone qualified to practice as physician or nurse and who has provided care or treatment to the employee, whether or not the care or treatment was related to the designated infectious disease.
    - 3.3.3 Telehealth Ontario
    - 3.3.4 The Government of Ontario or Canada
    - 3.3.5 Municipal council in Ontario
    - 3.3.6 Board of Health

- 3.4 The employee is under direction given by his/her employer in response to the employer's concern that the employee might expose other individuals in the workplace to a designated infectious disease.
- 3.5 The employee is providing care or support to any of these individuals because of a matter related to a designated infectious disease:
  - 3.5.1 Employee's spouse (whether or not married)
  - 3.5.2 Parent, step-parent or foster parent of employee or employee's spouse
  - 3.5.3 Child, step-child or foster child of the employee or employee's spouse
  - 3.5.4 Brother, step-brother, sister or step-sister of the employee
  - 3.5.5 Grandparent, step-grandparent, grandchild or step-grandchild of the employee or employee's spouse
  - 3.5.6 Brother-in-law, step-brother-in-law, sister-in-law or step-sister-in-law of the employee
  - 3.5.7 Son-in-law or daughter-in-law of the employee or the employee's spouse
  - 3.5.8 Nephew or niece of the employee or employee's spouse
  - 3.5.9 Spouse of the employee's grandchild, uncle, aunt, nephew or niece
  - 3.5.10 Person who considers the employee to be like a family member
- 3.6 The employee is directly affected by travel restrictions related to a designated infectious disease, and under the circumstances, cannot be reasonably expected to travel back to Ontario.
4. An employee may be entitled to more than one Leave for the same event. Each Leave is separate and the right to each Leave is independent of any right an employee
5. Leave entitlements are retroactive to January 25 2020.
6. There is no specified limit to the number of days an employee can be on Infectious Disease Emergency Leave.
  - 6.1 Employees have a right to be away from work on Infectious Disease Emergency Leave only for as long as the event that triggered the entitlement to the Leave lasts. After the triggering event is over, the employee's normal obligations to be at work resume.
  - 6.2 When the disease for which the employee was on Leave stops being a designated infectious disease, the employee's right to the Leave also ends.
  - 6.3 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.

- 6.3.1 When an employee takes a part day of Infectious Disease Emergency Leave, the employer will allow the employee to return for the remainder of the employee's shift. The employee will be paid the earnings for the portion of the shift that the employee works.
7. An employee must generally advise the employer that he/she will be taking an Infectious Disease Emergency Leave before starting the Leave.
  - 7.1 If advance notice cannot be provided, the employee must advise the employer as soon as possible after starting the Leave.
  - 7.2 Notice can be given orally or in writing.
  - 7.3 If an employee is required to tell the employer in advance before starting the Leave, the employee will not lose the right to take the Leave if the employee fails to do so.
8. The employer may require the employee to provide evidence, reasonable in the circumstances, that the employee is eligible for Infectious Disease Emergency Leave, but cannot require the employee to provide a certificate from a physician or nurse as evidence.
  - 8.1 The employer may require medical notes such as return-to-work situations or for accommodations.
  - 8.2 If reasonable under the circumstances, evidence may be:
    - 8.2.1 Travel documentation showing the employee had travelled to a country for which quarantine or isolation is being advise.
    - 8.2.2 Copy of information issued to the public by a public health official advising quarantine or isolation
    - 8.2.3 Copy of an order to isolate that was issued to the employee
    - 8.2.4 Note from the employee's day care provider indicating that the childcare centre was closed because of a designated infectious disease.
9. An employee is not considered to be laid off if the employer temporarily reduces or eliminates their hours of work due to a designated infectious disease.
10. An employee is not considered to be constructively dismissed if the employer temporarily reduces or eliminates their hours of work or wages due to a designated infectious disease.

## Section 4: COMPENSATION

---

### 4.1 COMPENSATION

Approval date: December 15, 2004

---

#### Intent

In recognition of the value of the service to the community provided by MPCC employees, the compensation provided must be appropriate to attract and retain a high caliber applicant. While striving to provide an attractive compensation package, the MPCC must operate within its resources.

#### Policies and Procedures

1. An incremental salary scale shall be established for each position.
2. The salary scale shall be based on comparable positions in comparable organizations as well as reflect the degree of impact the position has on the MPCC goals, level of responsibilities and amount of education / experience required.
3. The salary scale shall be reviewed, at minimum, every three (3) years concurrent with the review of job descriptions. Salary scales are approved by the MPCC Board of Directors.
4. With the exception of the Executive Director position, no salary scale may be changed without a review of all salary scales and a review of the strategic direction of the MPCC.
5. Incremental salary increases within the salary scale, may be recommended as part of the performance review. Incremental increases will be based on a combination of merit, additional education / training / experience acquired and length of service in their position.
6. Recommendations by supervisors must be approved by the Executive Director.
7. Incremental salary increases for the Executive Director are determined by the MPCC Board of Directors in conjunction with the annual performance review.

---

## 4.2 SALARY CALCULATIONS

### Intent

Salary calculations should adequately compensate an employee, be competitive with similar organizations and make good use of MPCC resources. Further, salary calculations should be equitable and recognize changes in job responsibilities.

---

### 4.2.1 SALARY CALCULATIONS FOR NEW HIRES

Approval date: December 15, 2004

---

### Policies and Procedures

1. The rate for a newly filled position must fall within the approved salary scale for their position.
2. On hiring into the job, salary is based upon:
  - skills, knowledge and experience in relation to the job requirements;
  - anticipated level of job performance;
  - salary positioning of current employees and,
  - financial resources of the MPCC.
3. The decision on the salary positioning of the new hire will be made jointly by the Executive Director, employee's supervisor and any MPCC member(s) participating in the recruitment.
4. Rationale for calculations include:
  - employees meeting the minimum experience and education required for their position, but who have yet to demonstrate their competency and have yet to establish a service record in their position may be compensated at the lower range of the pay scale;
  - employees who have education or experience above the minimum required for their position and who have demonstrated additional skills may be compensated at the mid-range of the pay scale, and
  - employees who have education or experience above the minimum required for their position, have demonstrated additional skills and
  - from whom a higher level of job performance is anticipated, may be compensated at the higher range of the pay scale.

5. The MPCC aims to move employees into the midpoint of salary ranges as employees become fully functional in their roles.

---

#### 4.2.2 SALARY CALCULATIONS FOR PROMOTIONS

Approval date: December 15, 2004

---

##### **Policies and Procedures**

1. Employees promoted into positions with a higher salary scale will be eligible for a pay increase compatible with the salary scale for their new position.
2. The placement of the promoted employee in the new position's salary scale is based upon:
  - skills, knowledge and experience in relation to the job requirements;
  - anticipated level of job performance;
  - salary positioning of current employees and,
  - financial resources of the MPCC.
3. The decision regarding the salary will be made jointly by the Executive Director and the employee's supervisor in the new position.
4. The MPCC aims to move employees into the midpoint of the salary ranges as employees become fully functional in their roles.

---

#### **4.2.3 SALARY CALCULATIONS FOR 'BLENDED' POSITIONS**

Approval date: December 15, 2004

---

##### **Policies and Procedures**

1. In some cases, an employee may be hired for one or more part-time positions. These positions may not all be within the same salary scale.
2. At the discretion of the Executive Director and in the best interests of program delivery, a 'blended position' may be created. The 'blended position' will be compensated with a 'blended salary'.
3. Employees will receive a single pay cheque at the end of each pay period.

---

#### 4.2.4 CALCULATIONS FOR SALARY INCREASES

Approval date: December 15, 2004

---

##### **Intent**

Salary increases can recognize superior job performance, increase morale and reduce the cost of employee turnover.

##### **Policies and Procedures**

1. Supervisors may recommend to the Executive Director that employees receive a salary increase within the salary scale approved for the job.
2. Increases may only be recommended following the employee's quantitative Performance Review, unless the increase is recommended in response to a realignment of responsibilities or workload, in which case a review of the job description must be undertaken.
3. Salary increases are to recognize performance level, length of service, skills and education where a promotion is not warranted. Alternatively, these increases can be in response to labour market conditions, pay inequities or the realignment of responsibilities or workload.
4. The amount of the salary increase should be consistent with the employee's skills, training and experience.
5. No increases will be granted based on duties and responsibilities that have previously been recognized with a salary adjustment.

---

#### 4.2.5 SALARY CALCULATIONS FOR ACTING POSITIONS

Approval date: December 15, 2004

---

##### **Intent**

At the discretion of the Executive Director or supervisor, employees may be asked to assume the duties of an absent employee for a specific duration and specific purpose. Should this become a long term appointment, it is appropriate to then assign an employee to an acting capacity.

##### **Policies and Procedures**

1. Should an employee be asked to assume the majority of duties and responsibilities for another position, the employee will receive appropriate compensation for the temporary assignment.
  - 1.1. If the job responsibilities are of a higher salary level, the employee will receive compensation appropriate to the higher salary scale;
  - 1.2. If the job responsibilities are of a lower salary level, there will be no adjustment in salary level and,
  - 1.3. If an employee is asked to do the work of another person, in the same salary scale in addition to their own position, the employee will be compensated equivalent to his/her next increment level for the period of the assignment. Should the employee be at the highest increment of their salary scale, a one-time adjustment equal to the last increment will be made to the salary scale.
2. Should an employee be asked to assume a portion of, but not the majority of duties of a higher paid position, compensation will be related to the percentage of higher duties assumed. The Executive Director shall determine the salary adjustment and this shall be mutually agreed upon between MPCC and the employee.

---

### 4.3 OVERTIME

Approval date: December 15, 2004  
Updated: January 2018

---

#### **Intent**

In the not-for-profit community, overtime is often a regular part of one's working life reflecting the commitment of employee to their community and organization. However, overtime, excessive or continual, does not contribute to a healthy work environment, enhanced job performance or optimal use of MPCC resources.

The intent of this policy is not to limit the enthusiastic performance of employees but rather to place reasonable limits on hours worked.

#### **Policies and Procedures**

1. The Executive Director, with the employee's supervisor, will ensure that appropriate workloads are established for each position.
2. It is expected that full time employees schedule their work so that they do not exceed 37.5 hours per week. Part-time employees are expected to schedule their work in accordance with hours specified on their Employment Agreement.
3. When overtime hours cannot be avoided, the employee shall notify their supervisor and ask for approval of a maximum of overtime hours to be worked.
4. Approved overtime will be compensated as follows:

##### Managerial Employees

- Managers will be credited with straight time for hours working in excess of one hundred and seventy (170) hours per month. Banked time expires at the end of each employment agreement. Managers will schedule their time off in consideration of their workload, staff vacations and with the approval of their immediate supervisor.

##### Non-Managerial Employees

- The MPCC will not require any employee covered by the 'Labour Standards Act, 2000' to work in excess of forty-eight (48) hours per week or thirty-eight (38) hours per week in the event of a public holiday.
- Overtime for non-managerial employees is defined as any hours worked over those specified in their Employment Agreement and less than forty-eight (48) hours per week during a Saturday to Saturday

- workweek.
- Overtime is paid out at a rate of 1.5 times the employee's hourly wage and will be paid in the next scheduled pay period, unless the employee has agreed, via the Employment Agreement, to take overtime as time-in-lieu.
  - Time-in-lieu is paid out at a rate of 1.5 hours per 1.0 hour of overtime worked. Banked time expires at the end of each quarter: March 31, June 30, September 30 and December 31.
  - Non-managerial employees will schedule their time off in consideration of their workload, staff vacations and with the approval of their immediate supervisor.

---

#### 4.4 EXPENSES

Approval date: December 15, 2004

---

##### **Intent**

Employees shall neither be financially handicapped nor profit from expense claims arising from MPCC purchases, travel arrangements, meals, accommodations or other employment related operations.

##### **Policies and Procedures**

1. The MPCC will cover expenses incurred by employees in the course of MPCC business at rates approved by the MPCC.
2. Employees are encouraged to manage their responsibilities so that expenses are incurred in the most cost-efficient means.
3. Purchases must be pre-approved by the employee's supervisor. The value of purchases made on behalf of the MPCC shall be reimbursed based on the receipts provided.
4. Employees are not required to use their personal vehicle for MPCC business, unless stated in their job description. Should the employee agree to do so, the MPCC will reimburse the value of fuel.
5. Employees are not required to use personal equipment, such as cell phones or cameras, for MPCC business. The MPCC will not reimburse staff for operating costs or any losses when personal equipment is used without the prior approval of their supervisor.
6. Should MPCC business require that an employee incur travel, parking, meal or accommodation expenses, they will be reimbursed by the MPCC provided that the business was approved by the Executive Director and that receipts are provided.

---

## 4.5 BENEFITS

Approval date: December 15, 2004

Updated: January 2018 ('Fair Workplace, Better Jobs Act, 2017')

---

### Intent

Compensation is acknowledged to be one element in a competitive work environment. Within the confines of its resources, the MPCC wishes to acknowledge the value of its employees' service by offering benefits.

### Policies and Procedures

1. The MPCC will provide a benefit of discounted MPCC program registration fees to employees and family members residing in their household. Registration fee discounts are calculated annually as part of the fiscal budget process.
2. Other benefits include Marriage Leave, and Employee Development Leave.

---

## 4.6 PAYMENT PROCESS

Approval date: December 15, 2004  
Updated: January 2018

---

### **Intent**

The MPCC will ensure that its employees receive their pay in a timely manner.

### **Policies and Procedures**

1. Pay is calculated according to a two (2) week pay period, Saturday to Friday.
2. Salaried employees are paid according to their Employment Agreement.
3. Employees for whom pay is calculated based on at an hourly rate, have the hours worked during a pay period submitted by their MPCC supervisor.
4. Employees shall be paid via direct deposit to their bank account on the Thursday following the end of the pay period.
5. Pay stubs detailing earnings and deductions are available online to each employee.
6. Employees who have questions about their pay should direct them to their supervisor.

## **Section 5: A PROFESSIONAL WORKPLACE**

---

### **5.1 PERFORMANCE REVIEW**

Approval date: December 15, 2004

---

#### **Intent**

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.

#### **Policies and Procedures**

1. 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.
2. The performance of each employee must be reviewed once per year.
3. Performance Review summaries must be signed 'as read' by the employee and a copy kept in their personnel record.
4. Employees must have an opportunity to provide written documentation regarding their performance. Copies of these documents are to be retained in their personnel records.
5. An employee's Performance Review is an opportunity for the supervisor to recommend salary increments and future employment opportunities to the Executive Director.
6. The formal 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.
7. The MPCC Board of Directors shall carry out the Performance Review of the Executive Director.

---

## 5.2 PROFESSIONAL DEVELOPMENT ACTIVITIES

Approval date: December 15, 2004

---

### Intent

The MPCC strongly supports ongoing professional development of its employees that blends the needs of the organization with the aspirations of the employee.

### POLICIES AND PROCEDURES

1. 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.
2. Professional Development activities may be recommended during an Employee Review.
3. Employees should forward written requests for Professional Development to the Executive Director through their supervisor. Requests should include a description of the professional development activity, its relevance to the MPCC and associated costs.
4. 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.
5. When the Professional Development activity is deemed an 'enhancement' or 'career development' and is taken on the employee's own time, the Executive Director may approve up to 100% of the program fees.

---

### 5.3 SAFE WORKPLACE ENVIRONMENT

Approval date: December 15, 2004  
Updated: January 2018

---

#### **Intent**

MPCC employees have a right to a safe work environment.

#### **Policies and Procedures**

1. The Executive Director will ensure that employees are informed of policies regarding harassment, sexual harassment, and workplace violence.
2. Supervisors shall work with employees to:
  - report accidents;
  - inspect work areas regularly;
  - identify hazards, and
  - promote a safety minded attitude.
3. The MPCC discourages employees from working alone at the office or Manor Park Community Centre, particularly outside of office hours.
4. The MPCC office, community centre, sports and activity sites, vehicles, sponsored events and meetings will be smoke-free.
5. At the discretion of the Executive Director, the MPCC office or any activity site, can be closed due to a physical environment judged to be detrimental to employee health or safety or when weather conditions impede safe travel to and from the work place. (Refer to section 3.3.10 Other Paid Leave.)

---

## 5.4 USE OF THE INTERNET AND EMAIL

Approval date: December 15, 2004

---

### **Intent**

The MPCC may provide access to electronic equipment for an employee's use in performing their job responsibilities.

### **Policies and Procedures**

1. Email accounts may be created for an employee with the approval of the Executive Director.
2. Employees shall identify themselves clearly on emails sent.
3. Employees are expected to provide good housekeeping of their email files.
4. Email accounts are to be used for MPCC business and as such are subject to monitoring at any time. The following content, written or pictorial, may not be distributed by any employee:
  - discriminatory slurs;
  - sexual harassment;
  - obscene, pornographic, violent or hate materials, or
  - spam email.
5. The employee's supervisor may approve the use of electronic equipment for the personal reasons. If approval has been given, the employee must use the computers when they are not needed for MPCC business, during breaks or after hours (if appropriate). As well, personal use is subject to all other rules concerning the distribution of emails.
6. Employees are permitted access to websites pertaining to MPCC business. Examples of inappropriate websites include those where content is:
  - Discriminatory;
  - sexual, obscene or pornographic;
  - violent;
  - incites hatred, or
  - involves gaming.
7. Supervisors are responsible for monitoring computer use.

---

## 5.5 SUBSTANCE USE POLICY

**Intent:** The Manor Park Community Council (MPCC) desires to provide a work environment that is both healthy and comfortable for all its employees. It is recognized that the use of alcohol, cannabis or drugs may have serious adverse effects on an employee's health, safety, and job performance.

---

### 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, including city of Ottawa or Ottawa Carleton District School Board (OCDSB) property.
- 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

- a. Smoking is prohibited at the workplace of the MPCC, including city of Ottawa and OCDSB property.
- b. The use of vaping products is prohibited at the workplace of the MPCC, including city of Ottawa and OCDSB property.

### 3. Policy violations

- a. 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.
- b. The MPCC will differentiate between behavior that is properly characterized as an illness or disability, and behavior that is not.
- 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.

## Section 6: CHANGE IN STATUS

---

### 6.1 PROMOTIONS

Approval date: December 15, 2004

---

#### **Intent**

Employees demonstrating exceptional job performance, continuing education or skills development as well as a demonstrated desire to assume increased responsibilities, are candidates for promotion.

#### **Policies and Procedures**

1. Employees eligible for promotion to a job with a higher pay scale and with greater responsibilities, are identified through their annual Performance Review.
2. Employees eligible for promotion have a record of superior job performance, history of employment with the MPCC and have increased their skills through experience or added education.
3. An employee may be promoted to a position as it becomes vacant or upon the creation of a new position.
4. Where a senior position is posted for applications from the public, any employee may apply for promotion.
5. The Executive Director, employee's immediate supervisor and the supervisor of the more senior position will evaluate and, where merited, promote an employee.

---

## 6.2 ACTING POSITIONS

Approval date: December 15, 2004

---

### **Intent**

At the discretion of the Executive Director or supervisor, employees may be asked to assume the duties of an absent employee for a specific duration and specific purpose. Should this become a long term appointment, it is appropriate to then assign an employee to an acting capacity.

### **Policies and Procedures**

1. Employees assigned to acting positions will be compensated. (Refer to section 4.4.5 Salary Calculations for Acting Positions.)
2. Within five (5) days of assuming the position of another staff member, a written statement of compensation and job description will be provided.
3. Should the position become vacant, the acting employee has the right to apply for the position and shall be given the same consideration as other applicants.

### 6.3 RESIGNATION

Approval date: December 15, 2004  
Updated: January 2018

---

#### **Intent**

Both employees and the MPCC benefit from a constructive resignation process designed to minimize disruptions while providing opportunities to identify and correct organizational situations.

#### **Policies and Procedures**

1. Employees must provide their supervisor with written notice of resignation in accordance with the period of time indicated in the Employment Agreement and generally not exceeding one (1) month.
2. Following the receipt of written notice of resignation, the Executive Director will provide written acknowledgement to the employee and include information about accrued benefits and vacation pay, where applicable.
3. In the case of the resignation of the Executive Director, written notice in accordance with the Employment Agreement is to be provided to the MPCC Board of Directors.
4. Employees are required to return all MPCC materials prior to the employee's last day of work. Examples of such materials include keys, electronic devices, computers, uniforms, books, or sports equipment.
5. Any work done or documentation produced by the employee while employed by the MPCC is solely the property of the MPCC and must be returned prior to the employee's last day of work.
6. Employees may be offered an exit interview. The exit interview will focus on reasons for the resignation and how the MPCC could have retained the employee.

---

## 6.4 TERMINATION

Approval date: December 15, 2004  
Update: June 28, 2021

---

### Intent

In the event of a termination, employee morale and the needs of the 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.

### Policies and Procedures

1. The Executive Director must authorize terminations after consultation with the supervisor and legal counsel.
2. Terminations are to be treated in a confidential, professional manner by all parties.
3. Terminations related to severe misconduct:
  - 3.1. 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.
  - 3.2. 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.
4. Terminations related to job performance:
  - 4.1. A termination related to job performance must be preceded by two (2) written reprimands 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 reprimand shall be signed by the employee 'as read'.
  - 4.2. A reasonable opportunity to correct job performance must be provided to the employee.
  - 4.3. Notice of termination will be provided in accordance with the '*Employment Standards Act, 2000*'.
  - 4.4. Confirmation of employment will be provided upon request of the employee.

- 4.5. Notice of termination may include working notice or pay-in-lieu of notice as provided in accordance with '*Employment Standards Act 2000*'.
- 4.6. A reference, if requested, will be made in writing and only include the position, term of employment and rate of pay.
5. Terminations 'without cause':
  - 5.1. A termination 'without cause' may be taken when advised by legal.
  - 5.2. Notice of termination may include working notice or pay-in-lieu of notice as provided in accordance with '*Employment Standards Act 2000*'.
  - 5.3. Confirmation of employment will be provided upon request of the employee.
  - 5.4. A reference, if requested, will be made in writing and only include the position, term of employment, and rate of pay.
6. Terminations during probationary period:
  - 6.1. 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.
  - 6.2. Notice of termination is not required according to the '*Employment Standards Act 2000*'.
  - 6.3. Termination is effective immediately.
7. Termination at the end of an agreed term of employment as outlined on an Employment Agreement, shall require no notice.
8. 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.
9. Any work done or documentation produced by the employee while employed by the MPCC is solely the property of the MPCC and must be returned prior to the employee's last day of work.
10. 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 Employer'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.

---

## 6.5 RETIREMENT

Approval date: December 15, 2004  
Reviewed: March 28, 2007

---

### Intent

The retirement age of sixty five (65) is consistent with general business practice and with the eligibility for pension benefits from the Canada Pension Plan. However, the MPCC does not discriminate against any employee based on age and as such does not have a mandatory retirement age limit for employees.

### Policies and Procedures

1. Upon reaching age 65, employees will be allowed, and encouraged, to continue working for the MPCC providing:
  - they desire to continue their employment;
  - are fit and able to do so, and
  - meet the job requirements.
2. An employee wishing to retire from work at age sixty five (65), should provide their supervisor with four (4) weeks written notice. Following the receipt of written notice of retirement, the Executive Director will provide written acknowledgment to the employee and include information about accrued benefits and vacation pay, where applicable.
3. Any work done or documentation produced by the employee while employed by the MPCC is solely the property of the MPCC and must be returned prior to the employee's last day of work.

**Commented [ED1]:** Consistent with the abolishment of a mandatory retirement age, the section on retirement should be deleted from the Manual.

## Section 7: CONFLICT RESOLUTION

---

### 7.1 HARASSMENT

Approved: September 26 2016

#### Intent

The MPCC 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.

#### Policies and Procedures

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

Prepared by: Lana Burpee, Executive Director  
Updated: January 2018 ('Fair Workplaces, Better Jobs Act, 2017')

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 reporting an incident or participating in an investigation involving workplace harassment.
20. The policy shall be reviewed annually.

## 7.2 WORKPLACE VIOLENCE

Approved: October 14 2016

### Intent:

The MPCC is committed to the prevention of workplace violence and is responsible for worker health and safety. Established policies and procedures will help to protect workers from workplace violence.

### Policies and Procedures:

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 worker;
  - b. an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker; or
  - c. a statement or behaviour that a worker could reasonably interpret as a threat to exercise physical force against the worker, in the workplace, that could cause physical injury to the worker.
2. The MPCC will take whatever steps are reasonable to protect its workers from workplace violence from all sources.
3. Workplace violence may originate:
  - a. Between workers;
  - b. Between workers and program participants;
  - c. Between workers and visitors to the workplace;
  - d. Between workers and those with whom they have a domestic/intimate relationship; or
  - e. When violence between two visitors spills over to include the worker.
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 worker;
  - b. leaving threatening notes at, or sending threatening e-mails to, a workplace;
  - c. shaking a fist in a worker's face;
  - d. wielding a weapon at work; hitting or trying to hit a worker;
  - e. throwing an object at a worker;
  - f. sexual violence against a worker;
  - 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 workers 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 a worker to physical injury.
10. The MPCC shall communicate procedures to control identified risks to a worker during their orientation.
11. Measures to control identified risks include:
  - a. Rink workers must work in teams between 6pm and 7am;
  - b. Rink workers shall carry a communication device such as cell phone or walkie-talkie;
  - c. Lock-down procedures shall be developed and communicated to each worker during orientation;
  - d. Workers 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 workers 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 workers from workplace violence.
13. The MPCC shall maintain procedures to implement the workplace violence policy.
14. Every worker must work in compliance with these policies and procedures.

15. Workplace violence policies and procedures will be reviewed with workers 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, workers should summon assistance by calling '911' on a cell phone, or land line;
  - b. Workers should notify their team members, where applicable, by walkie-talkie or cell phone;
  - c. Workers 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 a worker 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 lead up to the incident, and what was heard or observed.
  
20. Supervisors shall advise workers 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. Workers may refuse to work if he/she has reason to believe that he/she 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 a worker, the worker will be advised.

Adopted: October 26 2016

MANOR PARK COMMUNITY COUNCIL  
August 10 2018

**Risk Assessment: WORKPLACE VIOLENCE**

1. Nature of the Workplace

Location		Lighting	Sight Lines	Entrances/ Exits	Potential Weapons	Other
Manor Park Public School	Licensed Child Care office			building entrances secured; swipe cards		
	Gym: large					
	Gym: small					
	Library					
	Classrooms					
	Kindergarten yard					
Manor Park Community Centre	Upper level: Recreation office					
	Upper level: North Room					
	Upper level: South Room / kitchen					
	Lower level: Change room / sports storage			Single egress		

2. Type of Work

Job Title	Handle money	Process registrations	Care for the vulnerable	Interact with the Public	Interact with Parents
Executive Director				x	x
Supervisor (BAS)	x		x	x	X
Ass't Supervisor (BAS)	X	x	x	x	x
Educators (BAS)			x		X
Supervisor (Playschool)	X	x	x	x	x
Supervisor (Arts)	x	x		x	X
Supervisor (Sports)	X	x		x	x
Instructor (recreation)			x		X
Rink maintenance				x	
Camp Counselor			x		x

3. Conditions of Work

Prepared by: Lana Burpee, Executive Director  
Updated: January 2018 ('Fair Workplaces, Better Jobs Act, 2017')

Job Title	Early or late hours	Isolated / dangerous location	Work alone
Executive Director			
Supervisor (BAS)			
Ass't Supervisor (BAS)			
Educators (BAS)			
Supervisor (Playschool)			
Supervisor (Arts)			
Supervisor (Sports)			
Instructor (recreation)			
Rink maintenance	X		X
Camp Counselor			

---

## 7.3 GRIEVANCES

Approval date: December 15, 2004

---

### Intent

While conflicts can arise in any creative workplace, the MPCC recognizes that counter-productive conflict can result in employee dissatisfaction, reduced productivity and poor service to clients. Therefore, the MPCC will promote a conflict resolution policy to address differences of opinion.

### Policies and Procedures

1. Employees are encouraged to follow the following informal approach to problem resolution before making a formal complaint.
  - 1.1. Informal Conflict Resolution Process
    - 1.1.a. Employees who have a work related conflict should first attempt to discuss the matter with their supervisor. In some cases this may be difficult or inappropriate. In such cases, the employee may request a meeting with the next level of management.
    - 1.1.b. The supervisor, or next level of management, will analyze the merits of the conflict and within two (2) working days, meet with the employee to suggest a course of action.
    - 1.1.c. If the employee is not satisfied with the informal resolution of the conflict, the employee may proceed to the formal problem resolution process (point 1.2 below).
  - 1.2. Formal Conflict Resolution Process
    - 1.2.a. Employees with a work related conflict requiring management intervention must prepare written documentation of the conflict and submit it to their supervisor.
    - 1.2.b. The supervisor will investigate the merits of the complaint contacting all relevant individuals as needed.
    - 1.2.c. Within five (5) working days of receiving the conflict resolution request, the supervisor will prepare a written response containing a plan of action. The response shall be delivered to the employee for their signature. A copy of the complaint and plan of action shall be filed in each relevant employee's personnel record.
    - 1.2.d. Should the conflict not be solved after the plan of action has been implemented, the employee may bring the conflict to the Executive Director for review.
    - 1.2.e. The Executive Director will investigate any new information provided by the employee and suggest a plan of action. Should no new information be available, the Executive Director may forward the file to the **MPCC Ombudsperson**.

- 1.2.f. Decisions by the **MPCC Ombudsperson** are final and shall be filed in the relevant employee's personnel records.

## **Section 8: VOLUNTEERS**

---

### **8.1 VOLUNTEERS**

Approval date: December 15, 2004  
Updated: January 2018

---

#### **Intent**

Volunteers are members of the community actively contributing to the success of the MPCC. The MPCC aims to encourage community participation, develop the skills of volunteers and recognize the value of volunteer contributions.

#### **Policies and Procedures**

1. The MPCC will encourage volunteer participation from all sectors of the community including youth, adults and seniors.
2. Volunteers may be recruited through word-of-mouth, local newspapers, the Manor Park website, schools, churches or other appropriate vehicles.
3. Persons interested in donating their time and skills will be screened so that their interests may be matched to a volunteer position. Volunteers will not be refused unless their participation poses a risk to MPCC participants, programs or assets.
4. Volunteers will not be left unaccompanied with children or the elderly.
5. For licensed program: Volunteers will not count towards ratios.
6. Training and orientation for volunteer positions should be developed and delivered by the supervisor of the program in which the volunteer participates.
7. The contribution made by volunteers will be recognized. Employees are encouraged to regularly thank volunteers for helping with their program. Volunteer contributions may be highlighted in local newspapers or on the Manor Park website.