

# Personnel Policies and Procedures Manual



PTP - Adult Learning and Employment Programs

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# PTP PERSONNEL POLICIES AND PROCEDURES MANUAL

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## 1. INTRODUCTION

### 1.1 Welcome letter

Effective Date: November 20, 2007

Revision Date:

The policies outlined in this manual establish the position of PTP Adult Learning and Employment Programs with respect to the working relationship between PTP (the employer) and its employees.

PTP is committed to providing and supporting policies that enhance both the work experience of its employees and the learning experience of its participants. This balance is reflected in our procedures. It is important for each employee to understand her/his role as a member of the PTP team in order to have a productive working and learning environment.

This handbook provides employees with the policies and procedures that apply to all PTP employees. It is also designed to serve as a resource for managers.

Please read the handbook carefully and keep for future reference. After reviewing the contents, please direct any questions to your manager.

## 1.2 Organization Profile

Effective Date: November 20, 2007  
Revision Date:

PTP Adult Learning and Employment Programs is a non-profit community-based agency that provides programs and services to adults who often face barriers to employment. PTP helps participants

- determine their level of ability through initial and ongoing assessments,
- decide on appropriate job or training goals through counselling and labour market research,
- identify what they need to learn to manage in the workplace in our Workplace Communications and Teamworks Programs and,
- get ready to find a job with the help of our job search programs and job developers.

**Brief History:** PTP was formed in 1992 as a project of Metro Toronto Movement for Literacy under the Labour Adjustment Initiative. PTP had four small training centres, delivering a range of upgrading services to assist displaced workers' transition into other training or on to employment. In 1995, PTP moved to two large training centres and by 1997 began to address job search needs by developing a 4-week job finding club. In 1998, PTP became incorporated, and began to focus on workforce literacy programming. In 2002, PTP designed CAMERA and became one of the first community-based literacy programs to set an employment-focused curriculum guideline and use a standardized pen and paper test to assess learning. Today, PTP continues to develop programs, form partnerships, conduct research and design materials that contribute to advancement in the field of adult education.

**Funders:** PTP receives funding for its programs and services from the Ministry of Training Colleges and Universities, Toronto Social Services, and pursues grants and project funding through proposal submissions.

PTP's mission, vision and value statements guide employees in organizational development and planning, and most importantly, in our day to day work at PTP.

## **Our Mission**

To provide basic skills education, upgrading, job search and related services to adults preparing for employment or training.

## **Our Vision**

Empowering adults to learn and find work they value.

## **Our Values**

### **We value the right to learn and work.**

- We seek to create better opportunities in education and employment.
- We help people identify interests and skills, connect them to employment goals and related, realistic pathways to success.

### **We value people - their individuality and dignity.**

- We create a positive, supportive learning, teaching and working environment that encourages personal growth through reflection, goal setting and on-going assessment.
- We acknowledge individual strengths and challenges.
- We aim to accommodate special needs.
- We provide support services to enhance individual well-being and goal achievement.
- We respect the skills, knowledge, commitment and hopes of clients and staff.

### **We value open communication.**

- We build trust and listen without judging.
- We give, and respond to, constructive feedback.

### **We value diversity and community.**

- We are inclusive and collaborative.
- We encourage active participation and celebrate our shared accomplishments.

### **We value accountability.**

- We deliver effective, flexible, and integrated programs responsive to client needs.
- We follow policies and procedures that treat people fairly.
- We negotiate agreements with funders that best serve our client groups.

### **We value innovation and leadership.**

- We use research and materials development to meet, evaluate and refine PTP's program objectives.
- We recognize the role of community partners in achieving our mission.
- We strive for excellence.

### **1.3 Amendments to Policy and Procedures**

Effective Date: November 20, 2007  
Revision Date:

The administration of this policy, including revisions, is the sole responsibility of the Executive Director. The Board of Directors will grant overall approval of any and all revisions. Any amendments to the personnel policy require the review and approval of PTP's Board of Directors.

Notwithstanding any changes that may be made due to particular circumstances, the personnel policy will be thoroughly reviewed every three (3) years, under the direction of the Board of Directors, and with the participation of other stakeholders, to ensure it reflects the changing needs of PTP and its employees.

Management is responsible for classifying all newly established positions based on job descriptions, as well as re-evaluating current positions, if and when significant changes in job content occur, and to conduct salary surveys and review market salary rates periodically.

Any questions or concerns regarding any policy as stated in this manual may be addressed with the employee's direct manager or the Executive Director.

## 2. STANDARDS OF CONDUCT

### 2.1 Code of Conduct

Effective Date: November 20, 2007

Revision Date:

#### **Purpose**

To define organization policy with respect to providing a work culture for employees, clients and other business contacts that fosters mutual respect, collegiality, and promotes excellence in professional conduct.

#### **Policy**

PTP expects a reasonable level of responsible and appropriate conduct by individuals while employed at PTP. In line with this expectation, we have established a "Code of Conduct".

The Code of Conduct is as follows:

1. Employees shall treat all individuals they encounter while engaged in PTP business with respect at all times, respecting the rights, opinions and freedom of expression of others.
2. Employees shall devote a full measure of their time, effort, knowledge and expertise to the completion of job responsibilities.
3. Employees shall use their best efforts to promote the interests of PTP and shall use discretion when it becomes necessary to disclose any information about PTP business.
4. Employees shall respect the nature of their relationship with clients and the professional responsibility to clients inherent in their positions. Employees shall not undertake any relations with clients that may undermine the credibility and respectability of PTP or jeopardize in any way the professional nature of their positions and the organization.
5. Employees shall respect the confidentiality of all information obtained from their clients.
6. Employees shall adhere to all PTP policies and procedures.

**Purpose**

To define and protect confidential business information that is copyrighted or vital to the interests and success of the organization.

**Policy***Confidentiality*

As an employee of PTP, you may be required or have disclosed to you by the organization or by any of the organization's affiliates, either directly or indirectly, in writing, conversation, or through observation, information about the business of the organization which the organization does not wish to be divulged to other persons, companies, or a third party.

Employees shall keep confidential any information obtained about any client and/or any employee of PTP obtained in the course of their employment, except where that information is required for the functioning of PTP, in which case, employees shall give the information only to the party that requires the information (*Please refer to Privacy Act/PIPEDA policy Section 4.1*).

In all other cases confidential information shall not be disclosed without the written consent of PTP.

Discussion of PTP matters at professionally related meetings should not be considered a breach of this Policy, provided that employees exercise reasonable discretion.

In any case where an employee is unsure of the appropriateness of a request for information, the request should be directed to their manager. The Executive Director will represent PTP publicly and answer any inquiries on behalf of the organization.

The disclosure or divulging of any information contrary to this agreement or the violation of this agreement in any way may result in termination.

*Copyright*

All written materials, plans, drawings, models, or other materials which are prepared by an employee in the course of their employment shall be the sole property and copyright of PTP.

## **2.3 E-Mail and Internet Usage**

Effective Date: November 20, 2007  
Revision Date:

### **Purpose**

To establish guidelines for E-Mail and Internet usage during working hours.

### **Policy**

PTP, in good faith, expects all employees to use discretion and good judgement when using the organization's email system and Internet access. These systems are in place and designed to address our business needs and further the goals of PTP's strategic direction.

PTP realizes that electronic mail (E-mail) and Internet services are important assets to both the organization and the employee. The organization has provided E-mail services to office personnel to help facilitate the functioning of the organization's work.

PTP's intention of E-mail is for organization related mail exchange. Messages created, sent and received using the organization's E-mail system are the property of the organization and may be subject to access review and disclosure by the organization.

**Employees are requested to use good judgment when using E-mail and the Internet for purposes not related to PTP during operating hours.**

Improper use of the E-mail and Internet systems may result in disciplinary action, and under exceptional circumstances, immediate termination.

### 3. EMPLOYMENT POLICIES

#### 3.1 Hours of Operation

Effective Date: November 20, 2007

Revision Date:

#### **Purpose**

To define PTP's standard hours of operation.

#### **Policy**

PTP's business hours of operation are Monday to Friday 8:30am to 4:30pm. Most PTP programs and services are offered during these hours and so this policy refers to these hours of operation. Any variation of the hours worked must be discussed with and agreed upon by the employee's manager. *(Please refer to Absence from Work policy Section 6.3)*

PTP's Academic Upgrading Program will be delivered in the evening, outside the standard hours of operation. These hours may vary depending on participant needs.

At present, evening hours are Monday, Tuesday and Wednesday from 6:00 to 9:00 at the East Centre.

## 3.2 Hours of Work and Scheduled Breaks

Effective Date: November 20, 2007  
Revision Date:

### Purpose

To define the hours of work and scheduled breaks for PTP employees.

### Policy

Employees will be informed by their manager as to their hours of work and work schedule. As PTP's staffing needs change in response to the demands of the community, hours of work may fluctuate.

### HOURS OF WORK

#### a) Instructional Staff

PTP instructors have varying work hours as outlined in their contracts or employment agreements.

1. Full-time instructors work within the parameters of a 35 hour work week. They are contracted for **20 or more hours of instructional time per week**. On average, a full time instructor will teach 22 to 23 instructional hours per week. This assumes instructors spend additional time outside the classroom on lesson preparation. Full-time instructors are also required to submit written reports, attend all centre staff meetings and undertake other duties as required.
2. Part-time instructors' hours range from 10 to less than 20 hours per week of instructional time. As with full time instructors, this assumes additional time is spent outside the classroom on lesson preparation.

Both full-time and part-time instructors may be required to attend meetings outside of scheduled hours, or work an occasional evening or weekend.

Both full-time and part-time instructors are expected to be on site fifteen (15) minutes before their first class of the day and remain after their last class to address participants' questions, concerns and needs as required.

#### b) Non-Instructional Staff

Non-instructional staff work varying hours, which are defined in individual contracts or employment agreements.

1. Full-time positions are 30 to 35 hours or more per week and may include occasional evening or weekend work.
2. Part-time positions are comprised of an agreed-upon number of hours as outlined in individual contracts or employment agreements.

## SCHEDULED BREAKS

PTP breaks are applicable to two categories of employees as follows:

### a) Instructional Staff

There are three breaks per day - morning, lunch and afternoon - scheduled for instructors at regular intervals in between classes.

Instructors deliver classes on site from 9:00 am - 12:15 pm and from 12:45 pm -3:00 pm. Breaks are scheduled at 10:30 to 10:45, 12:15 to 12:45 and 1:45 to 2:00.

### b) Non-Instructional Staff

All PTP employees, not considered instructional staff, who work between 8:30am and 4:30pm [35 paid hours] are entitled to the following breaks:

Morning break: 15 minutes  
Lunch break: 1 hour - unpaid  
Afternoon break: 15 minutes

Administration and support employee breaks must be scheduled at varying times to ensure reception and telephone coverage from 8:30am through 4:30pm.

Lunch breaks are to be taken between 11:00am and 2:00pm. Employees are not required to remain on the premises during this time.

### 3.3 Attendance

Effective Date: November 20, 2007  
Revision Date:

#### Purpose

To define and to manage absenteeism within the organization in a fair and consistent manner with the following objectives:

- Assist employees in achieving optimum attendance at work by making every reasonable effort to provide accommodation, assistance and rehabilitation;
- Provide guidance to management who are responsible for dealing with attendance issues;
- Maximize operational efficiency and quality.

#### Policy

PTP recognizes that employees may require time off due to illness, family emergencies or other situations.

Attendance as outlined in the employee's contract, and punctuality, are necessary from everyone. It is each employee's responsibility to attend work as scheduled.

In the event you are unable to attend work as scheduled, you **must** notify your direct manager **as soon as possible and a minimum of two hours prior to the start of your work-day**, providing the reason for your absence and your expected date of return. If you are unable to speak to your manager directly, you should contact another department manager or leave a voicemail message for your manager or an appropriate department designate.

All medical or personal appointments should be scheduled outside of work hours, on your own time. PTP recognizes that for some medical appointment [e.g., specialist], an employee may be required to schedule an appointment during work hours. When this is the case, appropriate advance notice must be given to your manager in writing [e.g. by email].

All employees are expected to return from lunch and scheduled breaks on time.

**Purpose**

To define Employment Equity and its commitment to providing equal employment opportunities to all individuals.

**Policy**

The purpose of the Employment Equity Act is to achieve equality in the workplace so that no person shall be denied employment opportunities or benefits for reasons unrelated to ability and, in the fulfilment of that goal, to correct the conditions of disadvantage in employment experienced by women, aboriginal peoples, persons with disabilities and members of visible minorities by giving effect to the principle that employment equity means more than treating persons in the same way but also requires special measures and the accommodation of differences.

*Employment Equity is an on-going planning process used by an employer to:*

- Identify and eliminate barriers in an organization's employment procedures and policies;
- Put into place positive policies and practices to ensure the effects of systemic barriers are eliminated; and
- Ensure appropriate representation of designated group members throughout their workforce (see below)

*The goal of Employment Equity is to:*

- Eliminate employment barriers for the four designated groups identified in the Employment Equity Act: women, persons with disabilities, Aboriginal people, members of visible minorities;
- Remedy past discrimination in employment opportunities and prevent future barriers;
- Improve access and distribution throughout all occupations and at all levels for members of the four designated groups;
- Foster a climate of equity in the organization

PTP adheres to equal opportunity employment practices for all employees without regard to race, colour, ancestry, place of/ethnic origin, religion, citizenship, age, gender, sexual orientation, record of offences, marital status, family status, handicap or pregnancy.

Every member of the PTP team is expected to uphold this policy as a matter of mutual respect and fundamental fairness in human relations. Employees are to ensure that non-discriminatory practices are followed at all times.

**Purpose**

The Ontario Human Rights Code commits PTP to providing a harassment-free work environment where every employee is treated with respect and dignity as outlined. PTP employees are expected to conduct themselves in a professional and ethical manner while at work or while representing PTP.

**Policy**

All employees are entitled to a supportive work environment in which they are treated with respect, in an equal manner and free of harassment.

Harassment of an individual or group on the basis of race, sex or gender, sexual orientation, disability, national or ethnic origin, colour, religion, marital status, or any other legally protected category is prohibited at PTP. This policy applies to all employees, clients, and customers, and extends to cover the PTP workplace and any work-related and/or employee social functions.

The Ontario Human Rights Code defines "harassment" as "engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome."

Harassment can be defined as: objectionable conduct that may have the effect of creating an intimidating, offensive or hostile work environment. It may also interfere with an employee's work performance ultimately affecting the employment relationship.

Workplace harassment may include: threats, intimidation, or verbal abuse. It is unwelcome remarks, disparaging comments or jokes about sex, race, colour, religion, disability, sexual orientation, marital status, family status and age. Harassment is the open display or transmission of sexist, racist, or other offensive material, for example pictures, cartoons, or internet materials.

Behaviours contrary to the above, or intentionally accusing someone of harassment when it is known to be false, is a serious matter and is subject to disciplinary action up to and including termination of employment.

## Complaints

Employees who feel they have been harassed have two options and may pursue both.

- Address the harasser. In cases where it is feasible, tell the harasser to stop. Promptly and clearly advise the harasser(s), verbally and/or in writing that their conduct is unwelcome and unacceptable. A written record reinforces the seriousness of the situation and helps to reduce any uncertainties about what you are saying.
- File a complaint. First, the employee is directed to contact their manager. If further assistance is required, contact the Executive Director. Subsequently, where further support is required (unsatisfactory resolution of the issue) contact a member of the Executive Committee of the Board of Directors for advice. The employee's manager will investigate the complaint using the process outlined for resolving employee concerns (*Please refer to Resolution of Employee Concerns policy Section 4.10*). During the investigation, the alleged harasser and the complainant will have equal opportunity to present their cases. The names of the parties involved and the complaint details will remain confidential except where required by law and/or as necessary to complete the investigation.

All complaints of harassment will be taken seriously by management and will be investigated in a confidential and timely manner.

All information and documentation relating to a complaint will be kept separately from personnel files in a locked cabinet in the Executive Director's office. Documentation will only be placed in an employee's personnel file when, a complaint having been substantiated, disciplinary measures are undertaken. The employee will be informed of this action.

Where an employee is found to have engaged in harassment or a manager is aware of the existence of harassment and permits the harassment to continue, disciplinary action will be taken, which may include termination for just cause.

Employees who violate this policy will be subject to appropriate disciplinary action, including immediate termination if circumstances warrant.

### 3.6 Timesheets

Effective Date: November 20, 2007

Revision Date:

#### Purpose

To define proper procedures to be followed to ensure that hours worked are tracked properly and that employees are paid in a timely and accurate manner for all hours worked.

#### Policy

Employees must keep accurate time records and submit timesheets regularly as required.

The data contained on timesheets provides important information necessary to efficiently operate the organization. Timesheet information is used to assist in:

- Employee payroll
- Monitoring employee data such as vacation, overtime and absence
- Providing information to auditors
- Preparing applications to government and private funding sources.

Timesheets must be submitted to the manager by three o'clock (3:00pm) on the Friday before payday. This allows managers sufficient time to review and approve timesheets prior to their required submission to finance at the close of business that same day. Employees are paid by direct deposit therefore a void cheque must be given to the employee's manager when they begin employment with PTP. Should the individual's banking information change during employment with PTP, the employee is responsible for notifying their manager with adequate notice in order to allow ADP to make the necessary changes and ensure little or no disruption of pay.

All personal information collected by the employer for payment purposes is kept strictly confidential. *(Please refer to Privacy Act policy Section 4.1)*

### **3.7 Allowances and Expenses**

Effective Date: November 20, 2007  
Revision Date:

#### **Purpose**

To outline the responsibilities of PTP and its employees with respect to business expenses incurred and reimbursement.

#### **Policy**

All expense claims should be submitted for processing at the end of the month in which the expense is incurred, and never beyond the fiscal year in which the expense was incurred.

#### **a) Mileage**

PTP reimburses mileage expenses to employees for the use of their personal vehicles while conducting PTP business. Employees must submit a claim form for reimbursement of expenses detailing the number of kilometres, date travelled and purpose of the trip.

The distance for routes regularly travelled will be established and consistent. As there are always exceptions (i.e. construction, accidents, etc), an explanation is required to be noted on the reimbursement form. Please note, the established mileage, one-way, between the east and west PTP centres is 24km.

The distance travelled from home to work is not eligible for reimbursement. In instances when someone travels directly to a meeting or another location for PTP related business that is further than the distance to work, the home-to-work distance should be deducted from the amount claimed. To establish the home-to-work distance, all employees making claims must submit their regular mileage for this distance to the Finance Department.

To determine the route and mileage of any and all destinations, please refer to MapQuest. Reimbursement rates are reviewed periodically and are set at the beginning of each calendar year. This reimbursement rate can be obtained from the employee's direct manager.

#### **b) Expenses**

Original receipts must accompany expense claims for the purchase of any resources and supplies. Any expenses incurred by employees for PTP must have the prior approval of their direct manager.

Expense Reimbursement forms can be obtained from your direct manager.

## 4. HUMAN RESOURCES

### 4.1 Privacy Act/PIPEDA

Effective Date: November 20, 2007

Revision Date:

#### **Purpose**

PTP incorporates the requirements as set forth by the Personal Information Protection and Electronic Documents Act (“PIPEDA”) governing the protection of consumer personal information, which came into effect on January 1, 2004.

#### **Policy**

The Privacy Policy provides guidance and direction to management and employees on how PTP protects and preserves the privacy of its employees, participants and clients by reference to the PIPEDA standards. It applies to all personal information collected and maintained by PTP, its subsidiaries and contractual partners. All employees are responsible and accountable for personal information under their control, and must comply with applicable federal and/or provincial legislation.

Personal information is broadly defined in the PIPEDA as “information about an identifiable person” but does not include the name, title, or business address or telephone number of an employee of an organization.

Personal information and the business that customers do with PTP are kept in strict confidence. Only authorized personnel will have access to client information.

Clients have control over how their information is obtained, used and given out. This includes the right to give – or withdraw – their consent to receive direct marketing or to share their personal information.

Personal information will not be sold to, distributed to, or exchanged with third parties unless directed by the client. Information will only be kept as long as it is needed and in accordance with established retention schedules, which comply with client contracts and legal and regulatory requirements.

## **PIPEDA Standards**

Organizations must follow the code for the protection of consumer personal information, which is included in the PIPEDA. It lists 10 principles of fair information practices, which form ground rules for the collection, use and disclosure of personal information as outlined on the following pages.

### **Principle 1 – Be Accountable**

Responsibilities:

- Comply with all 10 principles of the PIPEDA
- Appoint an individual (or individuals) to be responsible for compliance with applicable legislation
- Protect all personal information held by PTP or transferred to a third party for processing
- Develop and implement personal information policies and practices

### **Principle 2 – Identifying the Purpose**

Responsibilities:

- Before or when any personal information is collected, identify why it is needed and how it will be used
- Document why the information is collected
- Inform the individual from whom the information is collected why it is needed
- Identify any new purpose for the information and obtain the individual's consent before using it

### **Principle 3 – Obtain Consent**

Responsibilities:

- Inform the customer in a meaningful way of the purposes for the collection, use, or disclosure of information of personal data
- Obtain the customer's consent before or at the time of collection, as well as when a new use is identified

### **Principle 4 – Limit Collection**

Responsibilities:

- Do not collect personal information indiscriminately
- Do not deceive or mislead individuals about the reasons for collecting personal information

### **Principle 5 – Limit Use, Disclosure, and Retention**

Responsibilities:

- Use or disclose personal information only for the purpose for which it was collected, unless the individual consents, or the use or disclosure is authorized by the Act
- Keep personal information only as long as necessary to satisfy the purposes
- Put guidelines and procedures in place for retaining and destroying personal information
- Keep personal information used to make a decision about a person for a reasonable time period. This should allow the person to obtain the information after the decision and pursue redress

- Destroy, erase or render anonymous information that is no longer required for an identified purpose or a legal requirement

### **Principle 6 – Be Accurate**

Responsibilities:

- Minimize the possibility of using incorrect information when making a decision about the individual or when disclosing information to third parties

### **Principle 7 – Use Appropriate Safeguards**

Responsibilities:

- Protect personal information against loss or theft
- Safeguard the information from unauthorized access, disclosure, copying, use or modification
- Protect personal information regardless of the format in which it is held

### **Principle 8 – Be Open**

Responsibilities:

- Inform customers, clients and employees that you have policies and practices for the management of personal information
- Make these policies and practices understandable and easily available

### **Principle 9 – Give Individuals Access**

Responsibilities:

- When requested, inform individuals if you have any personal information about them
- Explain how it is or has been used and provide a list of any organizations to which it has been disclosed
- Give individuals access to their information
- Correct or amend any personal information if its accuracy and completeness is challenged or found to be deficient
- Provide a copy of the information requested, or reasons for not providing access, subject to the exceptions set out in Principle 9 of the PIPEDA
- An organization should note any disagreement on the file and advise third parties where applicable

### **Principle 10 – Provide Recourse**

Responsibilities:

- Develop simple and easily accessible complaint procedures
- Inform complainants of avenues of recourse
- Investigate all complaints received
- Take appropriate measures to correct information handling practices and policies

Implementation of this Policy facilitates compliance with Canadian federal privacy laws and regulations.

**Purpose**

To identify the reasons for collecting personal information at the time of collection.

**Policy**

Under the Ontario Employment Standards Act, 2000, all employers must keep written records about each person they hire.

The employee's personnel file usually contains data considered to be personal information that the employee is or should be aware of, such as employment application, dependent information, salary or wage adjustments, job history, transfers, promotions, job performance evaluations, leave of absence requests and authorizations, employee training records, disciplinary records and attendance and absenteeism records, etc.

As an employer, PTP's responsibilities are:

- Before or when any personal information is collected, identify why it is required and how it will be used
- Document why the information is collected
- Inform the employee from whom the information is collected why it is needed
- Identify any new purpose for the information and obtain the employee's consent before using it

To give employees access, PTP's responsibilities are:

- Explain how it is or has been used and provide a list of any organizations to which it has been disclosed
- Give employees access to their information
- Correct or amend any personal information if its accuracy and completeness is challenged and found to be deficient
- Provide a copy of the information requested, or reasons for not providing access

A personnel file for each employee shall be kept in the Executive Director's office. Employees of PTP can request to review the information that is on file to ensure the information is accurate, complete and up-to-date.

Employees shall have a right of access to their personnel file at any time, in the presence of their manager or the Executive Director. Access to personnel records shall be limited to the employee's manager, the Executive Director and the Board of Directors. It is understood that directors shall have access only through the Executive Director and only to the extent that is necessary to conduct the business of PTP. The Executive Director's file shall be kept in the office of the Executive Director. It is also understood that those who have access to personnel files will use the information gained only in relation to matters relevant to the running of PTP and/or providing letters of reference for employees.

No information regarding an employee's performance, behaviour or work habit will be placed in their file without a copy of the document being given to the employee who will then initial a copy to acknowledge receipt.

**a) Update of Employee Information**

Employees are responsible for immediately notifying their manager of any change in name, dependants, address or telephone number so that the individual's file will be current. This information includes home address and telephone number, contact names in case of emergency, bank information for payroll deposits as well as any information pertaining to benefits coverage.

**b) Employee/Former Employee Privacy of Information**

Each employee/former employee has the right to privacy with regard to personal information *(Please refer to the Privacy Act policy Section 4.1)*.

Only upon receipt of written request from the employee/former employee may written or verbal reference checks be provided about an employee/former employee to an external party. Due to the potential legal implications of providing specific information on an employee's/former employee's performance, without said written request, only the following information can be provided:

- 1) Employment history
- 2) Positions held
- 3) Reason for leaving (e.g. resignation, lay off, termination)

PTP is required to keep employee files for three (3) years after the record is made or work performed within the Province of Ontario. Name, address, and date of commencement and termination of employment must be kept for three years after termination.

**Purpose**

To define the criteria and guidelines for attracting and selecting employees for job vacancies within PTP.

**Policy****a) Hiring Policy**

PTP will provide equal access to employment opportunities for all qualified candidates without regard to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, gender, sexual orientation, age, record of offenses, marital status, family status, handicap or any other prohibited ground of discrimination specified by the Ontario Human Rights Code. Employment opportunities are and shall be open to all applicants, on the basis of their qualifications, experience and abilities.

**b) Initiating a Hiring**

Upon identification of the need to recruit candidates for a position, managers will review the job description and candidate specifications with the Executive Director. The recruitment process will be determined based on the position to be filled and the requirements of the organization.

All efforts and consideration will be given to internal candidates who wish to apply.

PTP is not required to fill a vacancy by way of an internal job posting. If there are no qualified internal applicants identified throughout the recruitment process, PTP may fill the vacancy by either promoting an existing employee [and providing training] or initiating an external hiring process.

The final approval of the Executive Director is required in order to proceed with the hiring of any new employee or internal transfer.

**c) Internal Candidates**

Whenever possible, the primary candidate for a vacant position will be a current PTP employee. Internal job postings will be sent to all employees via email and circulated throughout the organization for at least three (3) days prior to the commencement of an external search.

Consideration will be given to those employees who fit the following open position criteria: knowledge, skills and ability.

Employees interested in responding to an internal posting are required to advise their manager and may be required to submit their resume and a written statement about their interest in the position. All internal candidates will be considered for the vacant position. Management and the Executive Director will keep the employee's candidacy strictly confidential.

In certain circumstances, for example with special projects or if a time constraint dictates immediate action, and if an employee is identified who clearly meets all the requirements of a position, a manager may appoint an employee to the vacant position without following an internal posting process.

#### **d) External Candidates**

In the event that PTP deems it necessary to seek candidates from outside of the organization, the search will commence with an external posting.

The hiring manager will coordinate the external search process that begins when candidates apply for employment and ends when an employment agreement is signed.

Open job positions will be advertised outside of the organization. Application forms and/or resumes will be accepted from external candidates. Interviews will be arranged with those candidates who meet the qualifications and requirements for the position as specified in the posting. Every effort will be made to ensure that more than one hiring manager is present during the interviewing of external candidates. This will allow management the opportunity to share their views on the potential candidate's skills, knowledge and soft skill fit into the PTP cultural environment. Reference checks will be conducted by the hiring manager on those candidates who are most qualified for the position (*Please refer to Reference Checking policy Section 4.4*).

Often PTP's employees may be aware of someone they know who has the necessary skills and abilities to fill the job vacancy. Therefore, employees are welcome to refer qualified external candidates to their manager or the Executive Director.

#### **e) Concurrent Internal/External Candidates**

In certain circumstances, for example with special projects or if a time constraint dictates immediate action, a vacancy may be posted both internally and externally at the same time. Under these circumstances the competition will be fair and equitable, as described above in section d).

#### **f) Hiring Protocol**

PTP will make an offer of employment to the successful candidate. Employment offers may be done informally, through verbal discussions, and then followed by a written letter of offer stating the terms and conditions of employment (*Please refer to Employment Agreements and Contracts Section 4.5*).

No candidate will be advised of the outcome until the chosen candidate has accepted the offer either verbally or in writing. Management will advise all candidates not selected for the position of the final hiring decision.

### **g) Hiring Documentation/Record-Keeping**

References and documentation will be kept in files maintained specifically for the hiring process in the Executive Director's office. These files will include relevant materials, such as:

- Job Calls, Requests for Proposals and copies of job advertisements
- Applications and Resumes received
- Hiring process documentation, such as interview questions
- Listing of interviewees and documentation from interviews
- References done for main candidates

These files are confidential. PTP may remove and discard them one year after the completion of the hiring process.

The only documentation to be transferred to an employee's personnel file at the time of hire is their **Employment Agreement Letter, resume and reference contact responses.**

#### **4.4 Reference Checking**

Effective Date: November 20, 2007  
Revision Date:

#### **Purpose**

To define the guidelines for obtaining employment and educational reference verifications on new employees joining the organization.

#### **Policy**

Employment at PTP is dependent on PTP obtaining satisfactory references. The hiring manager must contact references prior to making an offer of employment, as the reference checks will be deemed a condition of the offer of employment.

Reference checks should

- Confirm the background information that has been provided by the candidate (i.e. education, employment, etc.),
- Support impressions of the candidate's strengths and areas for development (i.e. suitable skills, motivation and initiative, etc.), and
- Provide information about the candidate's work habits.

The following steps must be followed to conduct a successful reference check:

1. The reference check must be performed with the individual's knowledge and full consent
2. Every effort must be made to ensure that a reference checking process does not harm or jeopardize the potential employee's current employment or position
3. More than one reference is required to finalize a hiring. References might include a colleague, a manager, a subordinate or a peer
4. References obtained should be summarized in written form
5. References should not include personal matters except if knowledge of such matters leads to a better understanding of how the individual's work performance was effected, as appropriate
6. Negative information should be supported by more than one reference

*(Please refer to the Privacy Act/PIPEDA policy Section 4.1)*

**Purpose**

To define agreement and contract procedures for new and existing employees of the organization.

**Policy****Offers of Employment**

The person who will be responsible for making the offer of employment will be determined at the outset of the hiring process. Offers of employment must be reviewed and approved by the hiring manager and Executive Director.

**Permanent Employment**

1. An Employment Agreement Letter will be given to potential new employees at the time such potential new employees are offered employment with PTP.  
The Employment Agreement Letter will include salary/wage rate, start date, position title, will make reference to the three (3) month probationary period and will also outline benefits and vacation entitlement. Copies of both PTP's Personnel Policy and the Job Description for the position will be appendices to the letter.
2. Two (2) copies of the Employment Agreement Letter will be drafted. The employee will retain a copy for their records and must return a signed copy of the Employment Agreement Letter to PTP before commencing work.

**Contract Services**

1. Contracts drawn up for short-term services must include fees, a payment schedule, start and finish dates and a clear outline of services to be delivered and/or products to be developed. A timeline for deliverables, interim reporting and final reporting must also be included.
2. Relevant PTP information and documents will accompany the contract as appendices where deemed applicable.
3. Where copyright is concerned, a clause must be included in the contract clearly stating who has copyright of materials produced by the service provider for PTP.
4. A clause must be included regarding conditions for termination of the contract.

## 4.6 Probationary Period

Effective Date: November 20, 2007  
Revision Date:

### Purpose

To define the probationary period of employment applicable to PTP employees.

### Policy

All employees are hired on a minimum three (3) month probationary basis. Throughout the probationary period, management will continuously and extensively evaluate all aspects of the employee's work, including skill base, overall previous experience as stated in the interview process, work ethic, attitude and potential for development, to ensure they meet organization standards.

At the end of the first three (3) months, the employee's manager will meet with the employee to discuss their progress to date. Permanent employment shall be subject to successful completion of the probationary period. If the employee's manager is not completely satisfied with the progress achieved in the first three (3) months, the probationary period may be extended for an agreed-upon additional time period. Employees will be given written confirmation of their extended probationary period and/or their change to permanent status.

During the first three (3) months of employment, new PTP employees may be terminated for any reason, with or without cause, in which case PTP shall have no obligations to the employees to provide notice, or pay in lieu of notice.

Vacation benefits will accrue during the probationary period (*Please refer to Vacation policy Section 5.4*).

Employee benefits for permanent full time and part time employees will commence upon successful completion of the probationary period (*Please refer to Benefits policy Section 6.1*).

**Purpose**

To define the method for introducing new employees to the organization.

**Policy**

Orientation programs familiarize new employees with their roles and with other employees. An employee's integration into the organization begins on the first day of work and continues with orientation to the job/department.

In their first week of work, new employees will be provided with the following critical information about their employment at PTP:

- Employment agreement and job description
- History
- Vision, Mission and Goals
- Organizational chart
- Policies and Procedures
- Benefits information
- Review of Timesheet Procedures
- Introduction to coworkers
- Tour of facilities
- Reporting structure and organizational model
- Acceptable standards of performance and work schedule
- Safety and Security

New employees will be oriented to PTP and their work location by their immediate manager, who will also provide them with information about PTP policies and employee benefits. Managers are responsible for the three (3) month probationary review of their new employees.

The manager is also responsible for ensuring new employees are properly oriented to the specifics of their work and job description. Specific performance expectations should be reviewed within the first week of employment.

**Purpose**

To outline the duties, responsibilities and reporting structure for all job categories at PTP.

**Policy**

Job descriptions at PTP provide an outline of the main areas of responsibility for each position and PTP's expectations of the employee holding the position. A job description states both the nature and the level of the work that the employee performs, **including the position's basic purpose, duties, responsibilities, and reporting relationships**. Job descriptions also provide a way to organize the information needed to accurately match the organization's positions to those of the competition.

A job description will accompany each new employee's Employment Agreement. It is within PTP's discretion to amend the job description of an employee to meet the changing needs of the organization. Any such amendments will be reviewed and discussed with the employee holding that position.

All PTP employees are expected to undertake a variety of tasks and responsibilities and to share the burden of mundane tasks that may not be directly related to their professional role and/or primary responsibilities. For example, administrative and housekeeping tasks such as filing and dishwashing should be shared by all employees and not be the domain of a specialized position.

PTP employees are encouraged to bring forward, either to their manager or to the Executive Director, new concepts or approaches they may be interested in developing. New initiatives that expand and improve PTP's programming and new opportunities for professional development contribute greatly to the quality of services PTP can offer to participants attending its programs. To this end, job descriptions will have a degree of flexibility that accommodates individual initiatives while maintaining established programs.

PTP is committed to maintaining up-to-date job descriptions for each position within the organization and one will accompany any new position that is created.

***(Please refer to Appendix A for listing of Job Descriptions)***

#### **4.9 Reduction in Workforce / Layoff**

Effective Date: November 20, 2007  
Revision Date:

##### **Purpose**

To define the procedures and processes associated with the lay off of employee(s).

##### **Policy**

PTP has the right to terminate employees' employment upon giving written notice or pay in lieu of notice pursuant to the provisions of the applicable Provincial Employment Standards Act, unless there is just and reasonable cause, in which case, employment will be terminated without notice.

PTP understands that job security is one of the most important workplace issues for employees. However, PTP competes in a dynamic and ever changing business environment and fluctuations in the workforce may occur. As a result, like all other organizations in today's marketplace, PTP cannot guarantee security of employment for its employees.

Lay-offs may be necessary at PTP due to unforeseen circumstances, such as a loss in funding or low registration, or due to reorganization. Where possible, PTP will provide employees with as much notice as possible of any changes in their employment status. However, when a temporary lay off lasts for 13 weeks, it will be deemed a termination, and the termination date will be deemed the first day of the lay off.

When it becomes necessary to layoff four (4) or more PTP employees at a time, the Board of Directors will determine a process for the Executive Director to follow, based on the circumstances of the lay-off.

## **4.10 Addressing Employee Concerns**

Effective Date: November 20, 2007  
Revision Date:

### **Purpose**

To define the process that employees should follow if they have a concern or problem regarding employee relations, regulations, compliance, working conditions or management practices. To ensure that positive employee relations and communication processes are practiced throughout the organization.

### **Policy**

All employees have the right to raise concerns they may have about the manner in which they are treated. In most situations, employees should address job-related problems, questions or complaints with their immediate manager. The most appropriate solution will often be reached at this level.

All complaints will be treated in strict confidence as deemed appropriate. To ensure the work environment remains free of any form of intimidation or harassment, every complaint will be explored in a timely manner and will include private discussions with all concerned. Under exceptional circumstances, a manager may be required to report a complaint to the Executive Director, and subsequently, the Executive Director may be required to report a complaint to the Board of Directors. Written notes may be required depending on the gravity of the complaint.

Employees and their managers are encouraged to work towards an early and equitable resolution of problems when they occur. Whether related to a person's areas of responsibility and/or interpersonal issues, problems are best resolved through discussion and problem solving by the parties involved.

If this initial contact does not resolve the matter, or if the employee is not comfortable addressing the concern with their immediate manager, the complaint should be referred to the Executive Director. The Executive Director will also respond to appeals regarding decisions taken or unresolved issues in the workplace. All employees have the right to bring serious and persistent problems to the attention of the Executive Committee of the Board of Directors. This also pertains to cases related to harassment concerns. *(Please refer to Human Rights at Work/Harassment policy Section 3.5).*

## **4.11 Resignation of Employment**

Effective Date: November 20, 2007  
Revision Date:

### **Purpose**

To define the responsibilities of the employee and PTP in the event that an employee resigns.

### **Policy**

Resignation is an employee's voluntary decision to end their employment. When an employee makes the decision to resign from their position at PTP, they must notify their manager, or the Executive Director, in writing stating their intended last day of work. A copy of this letter will be retained in the employee's personnel file.

The Ontario Employment Standards Act has no provision for the notice period of resignation by an employee. However, there is an obligation on the part of the employee to give reasonable notice of resignation. It is generally the norm to give a minimum two (2) weeks' notice.

However, for highly specialized employees, or hard to replace employees, a longer length of notice may be required. PTP will need sufficient time to find a replacement and may request that a departing employee provide at least one (1) month's notice whenever possible. This will help limit the degree of disruption experienced by other employees, as well as by participants attending the programs.

Management will request an exit interview from all departing employees to discuss their reasons for departure and gather general comments and feedback about their employment at PTP. This information will be kept confidential and when applicable, used to enhance PTP employee relations, programs and services.

Under The Ontario Employment Standards Act, employees who resign voluntarily are not entitled to severance pay or any other monies except pay for all work performed and any vacation pay accrued in accordance with PTP policy and applicable provincial legislation.

PTP reserves the right to release an employee from their current position immediately if deemed appropriate.

## 5. COMPENSATION

### 5.1 Pay Equity

Effective Date: November 20, 2007

Revision Date:

#### **Purpose**

PTP is committed to establishing and maintaining competitive salaries reflective of current market conditions.

#### **Policy**

Pay Equity is equal pay for work of equal value. The Pay Equity mandate is to discourage wage discrimination, or any policy or practice that may lead to wage discrimination based on gender. Pay Equity is legislated to ensure women and men receive pay for work of equal value when doing substantially the same work.

The Pay Equity Act requires that different jobs be evaluated, and work mostly or traditionally done by women, be compared to work mostly or traditionally done by men.

Principles of pay equity are applied to ensure compensation fairness and equity.

**Purpose**

This policy outlines how employees are remunerated.

**Policy / Procedure**

Salaried employees are paid on a bi-weekly basis one week in arrears. The scheduled payday for all salaried employees is every second Friday which results in 26 pays per year.

PTP payroll is administered through ADP Canada's computerized payroll system, allowing employees to be paid by direct deposit. All employees are required to provide a void cheque to PTP upon commencement of employment and are responsible for notifying management of any changes to their banking information. Adequate notice of any changes must be given to ensure there is no disruption in payroll services.

Employees who are classified as Consultants with PTP are required to provide an invoice for services rendered. Pay is based on the rate established at the start of employment and will be reimbursed by cheque.

PTP employees also receive compensation through a comprehensive benefits package.

*(Please refer to Benefits policy Section 6.1).*

**Purpose**

To establish payment of wages and standard deductions for employees of PTP.

**Policy**

Pay Statements administered by PTP are as follows:

**Wage Statements**

On payday, PTP will provide the employee with a wage statement that sets out the wage rate and pay period for which wages are being paid. Gross and net amount are also reflected on the wage statement as well as vacation, other work-related deductions and the purpose of each deduction.

**Vacation**

If an employee takes vacation, PTP will report the vacation pay that is being paid out separately from the amount of other wages on the wage statement.

*(Please refer to Vacation policy Section 5.4).*

**Deductions**

Ontario employers are required to make Statutory Deductions. These compulsory deductions are taken from an employee's wages and include deductions for Federal Income Tax, Employment Insurance and Canada Pension Plan.

All employees are required to complete the standard TD1 form upon commencement of employment, and each year thereafter should there be a need to adjust the amount of tax deductions.

As well, premiums for employees who enrol in the PTP benefits plan will be deducted for each pay period.

**Purpose**

To establish guidelines with respect to vacation entitlement, vacation pay and related administrative procedures.

**Policy**

PTP recognizes that vacations are important to the continued well-being of employees.

Annual vacation time off with pay is provided to all permanent, full-time/part-time employees. Temporary employees are entitled to vacation pay in accordance with The Ontario Employment Standards Act, 2000.

Employee vacation schedules must be pre-approved by the manager, and will conform to the operational needs of the organization. A request for time off must be submitted in writing to the employee's manager for approval a minimum of four (4) weeks in advance of the requested period.

Annual vacation benefits are based on the employee's date of hire. Unused vacation **may not be carried over** into the next calendar year, except with written permission by the Manager, and will be limited to **one (1) week carry-over** subject to the minimum vacation entitlements prescribed by the Ontario Employment Standards Act, 2000.

An employee's vacation entitlement will continue to accrue during periods of short-term disability, maternity leave, childcare leaves of absence and jury duty absence. Vacation time does not accrue during leaves of absence granted due to extended vacation, extended maternity leave, long-term disability or for personal reasons such as sabbaticals.

**Instructors** must take their vacations during training breaks. Training breaks occur during the year when instruction stops and participants do not attend PTP for class work. The schedule for these breaks will be determined at the beginning of each calendar year by the Executive Director. For those instructors whose entitlement goes beyond the scheduled training breaks, scheduling of vacation time must be approved by their manager a minimum of four (4) weeks in advance of the requested period.

Years of Continuous Employment	Annual Vacation Entitlement
Less than 1 year:	Upon completion of the probationary period, in the first year an employee may take vacation on a pro-rated basis. Full vacation entitlement may be taken prior to completion of one full year of employment at the discretion of the manager.
Between 1 -2 years	10 days
With 2 full years	15 days
With 5 full years	20 days
With 10 years or more	25 days

## 5.5 Salary

Effective Date: November 20, 2007  
Revision Date:

### Purpose

To establish clear guidelines as to competitive salaries for PTP employees based on market analysis and survey research.

### Policy

PTP compensation is determined by reviewing previous organizational history, market survey data and comparable positions in the field. Survey sources of information include local school boards, comparable community based organizations, community colleges and employment service agencies in and around Toronto.

PTP will conduct periodic market surveys on salary ranges to ensure PTP salaries are in-line with current employment market standards and targeted positions within that market.

PTP, dependant on funding for programs, projects, and services will negotiate salaries based on the organization's planning and budget and will, **to the best of its ability**, secure competitive salaries for its employees.

*(Please refer to Appendix B for Job Categories)*

## **5.6 Salary Increases**

Effective Date: November 20, 2007  
Revision Date:

### **Purpose**

To define the process and circumstances in which PTP employees receive salary increases.

### **Policy**

PTP's policy is to pay competitive salaries within the limits of its current financial situation. Job promotions, or upward re-classification, may be accompanied by a salary increase. Situations will vary due to a variety of factors including internal equity.

When an employee is promoted and his/her current salary is below the minimum of the new job classification range, the salary will be brought within the minimum of the new position held. Lateral transfers will not necessarily be accompanied by a salary increase. However, management will review this on an individual basis.

The Executive Director will review all factors pertaining to compensation. These factors may include cost of living increases as dictated yearly by the Consumer Price Index (CPI). When this is the case, employees will receive salary adjustments in keeping with current market conditions and PTP budgets.

Any increases that have an overall impact on PTP's finances, such as a cost of living increase, must be approved by the Board of Directors prior to proceeding.

## 6. EMPLOYEE BENEFITS

### 6.1 Benefits

Effective Date: November 20, 2007

Revision Date:

#### Purpose

PTP considers its benefits' program an addition to overall compensation. Benefits assist employees in many ways by meeting unexpected and planned events, while continuing employment.

#### Policy

All full-time permanent employees are enrolled in PTP's Benefits' Program through Great West Life upon successful completion of their probationary period.

Enrolment is mandatory for all full-time permanent employees. Full-time employees are instructors scheduled for 20 hours or more in a 35-hour week and all other employees scheduled for 28 hours or more in a 35-hour week. Permanent part-time employees are also eligible for benefits on a voluntary basis.

The following benefits are included in the program:

- Life and Accidental Death and Dismemberment Insurance
- Health Care and Dental Care
- Travel Medical Coverage
- Long Term Disability

Costs for the benefits program are shared between PTP and the employee. PTP covers all medical premiums **except Long Term Disability, which is covered by the employee.** Premiums that are paid by the employee will be directly deducted from the employee's pay each pay period and submitted to Great West Life by PTP on behalf of the employee.

Managers will inform all new employees of the details pertaining to the benefits program and the employee's obligations within the program at the beginning of their employment.

Employees are required to enrol in the program within thirty (30) days of completion of their probationary period. Failure to submit application forms to the insurance organization within this timeframe may result in the employee being required to complete a medical disclosure form and a possible delay in coverage start-up.

All eligible employees will be issued an enrolment certificate along with detailed information regarding the program's coverage.

Claim forms are available at each PTP site, as well as online at Great-West Life's website, along with information on submitting claims. Employees are also reminded to keep a copy of all claims submitted as well as any other documentation or correspondence undertaken with the insurer.

## 6.2 Statutory Holidays

Effective Date: November 20, 2007  
Revision Date:

### Purpose

To confirm the number of approved statutory and organizational holidays and to provide guidelines for eligibility.

### Policy

In the province of Ontario, PTP recognizes that there are nine (9) established, official paid holidays each year. These Public and Statutory holidays are as follows:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Civic Holiday (public)
- Labour Day
- Thanksgiving
- Christmas Day
- Boxing Day

PTP also provides employees with an additional annual paid vacation day: Easter Monday

At the beginning of each calendar year, PTP will prepare a tentative Holiday Schedule for the year outlining the specific dates PTP will be closed.

Where a statutory or public holiday falls during an employee's vacation, the day shall be considered a paid holiday and shall not count as a vacation day. If a designated holiday occurs on a Saturday or Sunday, it will normally be observed on the working day immediately preceding or immediately following the actual holiday, dependent on community practice and the needs of the business.

Employees are required to take statutory and public holidays as time off on the scheduled day.

An employee becomes eligible for statutory holiday pay immediately upon being hired. However, the statutory holiday pay is based on average weekly earnings over the previous 20 days worked.

### Religious Holidays

Employees practicing religions with sacred days of observance other than those listed above will be given time off **without pay** or they **may take vacation time** for observance of special days within their religious traditions.

Employees who wish to take recognized religious holidays off from work other than those listed above must provide a list of dates to their manager on a yearly basis.

**Purpose**

To outline acceptable legislated and non-legislated leaves of absence and their associated administrative procedures.

**Policy**

PTP recognizes that while employees are expected to come to work as set out in their employment contract, special circumstances may arise in which they require a paid or unpaid leave of absence.

Employees should notify their manager of any absence as soon as possible and a minimum of 2 hours prior to the start of their work-day, and should indicate the probable duration of the absence. To enable managers of front-line workers (such as instructors and facilitators) to arrange for coverage, after-hours contact numbers are provided. PTP will not pay for any time lost due to illness or other reason on any day when timely notification of absence has not been given. Unless the nature of the absence makes this impossible, notification must be made by the employee.

Employees absent from work due to illness or other reasons for longer than three (3) days must report periodically by telephone, as discussed and required by their manager.

All compensation and benefit programs in which the employee is participating will be maintained during authorized absences. Exceptions apply in cases of extended Leaves of Absence requested by an employee for non medical-related reasons.

All paid leaves of absence must be taken at the time of the event.

At PTP, an employee's vacation entitlement will continue to accrue during periods of short-term disability, maternity leave, childcare leaves of absence and jury duty absence. Vacation time does not accrue during leaves of absence granted due to extended vacation, extended maternity leave, long-term disability or for personal reasons such as sabbaticals.

**a) Legislated****1) Family Medical Leave**

An employee is entitled to a leave of absence **without pay** of up to eight weeks to provide care or support to a family member if a qualified health practitioner issues a certificate stating that the individual has a serious medical condition with a significant risk of death occurring within a period of 26 weeks or less as may be prescribed.

This leave applies to the following individuals:

- The employee's spouse
- A parent, step-parent or foster parent of the employee
- A child, step-child or foster child of the employee or the employee's spouse

The employee's manager must authorize an absence of this nature. An employee who wishes to take a family medical leave shall advise their manager in writing that they will be doing so. If the employee must begin the leave before advising the employer, the employee shall advise the employer of the leave in writing as soon as possible after beginning it. If requested by the employer, the employee shall provide the employer with authorized medical documentation as soon as possible.

## **2) Pregnancy, Parental and Adoption Leave**

PTP will grant employees unpaid leave of up to one year for the purpose of pregnancy, parental or adoption leave in accordance with, and in addition to, current provisions of The Ontario Employment Standards Act, 2000.

Numerous parental and adoption leave regulations apply to an employee wishing to collect government benefits payable through the Employment Insurance Commission. The employee should explore these before making any decisions about the beginning and end dates of their leave. The employee must provide two (2) weeks notice in writing to the manager of their expected effective date of this type of leave.

Only a mother is permitted to take Pregnancy Leave under The Ontario Employment Standards Act, 2000. It must commence within seventeen (17) weeks prior to the due date or the day on which the child is born. Pregnancy Leave ends seventeen (17) weeks after the pregnancy leave begins.

Either a mother or a father can take Parental Leave. A mother's Parental leave begins immediately following the end of Pregnancy Leave for a total of thirty-seven (37) weeks. A father can commence parental leave no later than fifty-two (52) weeks after the day the child is born.

Parents of children born on or after December 31, 2000 are entitled to thirty-five (35) weeks parental benefits and fifteen (15) weeks of maternity benefits for mothers. Note that EI has a two (2) week waiting period for each benefit. Both parents are entitled to the thirty-five (35) week benefit under the Employment Insurance Act.

While on pregnancy, parental or adoption leave of absence, employees continue to receive PTP employee benefit coverage and vacation will continue to accrue.

Employees on pregnancy, parental or adoption leave should notify their manager at least 4 weeks before returning to work in order for arrangements to be made to reinstate them in their former or a comparable position.

## **b) Non-legislated**

### **1) Sick Leave**

Upon successful completion of the probationary period, all part-time and full-time employees are entitled to **sick days with pay** on a short-term basis.

An employee may be excused from work when ill for a short-term period. For absences due to illness longer than three (3) days, PTP has the right to request a medical certificate verifying an individual is unable to assume their normal working duties. If the absence is anticipated to be longer than five (5) working days, the employee's manager must be advised of the projected return to work date.

*(Please refer to Supplementary Unemployment Benefit policy Section 6.4)*

## **2) Other Dependent Care Days** [Maximum 5 paid dependent care days per year]

An employee may be excused from work for a short-term period in order to provide care / or make arrangements for care when a dependent family member is ill. A dependent family member is defined as the following:

- A child, step-child or foster child of the employee or the employee's spouse/partner
- The employee's spouse/partner
- A dependent parent, step-parent or foster parent of the employee

For absences due to illness longer than three (3) days, PTP has the right to request a medical certificate verifying that a dependent family member's illness makes it impossible for them to assume their normal working duties. If the absence is anticipated to be longer than five (5) working days, the employee's manager must be advised of the projected return to work date.

## **3) Bereavement Leave**

Employees are eligible to take up to three (3) working days **paid leave** for bereavement of an immediate family member or significant other person. For the purpose of this policy, immediate family includes a spouse, child, parent, brother, sister, grandparent, grandchild, legal guardian, mother-in-law, father-in-law, son-in-law, daughter-in-law, and spousal cohabitant/common law. Generally, one day is the established norm at PTP for employees to attend to funeral obligations, depending on the travel required.

## **4) Jury Duty**

Employers are required by law to allow employees time off for jury duty. Although the law does not require employers to pay an employee's salary during jury duty, PTP's employees shall receive **paid leave up to a maximum of 10 weeks** if called to jury duty or subpoenaed as a witness upon submission of proof to their manager of such a request.

## **5) Unpaid Personal Leaves**

In consultation with the Executive Director, a manager may grant leave **without pay** to an employee for periods of up to four (4) weeks. Such cases are at the discretion of the manager and Executive Director and are granted only under exceptional circumstances. An unpaid personal leave granted under this section shall be in accordance with the following:

PTP shall provide employees with up to four (4) weeks **unpaid** personal leave. An employee who wishes to take such leave shall advise their manager in writing a minimum of four (4) weeks prior to the commencement of the leave that they will be doing so and advise of their anticipated return date. If an employee takes any part of a day as leave under this section, PTP may deem the employee to have taken one day's leave on that day for the purposes of subsection.

PTP may require an employee who takes unpaid personal leave to provide reasonable evidence in relation to the circumstances that the employee is entitled to the leave.

## **6) Sabbaticals**

Sabbaticals may be granted, at the discretion of the Executive Director, for various purposes, such as pursuing studies or extended travel.

Employees with five (5) or more years of continuous employment may apply for a sabbatical once every five (5) years. Approval of requests will be dependent on various criteria, including length of employment, job performance, and the operational needs of the organization. Requests should be submitted to the Executive Director for approval a minimum of three (3) months before the requested start date. Sabbaticals may be granted for up to one (1) year.

## **7) Secondments**

From time to time, PTP employees may be asked to undertake work at another organization on a temporary basis. If the position presents the opportunity for an employee's professional development and furthers the goals of PTP, a leave for secondment opportunities may be granted at the discretion of the Executive Director. Secondments may be granted for up to one (1) year.

## **6.4 Supplementary Unemployment Benefit (SUB)**

Effective Date: November 20, 2007  
Revision Date:

### **Purpose**

To outline the benefits paid out to an employee due to unexpected injury or illness.

### **Policy**

The purpose of the Supplementary Unemployment Benefit (SUB) is to supplement Employment Insurance (EI) benefits during an employee's temporary leave period due to unexpected illness or injury.

For an employee to be eligible for this benefit, the employee must:

- Be a permanent employee of PTP working a minimum of 25 hours per week
- Be absent from work during a period when the employee would normally be required to work
- Have a physician's orders outlining the course of treatment which is inconsistent with the employee continuing to work

On top of what is paid out by Employment Insurance (usually 55% of the employee's salary), PTP will top up this benefit depending on the years of employment, as follows:

- If employee has five plus (5+) years of employment, PTP will top up to 95%
- If employee has two to five (2-5) years of employment, PTP will top up to 85%
- If employee has one to two (1-2) years of employment, PTP will top up to 75%
- If employee has less than one (1) year of employment PTP will top up to 65%

SUB is available to employees who are unable to work due to unexpected illness or injury who qualify for up to fifteen (15) weeks of EI Sick Benefits. To receive the benefit, employees must have completed the three (3) month probationary period and worked 600 hours in the last fifty-two (52) weeks or since their last claim.

The maximum benefit will be paid out dependent on PTP's budgetary limitations.

## 7. EMPLOYEE PROFESSIONAL PLANNING AND DEVELOPMENT

### 7.1 'Management by Objectives'

Effective Date: November 20, 2007

Revision Date:

#### **Purpose**

To provide employees with the opportunity to set goals and achieve work objectives in collaboration with their manager. Providing a forum for discussion and reflection that will inspire employee's professional growth is the underlying purpose of this goal-setting process.

#### **Policy**

Employee Professional Planning and Development at PTP will be conducted using a management-by-objectives (results-based) approach. This approach has three phases:

#### **Phase 1 - Planning**

- A work plan for the next year is developed
- Measures for assessing progress are established

#### **Phase 2 - Monitoring**

- Progress toward the goals identified in the work plan is monitored
- The plan is adjusted if required
- Supportive action is taken if necessary [e.g., professional development of skills or knowledge]

#### **Phase 3 - Reviewing**

- At the end of the Employee Professional Planning and Development cycle the manager and employee meet to document the work of the past year
- Accomplishments and shortfalls relative to the work plan are summarized
- A new planning and goal-setting cycle begins

PTP's Employee Professional Planning and Development process will be fairly and consistently applied to all staff, and carried out by managers/supervisors trained on the following:

- The overall Employee Professional Planning and Development process
- How to work with employees to set goals and standards
- How to provide constructive feedback

**Purpose**

To support the growth, development and training of PTP employees.

**Policy**

Employees are encouraged to improve their level of technical and professional competence on an ongoing basis to ensure the most effective performance of their jobs. Training is available to employees after successful completion of one (1) year of employment.

PTP provides opportunities for professional development through in-house and on-the-job training.

Employees are expected to share through workshops, presentations or reporting in staff meetings, or electronic correspondence (e.g. PTP internal email or PTP blog) any new and valuable information or techniques training provides them with which might benefit their colleagues and improve PTP's programs.

Individual training plans should be set in conjunction with PTP's Employee Professional Planning and Development process (*Please refer Employee Professional Planning and Development – 'Management by Objectives' policy Section 7.1*) and should reflect the goals and areas of responsibility of the employee. These individual plans should correspond to specific needs of the organization.

Professional development activities scheduled for one day or less require a manager's approval. For activities running longer than one day, the approval of the Executive Director is required. Employees will receive regular pay for approved professional development days.

Employees are encouraged to participate in and complete all courses which they request and successful course completion is anticipated.

Employees attending training and development programs that require distance travel, meal expenses or other accommodations must get their manager's approval for these expenses prior to registering for the program. Employees will be reimbursed for approved expenses and should complete an expense claim form immediately upon return from the training. Original receipts must accompany any claims.

**Purpose**

To outline PTP's process for performance improvement.

**Policy**

In order for PTP to fulfill its mission, and best meet the needs of the participants/clients it serves, each employee must perform at a level that promotes the objectives of the organization, reflects its policies and enhances the learning opportunities of all participants.

PTP will make every possible effort to ensure employees receive the training and coaching they need to meet the high standard of professional conduct and productivity espoused at PTP.

The following procedure is meant to guide the manager and the employee through the process of constructively improving an employee's behaviour, conduct, work habits, or performance if they do not meet the level of quality expected of all PTP employees at any time during the course of employment, after completion of the probationary period.

Managers are required to document all incidents of unsatisfactory performance.

In some cases this policy does not apply if an immediate termination is required.

**Procedure**

The following steps must be consistent with the seriousness of the issue, progressive in nature, communicated in full, applied with reasonableness on a constant basis, and implemented in a manner that upholds the dignity of all individuals involved, safeguards their privacy, and promotes the constructive advancement of PTP's employee relations.

When a manager identifies a concern with professional conduct, performance and/or behaviours the following Steps will be taken.

**First Step**

The employee's manager will begin the process by way of a verbal warning. Discussions of verbal warnings will be clearly documented and placed in the employee's personnel file, of which the employee will be made aware. A follow-up date, set for an appropriate interval, will be arranged at which time the manager and employee can confirm whether the issue has been ameliorated or whether other support/further intervention is needed. The outcome of the follow-up meeting will be documented and placed in the personnel file, of which the employee will be made aware.

**Second Step**

Should the behaviour/conduct/work habit/performance in question continue, the manager again will address the concern directly with the employee. This will result in a written warning to be filed in the employee's personnel file. In this written warning, the following statement may be

included: "Any further issues with the behaviour/conduct/work habit/performance in question may result in further action". Both the manager and employee will sign a copy of the warning prior to it being placed in the employee's file. A follow-up date will be arranged, set for an appropriate interval, at which time the manager and employee can confirm whether the issue has been ameliorated or whether other support/further intervention is needed.

### **Third Step**

Should the behaviour/conduct/work habit/performance in question persist, the employee will be given a final warning. This will be discussed and clearly documented, and the warning may include the following statement: "Any further issues with the behaviour/conduct/work habit/performance in question will result in termination of employment". Again a copy will be signed by both the manager and the employee and placed in the employee's file.

## 8. EMPLOYEE SAFETY, HEALTH AND WORK ENVIRONMENT

### 8.1 Safety in the Workplace/

Effective Date: November 20, 2007

Revision Date:

#### **Purpose**

To profile the established commitment and responsibility statements which are the cornerstone for employee safety, health and work environment.

#### **Policy**

Employee safety is extremely important to PTP. All employees are responsible for maintaining a clean, tidy, secure and safe workspace at PTP.

We are committed to:

- Actively promoting and maintaining the highest possible safety standards for employees, participants, and visitors
- Taking every practical precaution towards ensuring that our place of business does not present a risk to employees, participants, the public or the environment

To assist PTP in its efforts to ensure a safe work environment for all employees and participants, employees are expected to bring potential safety problems or concerns to the attention of their manager.

#### **a) First Aid**

Managers are responsible for ensuring complete first aid kits are on site and accessible to employees.

Locations must have at least two fully trained employees, with thorough knowledge of basic first aid procedures, to help in emergency situations.

As well, managers should post general guidelines for employees to follow in emergency situations, for example to call 911 first before starting CPR.

PTP asks that all employees provide management with contact information (name and telephone number) of a relative or close friend should there be a need to call someone in case of an emergency situation.

#### **b) Fire Safety**

Each location should have at least two employees, the manager and one other, who are familiar with emergency exits and procedures.

### **c) Security of Property**

For security reasons, all valuable property and confidential materials must be kept in a locked space overnight and away from public access during the day. As well, any computer programs with confidential information, such as databases, must require passwords to gain access. Completed work and work-in-progress on computers must be backed up on a daily basis to prevent loss.

Employees should not leave personal belongings unattended and should keep all valuables in a locked cabinet or office when away from their desks. PTP is a public office therefore PTP will not take responsibility for theft of personal belongings from the premises.

### **d) Housekeeping**

To maintain a professional and presentable program, reasonable "housekeeping" must be practiced. Individuals are responsible for their own workspace. In areas of joint responsibility, such as cleaning the kitchen, employees must all do their fair share to maintain a professional workspace.

### **e) Joint Health and Safety Committee**

In accordance with the **Occupational Health and Safety Act**, it is a legislated requirement that all workplaces that employ 20 or more employees must have a Joint Health and Safety Committee (JHSC) in place. The JHSC members must be comprised of at least 2 members – one management and one non-management.

The primary responsibility of the JHSC is the enhancement of a positive approach towards health and safety concerns in the workplace. This is done by:

- Developing and implementing programs to protect employees against illness and injury
- Handling all employee complaints and suggestions in regards to health and safety
- Consult with professionals and technical experts when required
- Make recommendations to management in relation to accident prevention, safety programs, training, etc.
- Monitoring the effectiveness of the programs and training that are put in place

Members of the JHSC are required to meet regularly (at least once every three months) and to regularly inspect the workplace for potential hazards or safety concerns.

## **8.2 Accident Reporting**

Effective Date: November 20, 2007  
Revision Date:

### **Purpose**

To define the responsibilities and related procedures for reporting all work related accidents/incidents.

### **Policy**

While PTP is committed to minimizing workplace accidents and incidents, there may be occasions when a workplace injury or safety related incident might occur. It is the responsibility of each employee to immediately report any accident, equipment damage or incident to a manager.

For any incident that occurs on PTP premises, an incident report must be completed by those who witnessed the incident and a copy given to the Joint Health and Safety Committee (JHSC), as well as the Executive Director.

### 8.3 Emergency Response and Preparedness

Effective Date: November 20, 2007  
Revision Date:

#### Purpose

To provide direction to staff on effective response to emergencies that may arise and affect or threaten the organization's purposes and/or the safety of its employees or participants.

An "emergency" under this policy is defined as:

"An unplanned event and/or situation that is temporary in nature that threatens and/or disrupts the health, safety or welfare of the people, property and/or operations of PTP."

#### Policy

PTP will not under any circumstances tolerate the following by participants:

- Fighting or violence of any kind
- Physical abuse to one's self or others
- Derogatory comments, abusive language and/or harassment prohibited by the Human Rights Code
- Threatening others in any way
- Acting in a manner disruptive to the work of others or the operations of PTP as a whole
- Being in possession of weapons
- Being visibly intoxicated or in the possession of open alcohol or illegal drugs
- Refusal to leave the premises when asked by staff to do so

#### Procedures

In the event that any of the above should ever occur, it is the responsibility of every Staff:

- To protect their own health and safety
- To protect the health and safety of other staff and participants (i.e. providing assistance if required or lending support as a witness)
- To protect the property, infrastructure, and environment of PTP
- To restore the environment and operations of PTP in aftermath of emergency as quickly as possible
- To follow through with Incident Reporting functions as required by Policy

In carrying out the above, should any staff perceive him or herself or any other person to be in danger, **911 must be called**.

#### Procedures for Utilizing Company Codes Words

PTP has established "code words" to enhance the safety and security of its employees, and overall environment.

The code word **Ruby** is to be used to **indicate** that **911 must be called** immediately. Any staff upon hearing the code word must call 911.

The code word **Anita** means that the person **requires immediate assistance and support**. Any staff upon hearing the code word must immediately go to the caller and assist.

### **Procedures for Responding to Unacceptable Behaviour**

**Fighting or violence of any kind:** Call 911.

**Physical abuse of others, resources or equipment:** Call 911.

**Being in possession of weapons:** Call 911.

**Being visibly in the possession of open alcohol or illegal drugs:** Indicate to the individual that such behavior is not acceptable and he/she should leave the building.

**Derogatory comments, abusive language and harassment prohibited under the Human Rights Code:** Confront all forms of discrimination or harassment. Tell the individual that such behavior is not acceptable and should be stopped immediately. If she or he refuses to co-operate ask the person to leave the building.

**Acting in a manner disruptive to others:** Indicate to the individual involved that such behavior is not acceptable and should be stopped immediately. If she or he refuses to co-operate ask the person to leave the building.

**Threatening others in any way:** Individuals behaving in a threatening manner should be asked to leave the building immediately.

**Refusing to leave the building when asked to do so:** Call 911.

### **Procedures for Responding to Medical Emergencies**

In an event that a PTP employee, client or visitor requires medical attention, the injured individual will be assisted with arranging transportation to the nearest medical facility or, if warranted, by ambulance if 911 has been contacted. The appropriate emergency contact person will be notified of the incident and will be informed of the location the individual is transported to.

For any incident that occurs on PTP premises, an incident report must be completed and a copy given to the Joint Health and Safety Committee (JHSC), as well as the Executive Director.

### **Procedures for calling 911:**

911 is the central emergency response number to summon police, ambulance and firefighting services. Give the dispatcher the following information during the 911 call:

- The nature of the emergency
- Organization name and address

- Directions to the location
- Your name and telephone number
- Details of the incident
- Where the situation is occurring

The staff member who made the call to 911 should **remain on-site** to meet the police, ambulance or firefighters to ensure that there is no confusion regarding what was communicated on the phone.

Staff who are involved in an incident in which they do not perceive themselves or others to be in danger should work to control the situation through:

- Keeping a safe distance
- Talking calmly to the individual
- Calling for assistance

### **Post Incident Procedures**

The manager is responsible for holding a meeting to review the incident with the staff involved within 5 working days after the incident. This will provide the opportunity for the staff involved to share their feelings and experiences and conduct a procedural review and explore alternatives.

Staff should be encouraged to contact your manager if debriefing or 1:1 support is needed.

The manager is responsible for ensuring the unit specific incident report is completed within 24 hours, documenting the date, time, location, behaviour of the client and the intervention steps taken. The report will remain on file in the file.

Where required by legislation, a serious occurrence report will be submitted to the appropriate external body and a copy will be sent to the Executive Director of PTP, and the Health and Safety Committee.

The manager and Executive Director, upon review of the incident may decide to issue a No Trespassing letter to the person involved. The review will include a thorough assessment, which involves all PTP service providers. A No Trespassing letter is only issued following careful consideration of all other options.

Factors to be considered when issuing a Trespassing letter include:

- Client impact
- Service needs
- Access to needed resources
- Risks
- Location(s) covered by the No Trespassing letter

The Executive Director is responsible for issuing the letter on the approved PTP letter template, and a Manager is responsible for ensuring the No Trespassing letter is served.

# APPENDIX A

## PTP Job Descriptions

# APPENDIX B

## Job Categories