

**The Corporation of the Township  
Of  
Rideau Lakes**

**Human Resources Policy and Procedure Manual**

**November 25, 2024**

**The Corporation of the Township of Rideau Lakes  
Human Resources Policies and Procedures Manual  
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## **Human Resources – General (HR-100-01)**

### **Policy Statement**

The Township of Rideau Lakes will efficiently and measurably deliver excellent services, recognized as an Employer of choice with dedicated and capable staff, adding value in all areas of service it delivers, while simultaneously working to strengthen the capacity of the municipality.

Within this context, the C.A.O. or their designate shall make provision for the direction and control of a sufficient number of appropriately prepared staff in accordance with the Township's mission, vision, philosophy and goals. Supporting Human Resources and Operational policies and procedures will ensure staff are knowledgeable of the Township's activities and their roles within the organization.

### **Objective**

To provide the best possible service with consideration to efficiency and effectiveness applies to all aspects of the Employee relationship including recruitment, selection, training, promotion, lay-off, recall and termination.

All personnel decisions will be consistent with both the meaning and intent of current legislation and negotiated terms of employment.

The following policy statements have been developed to maximize the effectiveness of human resources decision-making consistent with the foregoing policy.

### **Procedure**

To ensure the highest possible quality of human resources decision-making, relevant information will be solicited from qualified sources prior to decisions being made by a supervisor.

In the course of arriving at the most objective decision possible, a supervisor's human resources decisions must be based on clearly defined, relevant criteria and potential conflict of interest must be identified in advance and eliminated.

Employees directly affected by human resources decisions should have an opportunity to have input into those decisions wherever possible.

All persons are entitled to equal employment opportunities and the Township does not discriminate against its Employees or applicants as defined by the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act (AODA)*.

### **Scope**

The Human Resources Policies and Procedures contained herein apply to all Township of Rideau Lakes Employees unless otherwise stated in the policy except for the Township of Rideau Lakes Volunteer Fire Department, but only where fire policies / legislation prevails.

## **Human Resources - Employee Confidentiality Statement (HR-200-01)**

### **Policy**

All Township of Rideau Lakes Employees must sign the attached Pledge of Confidentiality. All new Employees must sign the attached Pledge of Confidentiality as a condition of employment to ensure the security and confidentiality of records and personal information under the control of the Township of Rideau Lakes.

Confidential information includes but is not limited to information in the possession of the Township that the Township is either prohibited from disclosing, is required to refuse to disclose or exercises its discretion to refuse under the *Municipal Freedom of Information and Protection of Privacy Act*, *Personal Health Information Protection Act* or other legislation, and information concerning matters that are considered in an in-camera meeting under section 239 of the *Municipal Act, 2001*.

### **Objective**

To ensure the security and confidentiality of records and personal information under the control of the Township.

### **Procedure**

All Employees must adhere to maintain the confidentiality of information that they learn in the course of their employment.

All offers of employment are conditional upon the execution of the attached Pledge of Confidentiality. The Pledge of Confidentiality is signed, dated, witnessed, and placed in the individual's personnel file. A refusal to sign the Pledge of Confidentiality, attached as Appendix A, voids and nullifies the offer of employment.

**PLEDGE OF CONFIDENTIALITY**

I, the undersigned, acknowledge and understand the following:

That the *Municipal Freedom of Information and Protection of Privacy Act* provides standards for and requires administrative, technical and physical safeguards to ensure the security and confidentiality of records and personal information under control of the Township.

Ontario Regulation 823 requires that measures be taken to prevent unauthorized access to an institution's records.

I further acknowledge and understand that in the course of my work for the Township of Rideau Lakes, I may have access to confidential, personal or health information pertaining to the Township, its clients, residents, the Township's Employees, auxiliary and volunteers, and members of the Township's extended community. This information may be in written, verbal or other form.

I hereby agree to hold such information confidential and, except as may be required by law or as may be necessary in the performance of my duties, agree not to provide, access, use, disclose, release or make available such confidential, personal or health information to any person at any time without proper consent or authorization.

If I am in doubt as to whether certain information is confidential or not, I agree to seek direction from my supervisor before disclosing or releasing any such information.

I further agree to take appropriate security measures to prevent unauthorized access to confidential, personal or health information.

All external third-party requests for confidential, personal or health information must be directed to the Freedom of Information Coordinator/Clerk.

Any misuse or unauthorized disclosure or release of confidential, personal or health information must immediately be reported to the Chief Administrative Officer.

Any misuse or unauthorized disclosure or release of confidential, personal or health information shall be considered a breach of confidentiality.

I understand and acknowledge that any misuse or unauthorized disclosure or release of confidential, personal or health information shall be considered a breach of confidentiality and grounds for discipline up to and including dismissal.

I also understand and acknowledge that this Pledge shall survive the termination of my employment with the Township.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Name (Print)

## **Human Resources – Code of Conduct (HR-200-02)**

### **Policy**

The Township of Rideau Lakes acknowledges each member of our community, our staff and clients, volunteers, and other members of our extended community is unique and must be treated with respect, dignity and compassion. Each Employee must carry out their duties and responsibilities in a manner that recognizes a fundamental commitment to the betterment of the community and the well-being of its residents and the public they serve.

While it is not possible to cover every potential conflict of interest situation which might arise, this policy outlines the Township's expectations regarding real, potential and perceived conflicts of interest and the best interests of the Township. Employees with questions or who are unclear whether a real or potential conflict of interest exists are expected to discuss the situation with their Supervisor, Department Manager or CAO.

### **Objective**

To establish and communicate professional standards and guidelines that will assist Employees of the Township of Rideau Lakes in the discharge of their duties and establish the expectations in their dealings with residents, visitors, corporations and other business interests who interact with Township Employees.

### **Scope**

All Township Employees are expected to meet a standard of conduct that exemplifies professional integrity, justice, respect, honesty and courtesy in the course of their work to ensure public confidence and trust is maintained. As such, all those covered by this policy are expected to serve the public well and respect the rights of others while discharging their duties on behalf of the Township.

This policy is intended to foster a positive work environment and culture and is intended to supplement any other requirements imposed by applicable legislation, standards of professional practice or any other requirements imposed by relevant Township entities or departments.

**Note: For the entirety of this Policy, "Employee" refers to all employees in all departments and locations.**

### Interpretation:

This Code is meant to support, but not replace, the use of good judgment regarding personal and professional conduct. The absence of a specific policy or regulation does not relieve any Employee from the responsibility to exercise the highest standards in those situations.

### **Definitions**

Gift of Nominal Value: A gift or benefit not over the material threshold of twenty-five dollars (\$25) such as mugs, pens or other small items with company logos, whether or not it was solicited or offered by an individual or business.

Roles and Responsibilities: Each Employee shares the obligation of ensuring compliance with this Code and is required to address any situations of existing or potential non-compliance with the Code of which they suspect or become aware. For further information on the escalation procedures see



"Disclosure" and "Non-Compliance".

## **Procedure**

### General Employee Responsibilities & Obligations:

Township Employees interact with each other, clients, residents, community agencies, contractors, suppliers and the public on a daily basis. Employees must be professional, polite, courteous and respectful in each of these interactions. Township Employees acting on behalf of the Township are the ambassadors of the Township; thus, each one must be conscious of the Township's public duty and their part in the discharge of that duty and is therefore expected to conduct himself/herself with the highest degree of ethical behaviour and integrity.

All Employees are expected to comply with all Township policies, procedures, rules, regulations and directives.

Every Employee makes an important contribution to the organization. Employees are expected to work as team members and to listen to and value the input of other community members.

### Use of Township Property:

Township property should solely be used for the discharge of official duties which are supported by the Council unless elsewhere exempted by an approved Policy, or with the approval of the Department Manager and CAO. Examples of Township property include but are not limited to equipment, supplies or services for activities.

Township assets are to always remain on Township property unless it is necessary to take the items off site to perform the Employee's job. When Township property is under Employee care, the Employee is accountable for keeping the items always protected and secure.

The Township's electronic networks are corporate assets, and the Employees must be aware that communications over the Township's electronic networks are not to be considered private communications. Please refer to the Township's "Appropriate Use, Care, and Security of Electronic Resources" Policy (HR-200-09)

Employees shall return all Township owned property upon termination of their employment. This would include but is not limited to items such as: Employee identification tags, cellphone/smart phone, computer hardware and computer software.

### Confidentiality:

The privacy of each member of our community must be respected. Please refer to the Township's "Employee Confidentiality Statement" Policy (HR-200-01).

### Workplace Health & Safety:

It is the responsibility of all involved to create a safe work environment. All safety rules, policies and procedures must be followed. Employees are expected to immediately report any hazardous or unsafe equipment or situations to their Supervisor who, in turn, is expected to act upon the report.

### Drug & Alcohol Abuse:

To preserve the health, safety and well-being of Employees and members of the public, the Township has zero tolerance for the use of, possession of, and those being under the influence of alcohol, narcotics, or non-medical drugs when reporting to work or while on duty, or on any premises or in any

vehicle of the Corporation. For exemptions, and more detail see Medical Cannabis (HR-600-08) and Recreational Cannabis (HR-600-09)

Conflict of Interest:

A conflict of interest is understood to occur if an individual's personal affairs, business, or relationships overlap with their professional functions. To avoid any real or perceived conflict of interest, pecuniary interest or personal gain for the Employee, their family or associates, an Employee is not permitted to carry out any assigned duties for which a conflict of interest, or perceived conflict of interest, is present without prior disclosure to their Supervisor/Department Manager. Employees are required to report all conflicts of interest which may come to their attention to their Supervisor/Department Manager. Please refer to the "Disclosures" section for reporting procedures.

External Commitments:

Employees are dedicated to ensuring the Township's success in meeting its goals in the community. To ensure continued commitment to service levels, Employees are expected to avoid other employment, business activity or other undertaking while on duty or if it interferes with the performance of their duties for the Township. Additionally, other employment or business activities should be avoided if it generates a conflict of interest, conflicts with a by-law, policy, plan, or the interest of the Township, or if the individual derives some form of benefit by virtue solely of their employment with the Township.

Other employment means working for another Employer, being self-employed, or working for charitable or volunteer organizations which results in receiving or being eligible to receive profit, payment of compensation or other benefit from that Employer or charity.

Financial Benefit / Gifts:

To preserve the integrity of the Township, gifts and benefits are not to be accepted over a material threshold of \$25, whether it was solicited or offered by an individual or business. Employees must make decisions based on an impartial and objective assessment of each situation, free from the influence of gifts, favours, hospitality, or entertainment. (Please refer to exceptions below)

Employees must demonstrate transparency with regards to their relations with businesses and/or organizations who do business with the Township. No Employee shall act as a paid agent before the Township or Council.

Employees shall recognize the need for their decision-making and actions to be viewed and perceived as impartial and transparent by refraining from having any pecuniary association with any business or organization that has interactions with the Township in the conduct of their duties and responsibilities. This may include but not be restricted to borrowing or receiving money or gifts, directly or indirectly. Employees who believe they are placed in such a situation are expected to disclose the situation to their Supervisor/Department Manager.

In the case of attendance at a social or recreational event the Employee is expected to utilize time off entitlements unless pre-approval has been granted by their Department Manager or the CAO.

Exceptions to Receipt of Financial Benefit/Gifts:

Employees may accept gifts with a maximum value of \$25, provided the gifts do not include money, cash, gift certificates, alcohol, services, or other negotiable items.

Employees who accept a gift which meets this criterion must report this to their Supervisor/Department Manager. However, Employees should not place themselves in a position where their loyalty or responsibility to the Township is viewed as being in jeopardy because of accepting gifts. Employees who believe they are placed in such a situation are expected to disclose the situation to their Supervisor/Department Manager.

This shall not prohibit Employees from receiving promotional gifts or benefits of nominal value (for example coffee mugs or pens with a company's logo). It is also recognized that in the ordinary course of business it may be appropriate for a business or organization to pay for an employee's lunch. Receipt of such a gift or benefit during business will not be considered a breach of these rules assuming that such receipt is infrequent, (as defined by less than three times per year by the same business) and nominal in nature (defined by less than \$100 in value). All nominal gifts shall exclude alcohol.

Employees will not benefit from the use of information acquired or used, and that is not available to the public, during the course of official duties.

#### Public Engagements:

No Employee shall charge a fee for taking part, during paid working hours, in a public speaking engagement such as a public radio/television broadcast, web site broadcast or conference to which he or she was invited as a direct result of his or her position as an Employee. Accepting a nominal gift for a speaking engagement during paid working hours is not a violation of this policy. It is not a violation of the policy for Employees to charge or accept a fee for speaking engagements during time off work which is unpaid unless such Employees are representing the Township.

All requests that Employees are invited to speak at a public engagement because of the discharge of duties as a Township Employee must be pre-approved by their Department Manager.

#### Political Neutrality:

Employees are entitled to exercise their right to support or be involved in the political campaign of a municipal, provincial, or federal candidate or party, provided they do so on personal time and do not hold themselves out as representatives of the Township.

However, Employees must be politically neutral in their official employment duties to sustain public trust in local government. Employees should obtain approval of the CAO prior to speaking publicly on a matter where they may be perceived to be representing municipal policy.

Employees are permitted to participate in any campaign or political activity provided they do so outside of normal working hours or during an authorized leave of absence without pay for this purpose. Such activity must be as a citizen and not as a representative of the Township, whether real or perceived.

Employees shall treat all members of Council with professionalism and courtesy but must not favour, nor be seen to favour, the interests of one Councillor or other elected official over the interests of Council as a whole. Employees shall observe the approved processes the Township has implemented for reporting confidential information and other matters to the Council.

#### Social Media:

The use of social media to promote, discuss or converse about Township business or events will be

utilized by approved staff members only.

The use of social media by Employees for personal use or non-approved use at work is not authorized.

It is the expectation of the Township that all Employees will ensure that appropriate, supportive and positive comments be included on social media when referring to the Township.

Unlawful Activity/ Fraud/ Breach of Trust:

Employees shall not engage in behaviour that is fraudulent or that constitutes a breach of trust with the Township. A fraudulent activity includes, but is not limited to:

- Using deceit to gain a personal advantage, pecuniary interest or benefit for oneself and/or others.
- Illegally obtaining money, including the solicitation and/or acceptance of bribes or favours.
- Intentionally providing false or incomplete or withholding information from Council and/or Township officials.
- Intentionally circumventing Township policies or procedures to gain a personal advantage for oneself and/or others.
- Planning or participating in a theft of Township property, or the use of said property to aid or conduct a theft of any kind.
- Inappropriate personal use of or intentional damage of Township property.
- Undertaking any other illegal activity.

Employees, when speaking publicly, whether on Township time or their own time should speak in a manner that supports the policies, procedures, and general environment of the Township of Rideau Lakes.

Disclosure:

Whenever an Employee considers that they could be involved in a conflict of interest, whether real or perceived, or in any matter associated with this policy, the Employee shall immediately disclose the situation to their Department Manager or the CAO in writing.

Any Employee, Council member, or a member of the public has the right to identify any alleged non-compliance. Should an employee witness one of these actions taking place (or believe that it is occurring), they are obliged to report the issue to their Department Manager. In cases where the Department Manager is the person conducting inappropriate behaviour, the Employee will report the issue to the next level of supervision up to and including to the CAO. In the case of a matter involving the CAO, the matter shall be reported to the mayor or member of Council.

Employees will be corporately protected from any form of reprisal for reporting improper behaviour. Nor shall an Employee experience any discriminatory or other unfavourable treatment; be overlooked for promotions or future employment considerations; or have their existing position terminated

providing that the allegations are not ultimately found to be intentionally malicious or frivolous in nature.

Non-Compliance:

Upon receipt of an alleged contravention, the CAO in consultation with the Employee's Department Manager will, determine the form of the investigation to be conducted.

Additionally, the CAO will consult with the Department Manager should the contravention be verified, to determine the appropriate action, considering the circumstances.

Any transgression of a legal nature will be reported to the appropriate police authority.

Failure to comply with this or any other Township policy may result in discipline up to and including termination as per the HR-300-01 Discipline Policy.

Declaration: All Employees are required to review and acknowledge their understanding of this Policy by signing the declaration form (Appendix A).

## **Human Resources – Code of Conduct for Building Officials**

### **Purpose**

The Code of Conduct for Building Officials is enacted in accordance with Section 7.1 of the *Building Code Act* 1992 (the "Act") which requires a Code of Conduct for the following purposes:

To promote appropriate standards of behaviour and enforcement actions by the Chief Building Official (such reference to also include the Deputy Chief Building Official) and Inspectors in the exercise of a power or the performance of any duty under this Act or the Building Code.

To prevent practices which may constitute an abuse of power, including unethical or illegal practices, by the Chief Building Official (CBO) and Inspectors in the exercise of power or the performance of a duty under the Act or the Building Code.

To promote appropriate standards of honesty and integrity in the exercise of a power or the performance of a duty under the Act or the Building Code by the CBO and Inspectors.

### **Application**

This Code of Conduct applies to the Chief Building Official for the Township of Rideau Lakes and each Building Official and is in addition to the provisions of the Human Resources Corporate Policy on Employee Code of Conduct (HR-200-02).

### Expected Standards of Behaviour and Performance of Duty

The CBO and Inspectors are expected to:

- Promote the safety of buildings with reference to public health, fire protection, structural sufficiency, barrier free accessibility, conservation, and environmental integrity.
- Apply the act and the Building Code impartially, without influence, and in accordance with all applicable legislation.
- Perform their duties within the respective area of qualification obtained in accordance with the Act.
- Perform duties with due diligence, honesty, and integrity.

- Extend professional courtesy to all.
- Keep up to date on current building practices through continuous education; and
- Manage confidential and sensitive information in accordance with all relevant legislation and corporate guidelines.

#### Allegations of Breaches of the Code

The contradictions of this Code of Conduct are a serious matter to the Corporation and will be dealt with as such. The CBO will review all allegations made against Inspectors. The Manager of Development Services and the Chief Administrative Officer will review allegations made against the CBO.

Upon review of the allegations, either the CBO in the case of complaints against Inspectors, or the Manager of Development Services and the CAO in the case of complaints against the CBO, may determine an appropriate course of action to resolve the complaint.

#### Corrective Action and/or Disciplinary Action

If a complaint is substantiated, the CBO in the case of complaints against Inspectors, or the Manager of Development Services Development and CAO in the case of complaints against the CBO, will determine the corrective action and/or disciplinary action arising from the contravention of the Code.

Corrective action and/or disciplinary action may include, but is not limited to, the following:

An apology

Counseling

Education and training

Warning

Suspension/leave without pay.

Demotion

Transfer

Dismissal

**Human Resources – Code of Conduct Appendix A (HR-200-02)**

Declaration

I, the undersigned, acknowledge and understand the following:

That I have received a copy of the *Employee Code of Conduct Policy HR-200-02* and that I have read and understand the contents of this policy.

That the *Employee Code of Conduct Policy HR-200-02* outlines the expectations of my conduct as an Employee of the Township of Rideau Lakes and that I will abide by this policy.

That I have been given the opportunity to ask questions and seek any clarification regarding the *Employee Code of Conduct Policy HR-200-02*.

That any breach or contravention of the *Employee Code of Conduct Policy HR-200-02* will be considered as grounds for discipline up to and including dismissal.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Witness Name (Print)

\_\_\_\_\_  
Date

## **Human Resources – Recruitment (HR-200-03)**

WHEREAS the Municipal Act S.O. 2001, Chapter 25 requires each municipality to have policies in place with respect to recruitment, selection and hiring to meet the needs of the Corporation; and

WHEREAS the Council of the Corporation of the Township of Rideau Lakes deems it advisable to adopt policies with respect to the hiring of Employees.

NOW THEREFORE the Council of the Corporation of the Township of Rideau Lakes enacts as follows:

### **Policy**

The Township of Rideau Lakes adopts the following procedures for hiring to facilitate consistent and fair hiring practices. These procedures may only be bypassed where the operational or staffing needs of the Township are so required and where the Chief Administrative Officer (CAO) grants approval. The Township of Rideau Lakes reserves the right to appoint, on a temporary or permanent basis, Employees to managerial or supervisory positions.

The Township is an equal opportunity Employer and does not discriminate in the hiring process based on the protected grounds, as defined in the *Human Rights Code*, subject to requirements, qualifications or factors that are reasonable and bona fide in the circumstances. The Township of Rideau Lakes complies with all applicable Provincial Legislation in relation to employment and employment opportunities. Examples are *Accessibility for Ontarians with Disabilities Act (AODA)*, *Integrated Accessibility Standards Regulation (IASR)*, *Ontario Human Rights Code* and the *Employment Standards Act*.

### **Scope**

This policy applies to all hiring within the Corporation of the Township of Rideau Lakes.

### **Human Resources - Recruitment Objective**

The Township's objective is always to hire the best qualified applicant. The selection process will be based on several factors, including qualifications, education, experience, skill, training, suitability, and ability to perform the work.

### **Procedure**

Prior to a position being posted, the following steps shall be undertaken:

1. A review of actual staffing, position requirements and need for the position.
2. A review of existing job description; if a new position, preparation of job description.
3. A review or determination of salary range and point level.
4. Receive approval of CAO if a new position or to fill a statutory position.

### Internal Search

It is the Township's policy to make the best efforts to promote qualified internal candidates from within the organization when a vacancy or new position exists.

No Employee shall be promoted without their consent.

Employees who are awarded and accept a promotion may be required to serve a six (6) month probationary period.



All internal postings will include a statement about the availability of accommodation for applicants with disabilities during the recruitment process.

The position will be posted for ten (10) calendar days and on bulletin boards in all facilities where staff are positioned.

Each posting will include a deadline date and time for submission, job title, department and a copy of the job description which outlines the duties, qualifications and experience necessary for the position.

Employees must submit a cover letter and resume to the posted position outlining how they meet the qualifications of the position. Only Employees who apply and meet the qualifications of the position will be considered for an interview.

No applications will be accepted after the deadline or through a manner not prescribed on the job posting.

If an application and interview process for an equivalent position was completed within six (6) months of a position vacancy, applicants that were considered for hire from the earlier application process may be considered for the position without internally or externally posting the position.

#### External Search

The Township promotes hiring from within for all positions; however, we maintain the right to concurrently advertise job competitions internally and externally to optimize every opportunity to acquire the best candidate(s).

If qualified internal applicants apply during a concurrent posting, the Township Employee will be interviewed to decide suitability prior to any external interviews being conducted.

Human Resources staff and the Department Manager will decide the composition of a suitable advertisement, the market to be pursued and the carrier. Wider circulation may be suitable depending on the position. For positions requiring specific municipal experience, the area of search shall be wide enough to attract suitable candidates, i.e., Association websites or municipal specific websites.

All advertisements will include the Township's logo and the statements • *'An Equal Opportunity Employer'*, *"Only Those Applicants Selected for an Interview will be Contacted"* and *"Information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of candidate selection."* All external postings will include a statement about the availability of accommodation for applicants with disabilities during the recruitment process.

Applicants are required to submit a cover letter and resume.

All Township of Rideau Lakes external competitions will be posted on the Township's website ([www.rideaulakes.ca](http://www.rideaulakes.ca)).

External advertisements will be posted for at least ten (10) calendar days, or as otherwise determined. Each posting will include a deadline date and time for submission. No applications will be accepted after the deadline or through a manner not prescribed on the job posting.

Human Resource staff will screen all applicants and develop a short list of qualified candidates for review by the Department Manager. Only applicants meeting the position's qualifications will be

placed on the short list for further consideration.

The Township reserves the right to waive qualifications as it deems appropriate. (Examples may include but are not limited to under-fill, number of applicants and labour market conditions).

### Interview Format

For CAO position interviews will be conducted by Council. For Treasurer, Clerk and Department Manager positions interviews will be conducted by a panel as determined by the CAO.

Subordinate positions: Will be conducted by an interview panel which includes Human Resources staff and Management representative(s), preferably from the respective department.

The CAO reserves the right to substitute panel members where appropriate.

Panel members whose participation in an interview could result in a conflict of interest must disclose the details of the conflict of interest to the CAO prior to commencing the interview process. Upon review of the disclosure a new member can be selected, and a substitute panel member can be chosen. All conflicts and substitute panel members will be discussed with the CAO for approval.

A conflict of interest may include but is not limited to situations where a panel member's personal and/or business activities and interest may be perceived to conflict with those of the Township.

From the short list of applicants, the Department Manager will identify those candidates to be interviewed. Human Resource staff will schedule interviews with the selected candidates in consultation with the Department Manager.

An applicant who requests accommodation relevant to their needs to take part fully in the selection process will be reviewed by the CAO.

Human Resource staff shall consult with the applicant and provide or arrange for the provisions of suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.

All candidates interviewed will be required to provide, at the time of their interview, a list of three (3) references. Reference checks should include:

- One reference from the most current Employer.
- One from the most recent past Employer.
- A coworker who worked directly with the applicant is permissible.
- Personal references will not be accepted.

A reference check will not be conducted without first obtaining the written authorization of the applicant.

Following the interview and selection of a preferred candidate, Human Resources staff or the Department Manager, or designate, will contact the references of the preferred candidate and report the results to the Department Manager before an offer of employment is made.

### Hiring

The final decision as to whom to hire shall be made by the CAO based on the recommendation of the Interview Committee and the appropriate Department Manager based on the results of the interview,

necessary testing and reference checks.

### Offers of Employment

Human Resource staff, or designate, will draft an offer of employment using approved templates followed up in writing to the successful candidate. All offers of employment will be conditional upon:

- a) Provision of a valid Criminal Record Check which is acceptable and satisfactory to the Township as per Township policy HR-200-11.
- b) Provision of a Driver's Abstract as required for position and outlined in Township policy, which is acceptable and satisfactory to the Township.
- c) Successful completion of any pre-employment assessments at the designated provider of such services if needed.
- d) Provision of proof of any certification, registration, license, or training that may be needed.
- e) Any other considerations that may be appropriate.

Costs associated with obtaining the conditional items above will be reimbursed to the Employee.

Medical testing may be needed where it is deemed to be a Bona Fide Occupational requirement as outlined in the job description.

Where applicable, the Corporation's insurer has the right to request a medical history or a physical to ensure coverage. Such expenses shall be covered by the Employer.

When making an offer of employment the Employer will notify the successful applicant of its policies for accommodating Employees with disabilities.

Once the offer of employment has been accepted, and all conditions of employment have been met, the new Employee will be referred to their supervisor for orientation.

### Post Evaluation

Human Resource staff or designate will notify unsuccessful applicants interviewed in writing and signed by CAO.

Human Resource staff or designate shall conduct post evaluation reviews with candidates if asked.

### Hiring of Relatives

Members of the same family are allowed to work for the Corporation provided they have the necessary qualifications for the position, and there is no direct supervisory relationship between the Employees.

Should Employees marry or become members of the same household after becoming employed by the Corporation, they may continue their employment if there is no direct reporting relationship between the two Employees.

No member of Council, local board member or staff member, who is related to a potential applicant for a position within the Corporation, shall be involved in the relevant position interview process.

An external applicant or current Employee will be considered for hiring or promotion in a department in which a relative of that person is a supervisor, or in circumstances where a relative of that person may be supervised by the applicant only after review by the CAO or the Council when dealing with positions that report to the CAO. The circumstances and other relevant information will be fully investigated, and provisions may be put into place, as necessary.

For this policy, a 'relative' is defined as a spouse, same-sex partner, child, stepchild, parent, stepparent or sibling of an Employee.

#### Unsolicited Resumes

Applicants must apply for a posted position. Unsolicited resumes will not be accepted unless an exception has been made, in writing, by the CAO. Unsolicited resumes received by the Township will not be kept on file.

## **Human Resources - Employee Concerns (HR-200-04)**

### **Policy**

It is recognized that in any organization, it is difficult to avoid occasional complaints and misunderstandings. The Township of Rideau Lakes wants these complaints and misunderstandings reported and resolved promptly.

Employees of the Township shall have an avenue to express their concerns about their work assignments and work environment.

### **Objective**

To ensure Employees can express their concerns.

To ensure follow-up to Employee concerns as needed.

### **Procedure**

If an Employee has a concern, they shall report it following the chain of command:

1. Report it to the Supervisor
2. Report it to the Department Manager/CAO
3. Report it to the Mayor or member of Council when dealing with the CAO

If a concern is related to another staff member, Employees should always attempt to discuss concerns with the other party where applicable, in an appropriate manner, before filing a formal concern.

## Human Resources – Employee Information (HR-200-05)

### Policy

The Township of Rideau Lakes adheres to the *Municipal Freedom of Information and Protection of Privacy Act* (hereinafter the *Act*) in the collection, use, disclosure, and disposal of personal Employee information.

### Objective

To ensure that procedural guidelines are in place with respect to the collection, use and disclosure of Employee information and to protect and control the privacy and use of such.

### Procedure

Personal Employee information includes any recorded information about an identifiable Employee, including information:

- a. Relating to the Employee's race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital or family status, political beliefs, or associations.
- b. Relating to the Employee's education or medical, psychiatric, psychological, criminal, or employment history.
- c. Relating to financial transactions in which the Employee has been involved.
- d. Any identifying numbers assigned to the Employee.
- e. The Employee's personal address, telephone number, fingerprints, or blood type of the Employee.
- f. The Employee's private opinions or views, except if they relate to another Employee.
- g. The views or opinions of another individual about the Employee, e.g., personal recommendations, evaluations, or character references

The *Act* limits the rights of institutions to collect and keep personal information about individuals. The Township shall follow the *Act* as it relates to the collection and retention of personal information.

### Access

An Employee may access their personnel record by making an appointment with Human Resource staff. The Employee will be supervised by assigned staff while they review their record. There will be a sign-off sheet within the file to document the dates of access.

An Employee can access all personal information in his personnel record with the following exceptions:

- a. Information collected in a reference check if the disclosure reveals the identity of the information source, and the source expected that their identity would be held in confidence.
- b. Information that would show personal information about another individual

Employees shall have access to other Employees' personal information only on a need-to-know

basis, and only as is necessary to the performance of their duties.

An Employee can request a correction of their personal information if there is an error or omission or, alternatively, they may require that a statement of disagreement be attached.

#### Disclosure

The Township will only release personal Employee information to external individuals and/or organizations under the following circumstances:

- a. If the Employee has consented to its disclosure.
- b. For the purpose for which it was obtained or compiled or for a consistent purpose.
- c. As may be required by law.
- d. In compelling circumstances affecting the health and safety of an individual if, upon disclosure, notification is mailed to the last known address of the Employee to whom the information relates.
- e. In compassionate circumstances, to help to make contact with next-of-kin or a friend of an individual who is injured, ill, or deceased, or.
- f. As may otherwise be allowed by the act.

#### Reference Checks

If an organization contacts any Employee of the Township for reference information about a current Employee or former Employee of the Township, the request must be sent to the Manager of the Employee or former Employee. On the determination of the Manager, the proper supervisory or management staff member will release information only if the Employee has given permission in writing to do so.

Answers provided during references should be based on performance which has been documented and can be substantiated.

If a reference check is requested for an Employee who has been terminated, or where employment ended on unsatisfactory conditions, this request should be forwarded to the CAO.

#### Confirmation of Employment/Salary

Consistent with the *Freedom of Information and Protection of Privacy Act*, the Township will not disclose salary or employment information to a third party.

Where an Employee requires confirmation of their employment with the Township they are to request such from Human Resource staff. Requests for verification of salary and employment must be made by the Employee in writing to Human Resources.

Human Resource staff will prepare written confirmation of salary and employment addressed to the Employee for their release to the third party, signed by the CAO.

Verbal confirmations can be provided by Human Resource staff or a designate provided the Employee has provided written authorization.

Safekeeping

Reasonable measures shall be implemented to prevent unauthorized access to personal Employee information and to protect personal Employee information from inadvertent destruction and/or damage.



## **Human Resources - Employee Job Descriptions (HR-200-06)**

### **Policy**

It is the policy of the Township of Rideau Lakes to establish job descriptions for each Employee category.

### **Objective**

To set up minimum guidelines for qualifications and the job expectations for each staff category.

### **Procedure**

Job descriptions shall be developed by Human Resource staff in conjunction with the Supervisor and CAO. Job descriptions are reviewed as needed.

## **Human Resources – Personnel Records (HR-200-07)**

### **Policy**

The Township of Rideau Lakes shall keep personnel records that contain documentation regarding all aspects of Employees' employment and records required by law.

### **Objective**

To ensure the effective compilation, organization and confidentiality of personnel records.

### **Procedure**

The Township recognizes its responsibility for safeguarding personnel records, which shall be kept in a secure location.

It is the responsibility of each Employee to promptly notify the Township, in writing, of any changes to information pertinent to their personnel file, including changes to the Employee's home address, telephone number, marital status, or emergency contacts.

Registered, certified, licensed or similarly qualified Employees are required to submit proof of registration, certification, license or other similar qualification to their supervisor for filing in the Employee's personnel record. Failure by the Employee to produce such documentation upon request may be considered just cause for termination of employment.

Employees shall be responsible for submitting to their supervisor annual renewals, if applicable, of such documentation. Failure to produce such documentation may be considered just cause for termination of employment.

The Employee's personnel file will contain:

- a. Job description, interview information, letter of offer, Employee photograph.
- b. Criminal reference check.
- c. Education/qualification documents needed.
- d. Payroll, health benefit and pension information.
- e. Sign-off sheets - keys, identification cards, electronic equipment, etc.
- f. Letters of counseling and discipline.
- g. Performance appraisals.
- h. Leave of absence requests and responses.
- i. Other information identified for this file.

Separate files will be kept including such records as attendance, leave and WSIB.

## **Human Resources – Orientation (HR-200-08)**

### **Policy**

Orientation programs help staff in understanding the mission and philosophy of the organization and, as a result, encourage commitment to the organization. They also play an integral part in new Employees understanding their role in the organization. As an ongoing process, orientation begins during recruitment and selection and continues as needed throughout the individual's employment. The Township of Rideau Lakes supports this process with an orientation program for new staff members.

### **Objective**

- To make workers and co-workers see hiring and orientation as a positive experience.
- To excite new hires about their new job and excite the team about the new hire.
- Give new hires the information they need to remove barriers to good performance.
- End resignation and retention issues.
- Identify the expectations of the new hire so managers and the team can manage them.
- Get other workers involved in the orientation and retention of a new hire.
- Give the Township of Rideau Lakes an advantage over other Employers by "celebrating" our new hire.

### **Procedure**

The new hire shall be provided with an orientation package upon acceptance of the job offer. The orientation package will include all employment related paperwork, such as payroll & benefits information, policies and procedures, and any other pertinent information applicable to their position.

Each new hire will be scheduled for orientation prior to starting employment. As soon as practical after the Employee starts, the new Employee will have to complete any legislated mandatory training.

The Employee's Supervisor will review the General Orientation Checklist with the new hire. On completion of the list, the Employee will sign to show that all areas have been reviewed.

Supervisors will ensure that all new Employees will be made aware of the Township health & safety policies and procedures, as well as departmental and position specific health & safety practices.

The completed checklist and pledge of confidentiality, code of conduct sign off and policies and procedures sign off will be filed in the Employee's personnel file.

The Department Supervisor will ensure that a departmental specific orientation is provided to the new hire within two weeks of their start date.

As part of the probationary period performance review, a follow up questionnaire will be provided to the Employee on the orientation experience and what they have learned throughout the probationary period.

## **Human Resources – Appropriate Use, Care and Security of Electronic Resources (HR-200-09)**

### **Policy**

The Township's electronic resources have been acquired and are allocated/provided/made accessible to individuals and groups, for specific purposes necessary to carry out the business of the Township. All users must ensure that the Township's electronic resources are used in an appropriate, ethical, and lawful manner. The Township expects all users to conduct themselves according to the highest standards of professional ethics and behaviour appropriate for a government agency.

The *Employee Code of Conduct* HR-200-02 policy will apply to all staff, students, volunteers and all other users. Electronic resources shall be understood to include servers, desktop computers, laptop computers, tough books, tablets, telephones, cellular phones, personal digital assistant devices (PDAs), smart phones, software, corporate data, all electronic storage devices, etc.

### **Objective**

To ensure the appropriate use and security of electronic resources.

### **Procedure**

Users will agree to use all electronic resources solely for appropriate purposes as a condition of access.

The inappropriate use of any electronic resources will not be tolerated. Some examples of inappropriate use are found in Appendix A. This is not to be taken as an exhaustive list. Users found to have breached this Policy are subject to the full range of disciplinary procedures up to and including dismissal.

All users will be informed about this Policy during orientation, ensuring that all users receive instruction on what constitutes appropriate and inappropriate use of the electronic resources, and on what to do if notified or become aware of any inappropriate usage. The acknowledgement form, found in Appendix B, will normally be presented for signature before granting access to the equipment.

Users assigned specific electronic resources shall make every effort to ensure the security of the hardware, software and all file information.

### **System Monitoring**

Users expressly waive any right of privacy in anything they create, store, send or receive on the Township of Rideau Lakes 's computer systems. The Township of Rideau Lakes can monitor emails without notice.

### **Communication of Trade Secrets**

Unless expressly authorized to do so, Users are prohibited from sending, transmitting or otherwise distributing proprietary information, data, trade secrets or other confidential information belonging to the Township of Rideau Lakes. Unauthorized dissemination of such material may result in disciplinary action as well as substantial civil and criminal penalties under Provincial and Federal Economic Espionage laws.

### **Email Disclaimer**

All Users will include the following disclaimer on all emails:

**Disclaimer:** This e-mail and any attachments may contain personal information or information that is

otherwise confidential and is intended for the exclusive use of the intended recipient. The contents hereof are protected under the rights and privileges of the Municipal Freedom of Information and Protection of Privacy legislation. If you are not the intended recipient, any use, disclosure or copying of any part of it is prohibited. The Township of Rideau Lakes accepts no liability for damage caused by any virus transmitted in this message. If this e-mail is received in error, please immediately reply advising of the error, and delete or destroy any copies of it. The transmission of e-mails between an Employee or agent of the Township of Rideau Lakes and a third party does not constitute a binding contract without the express written consent of an authorized representative of The Corporation of the Township of Rideau Lakes.

## **Human Resources – Appropriate Use, Care and Security of Electronic Resources Appendix A (HR-200-09)**

### **Inappropriate Use of Electronic Resources**

All users of the Township's electronic resources are responsible for ensuring the integrity of the resources being used and that the uses to which these resources are put are for the advancement of Township business.

During non-work periods, users may make limited and reasonable personal use of the Township's electronic resources. Reasonable is defined at the sole discretion of the Employer and is not negotiable. Should a user incur any financial cost to the Township because of personal use of electronic resources, including but not limited to telephones, computers, etc., the user shall promptly acknowledge such costs and reimburse the Township at once.

All other uses of the Township's electronic resources are deemed inappropriate. Specific examples include but are not limited to:

- Using electronic resources for purposes other than those for which they were given.
- Engaging in illegal activities.
- Not maintaining the confidentiality of passwords.
- Downloading or transferring software of any type onto any electronic resources unless specific authority has been provided in writing by the user's Supervisor or designate.
- Saving or transferring files of any type onto or from any electronic resources unless such action is clearly required in the performance of duties defined by the position description or terms of reference, written or inferred.
- Using a computer account without authorization or providing computing resources to individuals or groups without the specific authorization of the relevant Supervisor or designate.
- Unauthorized sharing, inspecting, altering, removing, obtaining copies of, publishing, or otherwise tampering with files, programs or passwords that the individual is both authorized and not authorized to access.
- Using electronic resources, particularly electronic mail, web servers and bulletin boards, to send fraudulent, harassing or obscene messages.
- Developing or using programs that harass other users or that damage the software or hardware components of the electronic resources and/or placing any destructive or nuisance programs, such as viruses, in the electronic resources.
- Attempting to circumvent security systems on any electronic resource.
- Compromising or attempting to compromise the integrity of the electronic resources by accessing or attempting access or alteration of system control programs or files.

- Using unlicensed or unauthorized copies of computer software or unauthorized file storage devices.
- Breaching the terms and conditions of a software licensing agreement to which the Township is a party.
- Theft or misappropriation of electronic resources, such as equipment, data, and programs. The loss of work time during the inappropriate use of the Township's electronic resources may also be deemed to be theft.
- Engaging in any action which unfairly denies or restricts the use of electronic resources to authorized users.
- Unlawfully accessing, destroying or altering electronic records not approved for access by the user.
- Defaming other people (e.g., spreading false allegations or rumours about others).
- Disclosing electronic records containing personal information, business trade secrets, or classified government information to unauthorized persons.

If any user becomes aware of another person using the Township's electronic resources inappropriately, that user is obliged to disclose such knowledge to their Supervisor or designate or the CAO without delay. Any employee failing to report such inappropriate use will be deemed to have personally used the Township's electronic resources inappropriately.

**Human Resources – Appropriate Use, Care and Security of Electronic Resources Appendix B (HR-200-09)**

**Electronic Resources Acknowledgement Form**

*(Return this page only to Human Resources. This page will be retained in your personnel file.)*

By signing below, \_\_\_\_\_ agree to the following terms:

1. I have received, read, and understood the *Appropriate Use, Care and Security of Electronic Resources Policy*, including Appendix A.
2. I understand that all electronic resources made available or accessible to me by the Township of Rideau Lakes must be used appropriately by me at all times.
3. I understand that all electronic resources made available or accessible to me are owned by the Township of Rideau Lakes and may be monitored without prior notice.
4. I understand and agree that the electronic resources provided to me by or to which I have access from the Township of Rideau Lakes may contain confidential information related to the Township, and that this is and remains the property of the Township at all times.
5. I understand that all passwords assigned or chosen by me must be kept confidential from all others. I further understand that it is my responsibility to immediately report to my Supervisor or designate if I believe any of my passwords or the passwords of any others have been compromised.
6. I agree that, if I leave the Township of Rideau Lakes for any reason, I shall immediately return to the Township all electronic resources that have been assigned to me or are in my possession including any file storage media.
7. I understand that should any electronic resources assigned to me or in my possession become lost or stolen, I must provide a copy of the police report to the Township, as appropriate. Otherwise, I may be held responsible for the full cost of replacement; and,
8. I understand that failure to follow the *Appropriate Use, Care and Security of Electronic Resources Policy* at any time may result in disciplinary action up to and including dismissal.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Name (Print)



## **Human Resources – Dress Code (HR-200-10)**

### **Policy**

The Township of Rideau Lakes is committed to establishing a professional/business casual dress code which allows our Employees to work comfortably in the workplace yet still project a professional image for Council, customers, potential Employees and community visitors.

The key point to sustaining professional/business casual work attire is to use common sense, good judgment and apply a practice that is conducive to our business environment.

To assure compliance with the requirements of the *Occupational Health and Safety Act Section 28(1)(b)* of that Act states, "the Employee will use or wear the equipment or clothing that the Employer requires to be worn." Further, the 'so-called general clause' Section 25(2)(h) of the Act requires the Employer to "take every precaution reasonable under the circumstances for the protection of the worker."

The Township is committed to providing and maintaining a safe healthy workplace environment by requiring Employees to wear specific uniforms and/or safety apparel appropriate to duties assigned to their position.

### **Objective**

To provide direction to Employees as to a dress code that projects a neat, professional and safety conscious manner appropriate to duties assigned to their position.

### **Procedure**

Employees representing the Township at Council or a committee meeting should dress in business attire.

Fridays are designated as 'Casual Day', and jeans are permitted. In the spirit of flexibility, keep in mind that business reasons (public meeting, outside meeting) may dictate that formal business attire or business-appropriate attire be worn on Casual Day.

The Township will take an Employee's religion, ethnicity, or disability into consideration as it pertains to personal dress and/or grooming.

Clothing bearing offensive language or logos that are, or could be seen by others, as profane, racist, sexist or discriminatory in nature are not permitted.

If an item of clothing is deemed to be inappropriate by the Employee's Supervisor or the CAO, the Employee may be sent home to change clothes or will be asked not to wear the inappropriate item to work again.

### **Scent Free Awareness**

Support in limiting or eliminating use of scented personal care products whenever possible at your work site and meetings. Choose unscented alternatives that are available when possible. By making these choices, you will contribute to promoting health and wellness for all staff.

## Human Resources – Criminal Record Background Check (HR-200-11)

### Policy

The Township of Rideau Lakes is committed to providing effective municipal services and ensuring legislative requirements are met when hiring staff and placing volunteers who will be serving the public.

### Vulnerable Sector

Each identified position meets the criterion that requires a vulnerable sector Criminal Background Check. Therefore, each Employee in the identified positions and/or volunteer who meets the criteria will be required to obtain a Criminal Record Background Check and a Vulnerable Sector Check (CPIC) as per legislative requirements. This applies to:

- 1) Township of Rideau Lakes Employees 18 years of age and older in the following positions:

Recreation and Volunteer Coordinator
Fire Chief
Deputy Fire Chief
On Call Paid Fire Fighters
Economic Development & Cultural Heritage Coordinator
Swimming Instructors
Youth and Leisure Leader

- 2) All volunteers and placement students who are 18 years of age and older, where it is considered necessary due to the nature of their assigned duties.

All other positions not listed above will be required to provide a standard criminal record background check (CPIC) in accordance with the timeframes listed in this policy.

### Objective

The Township's objective in requiring a criminal record check as a condition of employment acknowledges the high volume of confidential, personal and sensitive information dealt with by the Township and the nature of the many vulnerable populations served. By ensuring all Employees and Volunteers have an acceptable and satisfactory criminal record check and in some positions that they are declared suitable for vulnerable sector employment, the Employer can be confident that it is addressing this aspect of Employee/volunteer suitability consistently and thereby protecting the interests of the Township.

### Procedure

Any costs associated with obtaining the pre-employment/pre-volunteer criminal record background check (CPIC) are covered by the Township of Rideau Lakes.

CPICs are required only after an offer of employment has been made to an applicant. Upon the provision of a valid CPIC which is acceptable and satisfactory to the Township, the prospective Employee/volunteer will be deemed to have met one of the conditions of employment/volunteering.

At the time of a conditional offer of employment, the Township will accept a CPIC that is declared suitable for vulnerable sector employment that has been conducted within the last six (6) months from

the date of offer as long as the prospective Employee/Volunteer is prepared to sign the Criminal Record/Conviction Declaration Form (Appendix A).

The presence of a criminal record shall not necessarily be a barrier to employment or volunteer status, but in arriving at a final decision regarding the candidate's suitability for employment or volunteer status, the Township shall take into account the following factors:

- a. the nature and number of conviction(s).
- b. the length of time since the conviction(s).
- c. rehabilitative efforts made by the candidate.
- d. duties and responsibilities associated with the position and the relevance of the criminal conviction.
- e. the potential risk to vulnerable persons as a result of employing the candidate.

**Human Resources – Criminal Record Background Check Appendix A (HR-200-11)**

Criminal Record/Conviction Declaration

Name: (Print in UPPER CASE) \_\_\_\_\_

I DECLARE that since the last Criminal Record Background Check (CPIC) produced for myself:

**PART A** (Check applicable box)

I have no convictions under the *Criminal Code of Canada* up to and including the date of this declaration for which a pardon has not been issued or granted under the *Criminal Records Act (Canada)*; or

I have the following convictions for offences under the *Criminal Code of Canada* for which a pardon has not been issued or granted under the *Criminal Records Act (Canada)*. (List convictions in Part B below under "List of Convictions")

**PART B** (If applicable, please complete)

**List of Convictions:** (If more than two (3) convictions, please number and list the following information [a), b) and c]) on the reverse side. Additional page(s) can be added if required).

a. Conviction: \_\_\_\_\_

b) Date Registered: \_\_\_\_\_

c) Court Location: \_\_\_\_\_

a. Conviction: \_\_\_\_\_

b) Date Registered: \_\_\_\_\_

c) Court Location: \_\_\_\_\_

a. Conviction: \_\_\_\_\_

b) Date Registered: \_\_\_\_\_

c) Court Location: \_\_\_\_\_

**PART C** (Check all boxes)

I shall immediately notify my Employer, the Corporation of the Township of Rideau Lakes, upon any conviction(s) being registered against me under the *Criminal Code of Canada*, in accordance with policy; and

I understand that my failure to fully disclose information in accordance with the above declaration may result in my employment being terminated by the Corporation of the Township of Rideau Lakes.

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Employee Signature: \_\_\_\_\_

Declared before me at \_\_\_\_\_, ON, this \_\_\_\_ day of \_\_\_\_\_, 20\_\_

\_\_\_\_\_  
Signature - Commissioner of Oaths

Seal of the Corporation of Township of Rideau  
Lakes

## Human Resources Policy – Employee Driver’s License (HR-200-12)

### Policy

This Policy applies to all Employees and students who must operate a vehicle that is owned, leased, or rented by the Township of Rideau Lakes either as a regular or occasional part of their job responsibilities.

### Objective

The Province of Ontario, under the authority of the *Highway Traffic Act*, requires each person to hold a valid driver's license to operate a vehicle. The Township of Rideau Lakes as a responsible Employer using both private and corporately owned vehicles requires staff to provide verification of a valid driver's license.

Therefore, all Employees who drive Township of Rideau Lakes vehicles (whether owned, rented or leased, or Employees who must use their personal vehicle for Township of Rideau Lakes purposes), shall always be in possession of a valid driver's license with the appropriate class. Upon conditional offer of employment, a certified copy of a valid driver's license shall be provided to the Employer for the purpose of validating the driver's license.

### Definition

#### Ignition Interlock:

A device or system connected to the car's ignition that checks for the presence of alcohol in the driver. The driver must blow into the machine to start the car and continue to periodically blow into the device to keep the car in motion. If the device senses alcohol, the car will not start or will turn itself off.

### Procedure

#### Pre-hire Driver's License Checks and Offer of Employment

The requirement to hold a valid driver's license shall be indicated in a position's job posting.

Human Resources will request a copy of the driver's license upon conditional offer of hire and will hold a copy of the Employee's driver's license in the Employee file.

If a potential Employee who must operate a Township vehicle and/or equipment has a suspended license for any reason, the offer of employment shall be rescinded.

The potential Employee will have to submit a current Driver's Abstract from the Ministry of Transportation which includes the following information:

Confirmation of the class of license, restrictions and demerit points.

#### License Suspensions, Downgrade or Cancellation

Any *probationary* Employee who must hold a valid Ontario driver's license or equivalent as a condition of employment and has such license cancelled, suspended or downgraded due to a legal conviction shall have their employment terminated immediately.

#### License Suspension

Where an Employee is required, as a condition of employment, to have a valid driver's license to drive a vehicle, or their own vehicle on Township business, and where such Employee is served with a license suspension and/or driving prohibition for medical or legal reasons, the following shall apply:

### Temporary or Permanent Loss of License for Medical Reasons (without legal conviction)

Where an Employee's license is suspended/revoked on medical grounds, the Employee must notify the Employer at once upon notification. The Employer may endeavour to place the Employee in suitable alternative employment. Such consideration will consider the availability of work, the length of service with the Employer, the Employee's past record, the health status of the Employee, the qualifications of the Employee and the Employee's ability to do the job.

### License Suspension Arising from a Legal Conviction

Where there is a change in the status of an Employee's license due to legal conviction, the following shall apply to those who need a driver's license for their classification:

For the period of the license suspension, the Employee shall be suspended from work without pay and benefits unless the Employer is able to provide alternative employment for the period of the license suspension. The Employer shall not be expected to create a position to provide suitable alternative work. Where alternative work is provided, the Employee will be paid at the applicable rate of pay for the work being performed. The reassignment of the Employee is at the discretion of the Employer and will consider the following:

- a. The length of the suspension and the nature of the driving offence.
- b. The availability of suitable alternative work that does not incur unreasonable expense to the Employer.
- c. The qualifications of the Employee and their ability to perform alternate work.
- d. The Employee's past record and length of service.

The Employee shall be allowed at such time that their license is restored with no "Ignition Interlock" restrictions to return to the classification held prior to losing their license, should it exist or shall be returned to a vacant position at the same or lower level and applicable rate, provided the Employee is qualified.

In those cases, in which the Employer is unable to provide suitable alternative work without unreasonable expense, the Employee shall be granted a leave of absence without pay and benefits for the duration of loss of their license to a maximum of two years. It is understood that this shall apply for one instance only for any Employee.

Any later suspension based on a legal conviction will result in discharge.

### Change in Status

All Employees must at once notify the Employer in writing of any change in the status of the driver's license needed for their job. Failure to immediately notify the Employer of a license suspension, temporary removal, or change in status may result in immediate discharge of their employment.

## Human Resources – Social Media Policy (HR-200-13)

### Intent

The following policy has been developed to establish standards and expectations for all Township Employees, Township Council, and Township committee/advisory panel members that discuss, share or comment on the Township of Rideau Lakes's social media pages. This policy includes Township Employees personal social media pages regarding the Township or any other forms of social media about the Township. Lastly, this policy sets guidelines and expectations for any member of the public who engages with any of the Township's social media pages.

### Policy Purpose

The Township of Rideau Lakes encourages the use of social media to further the goals of the Township and the mission of its departments.

The Township is committed to using social media for the purposes of broadcasting and promoting Township objectives, initiatives, programs and news through professional and strategic communications.

The Township of Rideau Lakes recognizes that the Township's accessible website, [www.rideaulakes.ca](http://www.rideaulakes.ca) will remain the Township's primary and predominant internet presence. However, the Township acknowledges that social media is also needed to assist online audiences to visit the Township's website for further information.

### This policy serves to:

Protect the Township of Rideau Lakes's reputation and ensure consistency and professionalism with how the Township communicates with the public via social media.

To establish protocols, criteria and courses of action for:

- a. Appropriate monitoring and administration of the Township's social media pages.
- b. Appropriate viewing of the Employees social media pages with regards to the Township.
- c. Determining/adopting new social media pages/accounts for the Township.
- d. Providing prompt, effective and accurate information and responses.
- e. Establishing a mechanism to address controversial or sensitive matters relating to online content about the Township.
- f. Safeguarding appropriate protection of privacy of the public who engage or interact with the Township via social media.
- g. Provide Township Employees with an understanding of the policies and procedures surrounding the acceptable corporate and personal use of social media pages as they relate to discussing the business of the Township of Rideau Lakes.

### Policy Administration

All Municipal staff are bound by the terms of the Township of Rideau Lakes *Social Media Policy*.

### Definitions

Official Record: Anything which is created in the regular course of conducting Township business and which documents the business of the Township, regardless of format. Official records document decisions, policies, procedures, transactions, activities, commitments, obligations, ownership, entitlement, legal rights, etc. of the Township and are relied upon by the Township or proof of such or to support Township business.



Official Township Social Media Pages: Audiences should only associate posts published on the verified Township of Rideau Lakes social media pages or posts which include the Townships logo and/or contact information as authentic Township posts.

Online Communications: Refers to the communication of information through the internet for any purpose (i.e., information sharing, marketing, engagement).

Public Statement: A declaration made by a Township Employee or representative in any public forum, which relates to the Township of Rideau Lakes, its Employees and/or its business. This includes statements made in blogs, online forums or discussions, social networking pages, and elsewhere in the public record.

Social Media: is a website or application that enables users to create and share ideas, thoughts and content or to participate in social networking. Some examples may include but are not limited to: Facebook, Twitter, Instagram, YouTube, LinkedIn, Snapchat.

Social Media Content: Content that is planned and developed by the Township's departments and posted or intended to be posted on Township social media pages.

Social Media Moderator and Contributors (Designated Employee(s)): Township staff tasked with posting, updating, monitoring and reviewing content on corporate social media pages.

Township of Rideau Lakes Social Media: Official social media pages created and managed by Township staff. See Appendix A for the list of the official social media pages that are managed by the Township of Rideau Lakes.

Other social media pages/accounts that have "Township of Rideau Lakes" in their page name or reference the Township, are NOT official Township-administered pages. The posts and/or discussions on these pages do not reflect the views or corporate identity of the Township of Rideau Lakes.

### **Site Administration**

The Township's official social media pages are monitored regularly during business hours: Monday – Friday, 8:30 A.M. – 4:30 P.M

- a. The Township will make every effort to respond to concerns and questions on its social media pages. Township staff aim to address all appropriate comments within 3 business days (excluding holidays and weekends). This turnaround time may be impacted by staff availability and resources.
- b. The Township has appointed designated Employee(s) who will serve as a centralized resource for the oversight of the Township's social media. Please see Appendix B for the Township designated Employee(s).
- c. Login and passwords are confidential and will be stored with the Township designated Employee(s). Passwords will not be changed without the approval of the designated Department Manager.
- d. It is the responsibility of all Township departments to provide content to the designated Employee(s) on services, events, resources or updates pertaining to their department for posting.

### **Site Goals**

The primary goals for the Township of Rideau Lakes official social media pages are as follows:

- a. Increase awareness of municipal services.
- b. Enhance existing corporate communication methods.
- c. Distribute time-sensitive information quickly.
- d. Correct misinformation.
- e. Utilize social media tracking/analytical tools to better evaluate the Township's communications and marketing efforts.
- f. Ensure that posts remain professional and pertinent to the Township's corporate identity.
- g. Ensure responses to messages are made in a timely manner.
- h. Use social media to lead online traffic to the Township website for more information.

### **Site Selection/Setting up New Accounts**

Township Employees wishing to create additional social media pages shall suggest the idea to the designated Employee(s) or the designated Employee(s) shall initiate the proposal for a new social media page themself.

Criteria for adopting new social media pages will include, but not be limited to, research that:

- a. Demonstrates the need for the specific page.
- b. Demonstrates the originality of the specific page.
- c. Identifies appropriate staff resources that would be required to establish and maintain the new page.
- d. If the designated Employee(s) thinks there is a need for a new social media page, the designated Employee(s) will present the proposal to the Senior Management Team. The CAO shall make a final decision with consultation from the Senior Management Team.
- e. Login and password information of new accounts will be provided to the designated Employee(s).

### **Site Content**

Where possible, all social media pages shall:

- a. Have the Township's logo and/or contact information.
- b. Refer to the Township's website.

The Township invites community members to post, share and discuss, while treating each other with respect, and, in addition, content posted to the Township's corporate social media pages shall be related to Township business.

The Township will not tolerate inappropriate posts or comments and will remove posts that may include, but are not limited to:

- a. Profane or inappropriate language or content; sarcastic or disrespectful comments.
- b. Content that includes personal attacks on an individual or a specific group.
- c. Content that promotes, fosters or perpetuates discrimination on the basis of race, national or ethnic origin, age, creed, gender, marital status, socio-economic status, physical or mental disability, or sexual orientation.
- d. Content considered to be an oversight with municipal Human Resources, Health & Safety and other policies, disrespectful or insulting to Township staff or representatives.
- e. Sexual content or links to sexual content.
- f. Conduct or encouragement of illegal activity.
- g. Content related to any industries or businesses or related to sales, advertising or promotions falling outside of the boundaries of the Township of Rideau Lakes.
- h. Messages for advertising/marketing purposes.

- i. Promotion or opposition to a candidate for municipal, provincial or federal election.
- j. Information that may compromise the safety or security of the public or public systems.
- k. Information that discloses personal information as protected in the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Please refer to the Municipal Freedom of Information and Protection of Privacy Act for more information:  
[www.ontario.ca/laws/statute/90m56](http://www.ontario.ca/laws/statute/90m56)
- l. Information about any identifiable individual, unless the identifiable individual has provided written consent to the Township of Rideau Lakes;
- m. Unintelligible messages.
- n. Plagiarized or copyrighted material.
- o. Accusations or messages that impersonate or misrepresent someone else.
- p. Content having spam or posted by anonymous or robot accounts.
- q. Any other content that is believed to be inappropriate in the opinion of the Township of Rideau Lakes' staff and rationale will be provided to the individual.

If a member of the public believes a submission on any Township social media violates the policy, please report it at once to the designated Employee(s). Any content that is considered inappropriate will immediately be dealt with and if an issue arises will be brought to the attention of the CAO.

### **Use of Photos and Videos**

The Township of Rideau Lakes reserves the right to use photos and/or videos from any Township of Rideau Lakes public functions on its social media pages that do not reveal the identity of the person(s) directly or indirectly. In a case where the person(s) is identifiable, the Township of Rideau Lakes photo release form must be obtained and signed for all images before posting on the Township's social media pages.

### **Public Posts**

Members of the public wishing to have content posted to the Township's social media must send a request via email to the designated Employee(s). For the request to be approved for posting, the submission must:

- a. Normally occur within the boundaries of the Township of Rideau Lakes
- b. Be open to the public, receive special approval and follow one of the following characteristics:
  - o Funded in full, in part or sponsored by the Township of Rideau Lakes.
  - o Organized or funded by another level of government.
  - o Organized by a government-funded agency or board.
  - o Organized by a Township advisory committee.
  - o Organized by a registered charitable organization working within the Township of Rideau Lakes.
  - o Organized by a service club working within the Township of Rideau Lakes.
  - o Organized by one of the Township's Stakeholders. Please see appendix C for a list of the Township's Stakeholders.
- c. Not a commercial or for-profit business.

### **Use of Social Media by Employees**

Any Township Employee engaged in online interaction on the Township's social media pages or any online conversation that involves information about the Township on a private page must also meet a social media standard that mandates:

- a. Communications on the Township's behalf should be based on current, correct, complete and relevant data. The Township will take all reasonable steps to assure the validity of information

communicated via any social media, but it is the Employee's responsibility to assure accuracy in the first instance.

- b. Online postings do not reveal any confidential information. If there are questions about what is considered confidential, Employees should check with their Department Manager the Township Clerk.
- c. Social media and other types of online content sometimes generate legal questions. Employees should refer these inquiries to the Township Clerk and/or CAO and not become an official Township spokesperson.
- d. The Township Social Media pages shall not be used to promote an Employee's personal business.
- e. If Employees encounter a situation while using Township social media that threatens to become hostile, Employees should disengage from the conversation and notify the CAO.
- f. Ensure that privacy, confidentiality, copyright and data protection laws are adhered to, and must not make comments that are considered defamatory or libelous.
- g. Employees shall not discuss the Township or any of its Employees in a negative way through personal social media pages as prohibited under "Site Content" rules as posted above.
- h. The designated Employee(s) will respond directly to online comments and inquiries that are generated by the public. If the designated Employee(s) does not know the answer, they will consult with their Manager or relevant coworkers to confirm the information for a response.
- i. Township staff shall not use their personal social media pages during work time, unless they do so during their break or lunch hour.
- j. Only the designated Employee(s) will have administrative access to any Township committee social media pages.

Other Township policies, i.e., Human Resources, Code of Conduct and Harassment in the Workplace shall be followed while communicating online.

Failure to abide by the *Social Media Policy* by Township Employees may result in discipline up to and including dismissal.

### **Social Media Disclaimer**

- a. A link between the Township's social media pages and any other website does not imply an endorsement or sponsorship by the Township of that website, or the creator of that website.
- b. The Township does not guarantee users' privacy on third party social networking websites, as users are subject to the terms and conditions of the specific application on that website.
- c. The Township will not be responsible for loss or damage suffered from using third party social media or websites. Users take part at their own risk, and in doing so accept that they have no right of action against the Township related to such use.
- d. The Township may monitor online content for factuality and appropriateness and will make all reasonable efforts to ensure that the content posted is accurate at the time of posting. However, accuracy and timeliness are not guaranteed and may not be reliable; as such, users acknowledge that the Township makes no such guarantees.
- e. The Township is not responsible for the authenticity or suitability of content posted to its social media by members of the public. A comment posted by a member of the public on any Township social media is the opinion of the post only, and does not imply endorsement of, or agreement by the Township of Rideau Lakes, nor do such comments necessarily reflect the opinions or policies of the Township of Rideau Lakes.
- f. By using the Township's social media pages, users acknowledge and consent that their comments or messages may become part of the public record and used in official Township of Rideau Lakes documentation. It is at the Township's sole discretion which comments will be

archived or used.

- g. In case of a discrepancy between the information contained on the Township's social media or corporate website, the information contained on the Township's corporate website shall be deemed accurate.

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### **Human Resources – Social Media Policy Appendix A (HR-200-13)**

The Township's official social media pages are as follows:

<https://www.facebook.com/ExperienceRideauLakes/>

<https://www.instagram.com/experiencerideaulakes/>

<https://www.youtube.com/c/RideauLakes>

<https://www.facebook.com/twprideaulakes>

<https://www.facebook.com/Rideaulakesfire/>

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### **Human Resources – Social Media Policy Appendix B (HR-200-13)**

The Township's designated Employees who is responsible for monitoring and maintaining the Township's social media accounts is the Clerk.

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### **Human Resources – Social Media Policy Appendix C (HR-200-13)**

The Township's Stakeholders that the Township may share social media content for general promotional purposes with are as follows:

1000 Islands Rideau Waterways

RT09 Southern Ontario

Rideau Valley Conservation Authority

Cataraqui Region Conservation Authority

Frontenac Arch Biosphere

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### **Human Resources – Social Media Policy Appendix D (HR-200-13)**

General Online Etiquette Guidelines:

- Consider whether social media is the best way to communicate.
  - Do not send information that you wouldn't want forwarded to a large audience.
  - It is better to offer a humble opinion and write with reason and diplomacy than to preach it.
  - Commentary should be expressed in such a way that it can't be misrepresented or misunderstood. Keep in mind that brief, well written messages have a greater impact.
  - Spelling and grammar are important: Write, edit and proofread. Use professional, but easy to understand language.
  - Be the first to correct your own mistakes.
  - Understand that content contributed to a social media page could encourage comments or discussion of opposing ideas. Consider responses carefully and think about how it will reflect on you and/or the Township.
-

Acknowledgement and Agreement (Employee)

I, (Print) \_\_\_\_\_ acknowledge that I have read and understand the Township of Rideau Lakes *Social Media Policy*. Further, I agree to adhere to this policy, and I understand that if I violate the rules or procedures outlined in this policy, I may face disciplinary action up to and including termination of employment.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

## **Human Resources – Disconnecting from Work Policy (HR-200-14)**

### **Intent**

The Township of Rideau Lakes understands that due to work-related pressures, the current landscape of work, or an employee's work environment or location, employees may feel obligated or choose to continue to perform their job duties outside their normal working hours. Work-related pressure and the inability to disconnect from the job can lead to stress and deterioration of mental health and overall well-being. This policy has been established to support employee wellness, minimize excessive sources of stress, and ensure that employees have the right to disconnect from their work outside their regularly scheduled hours.

### **Guidelines**

An employee's time outside working hours is meant for employees to recharge and spend time as they wish and should not be used to complete work-related tasks. However, there may be a lack of separation between home and work that makes it difficult for employees to truly disconnect. Because work is more accessible, employees may end up continuing to work even after their workday is done. Using personal time to work can make an employee feel as though they are "always on" or obligated to continue working or respond to communication.

Employees who do not fully disconnect from their work at the end of the day may experience stress and other mental health issues. Stress and poor mental health are associated with many of the leading causes of disease and disability, which can lead to burnout, negatively affected performance, mood and attendance, and personal and professional relationships.

Employee health and well-being are priorities while working and away from work. The Township of Rideau Lakes is committed to increasing overall employee health and wellness and providing employees with a better work-life balance.

### **The Right to Disconnect**

Employees have the right to disconnect from their job and any work-related tasks or communication outside of working hours without fear of reprisal.

Employees are encouraged to set clear boundaries between work and their personal lives. The right to disconnect means that employees:

- Can and should stop performing their job duties and work-related tasks when they are not expected to work.
- Are not required to take work home with them to complete outside of regular working hours.
- Are not expected or required to respond to work-related communication outside their regular working hours, while on break, or during any paid or unpaid time off.
- Should take and use all their scheduled breaks and time off entitlements for non-work-related activities; and
- Will not face repercussion or be penalized for not communicating or continuing to work outside of their regular working hours.

Managers and employees must be respectful of others' right to disconnect and should not expect their co-workers and staff to respond, communicate, or complete work when not working.

## **Workload and Productivity**

The Township of Rideau Lakes understands that employees may want to or need to work outside their normal hours to meet a time-sensitive deadline, to attend to an urgent matter, or due to unforeseen circumstances; however, employees should not regularly or frequently work outside their scheduled hours to complete or catch up on work.

Employees who cannot manage their workload during their regularly scheduled hours should meet with their direct manager to evaluate the current workload, priorities and due dates.

Managers will work with employees to come up with a solution to ensure:

- The current workload does not result in the employee working excess hours or contribute to additional stress and burnout.
- Normal job duties can be completed during working hours; and
- Employees can remain productive and meet the organization's goals and objectives.

Working added hours does not always equate to higher productivity. Employees can maximize their productivity during their workday by using time management tactics, such as:

- Blocking off periods in their schedule and calendar to complete specific tasks or address communication.
- Working with their manager to organize work in order of priority or importance.
- Breaking down projects and tasks into manageable "chunks".
- Minimizing interruptions by setting their online status to "busy" or "do not disturb;"
- Trying to have at least one dedicated workday per week without meetings (where possible); and
- Setting goals to work continuously for a specified period before taking a break or responding to communication (for example, the Pomodoro technique [https://en.wikipedia.org/wiki/Pomodoro\\_Technique](https://en.wikipedia.org/wiki/Pomodoro_Technique)).

## **Communication**

Employees may feel obligated to send or respond to messages when not working. The Township of Rideau Lakes may on occasion send general communication to employees when they are not working, such as on an employee's day off or scheduled vacation but will do their best to ensure that they are not sending communication that requires an immediate response from employees.

Employees are not expected to respond to any company communication when not at work, except for unforeseen circumstances, such as an emergency.

Employees must also respect others and avoid direct communication like sending e-mails, messages (through their phone or other communication and messaging apps) or calling other employees or clients outside their regularly scheduled working hours, during breaks, or during an employee's time off, such as their regular day off or vacation time.

The Township of Rideau Lakes understands that it may be necessary to send communication to a group of employees, such as an entire department, or forward important information to an employee who is not working. If employees do send communications to others who are not at work, they should not expect a response until the other employee returns. If the matter is urgent or an emergency and requires an immediate response, employees must reach out to their manager.

Employees who do not reply to work-related communications outside normal working hours will not



face negative effects on their employment.

Employees will work with managers to set communication boundaries by:

- Setting clear expectations for e-mail response time.
- Logging off for the day or setting your online status to “away,” “out of office,” “do not disturb,” or “offline” when not working.
- Scheduling any breaks or time off in your calendar; and
- Avoid using work e-mail for unrelated communication, such as newsletters, coupons, or personal correspondence.

If employees send communication outside working hours, others are more likely to feel obligated to respond or assume the employee sending the communication will be available during those hours. If it is necessary to compose messages or communicate outside regular working hours, use a scheduling tool to send the e-mail at a specified time during work hours, such as the start of the next workday.

### **Breaks and Time Off**

Breaks are provided in accordance with employment standards and are intended to provide employees with time to recharge and enable them to resume their regular work productively. Employees should take any scheduled or company-provided breaks during their shift. Employees should take time away from their work and refrain from responding or sending communication during breaks.

The Township of Rideau Lakes understands the importance for its employees to have personal time off. Employees are encouraged to use their accrued paid vacation time in full every year for rest, relaxation, and personal pursuits. Employees are expected to complete any time-sensitive projects and meet any deadlines before going on vacation. If work can be addressed when the employee returns, they can resume their duties where they left off before taking vacation. Managers will work with employees to delegate job-specific duties that must be completed while the employee is on vacation to maintain workflow and productivity. Employees should not be reluctant to take vacation due to workload, unless there are limitations or restrictions because of a due date, project priority, scheduling conflict, or unforeseen circumstance that prevent an employee from taking a vacation at a specific time requested.

### **Overtime**

Hours worked outside an employee’s standard hours may lead to overtime hours. The Township of Rideau Lakes allows employees to work overtime. Overtime may be requested or required in certain situations to ensure work is completed; however, employees should not work overtime unless directed by their manager. Please see the overtime policy (HR-700-13) for guidelines on overtime.

### **Mental Health Support**

The Township of Rideau Lakes recognizes that the workplace plays a significant role in managing and supporting mental health and understands that deterioration of mental health and wellness can be triggered by excess pressures at work or at home and result in lowered work performance and harm to one’s physical and mental condition.

The Township of Rideau Lakes will support mental health by:

- Minimizing work-related sources of stress.

- Addressing internal factors that contribute to burnout.
- Regularly assessing workload, productivity, and expectations.
- Promoting work–life balance.
- Helping employees recognize the signs and symptoms of mental health issues.
- Having an open-door policy for communication and ensuring employees are comfortable talking to their manager about mental health concerns.
- Treating mental health with the same level of importance as physical health and safety.
- Conducting risk assessments to identify workplace factors that worsen or improve mental health; and
- Providing employees with assistance and access to resources, they need to support their mental health (such as employee assistance programs, accommodations, and so on).

## **Human Resources Company Credit Card Policy (HR-200-15)**

The Township of Rideau Lakes may provide employees with company credit cards that can be used for small to medium size expenses related to the business of the Township. Due to the financial implications and risks associated with company credit cards, the Township of Rideau Lakes created this policy to clearly define the protocols, limitations and conditions of use.

### **Purpose**

The purpose of this credit card policy is to:

- a) state the terms and conditions of the company card.
- b) define the limitations and exceptions.
- c) explain the card violations and disciplinary action process.

### **Scope**

This policy applies to all Township of Rideau Lakes employees authorized to use a company credit card.

### **Authorization**

The Township of Rideau Lakes credit cards are only available to authorized personnel, namely CAO and Senior Managers. The CAO reserves the right to release the company credit card to any Township of Rideau Lakes employee(s), depending on the circumstances, necessary documentation, and company-related expenses.

The Township of Rideau Lakes will take out the credit card in the name of the authorized user. The employee must sign and abide by the Employee Credit Card Agreement. In this agreement, the employee will sign that they recognize that the company credit card belongs to the Township of Rideau Lakes and the CAO and Treasurer has the right to investigate charges. The credit card agreement is issued and filed by the finance department and saved to the Employee's personnel file.

### **Conditions of Use**

- The Township of Rideau Lakes reserves the right to release and withdraw the company credit card at any time, with or without cause.
- The Township of Rideau Lakes credit card should only be used for company-related expenses and for purposes relating to the employee's job commitments.
- The company credit card cannot be used to receive cash advances, bank cheques, and/or electronic cash transfers.
- An employee in possession of the company credit card must take full responsibility for all purchases made on the card.
- Detailed receipts must be obtained and attached to each monthly statement when submitted to Accounts Payable.
- An employee in possession of the company credit card is prohibited from giving the card (and PIN) to unauthorized individuals and/or employees, including fellow Rideau Lake Township employees.
- Employees that must attend business trips are allowed to use the company credit card for accommodation, transportation, and/or meals, if each purchase adheres to the Conference Convention, Travel and Operation Expense Policy
- The Township of Rideau Lakes credit card cannot be used for personal expenses including alcohol.
- The CAO and or the Treasurer reserves the right to view monthly credit card statements.
- Violation of this policy can lead to disciplinary action, up to and including termination.

## **Limitations**

The credit card's individual charge limitations are set by the CAO and Treasurer.

The Township of Rideau Lakes recognizes that each case is different, and an employee may require additional fees, depending on their department, frequency of use, and case-specific circumstances. Therefore, employees have the right to apply for an exception but will need to explain the reasoning for the additional purchase. Each purchase that exceeds the limit must be first approved by the Treasurer and the CAO.

## **Disputed Transaction**

If an employee disputes a charge made on the company credit card while in their possession, the issue must be brought to management's attention immediately. All disputed transactions must be resolved by the supplier, finance department, and bank. It is the cardholder's responsibility to obtain and file all proof of payment documentation with the finance department.

## **Disciplinary Action**

If an employee violates the terms and conditions of this policy, they may be subject to disciplinary action, up to and including termination. Violations of this policy include:

- Using the company credit card for personal, illegal, and/or unauthorized expenses.
- Failure to complete an Employee Credit Card Agreement before using the card.
- Giving the company credit card to unauthorized personnel without notifying management.
- Failure to report expenses in a timely manner.

Depending on the severity and frequency of each employee's policy violation, they could face a written warning, possible suspension, and/or termination. Each violation must be thoroughly investigated by the finance department.

**Employee Credit Card Agreement**

I, \_\_\_\_\_ have received, read and understand the Company Credit Card Policy and recognizes that the company credit card belongs to the Township of Rideau Lakes and the CAO and/or Treasurer has the right to investigate charges, with or without cause. I understand that failure to follow the Company Credit Card Policy at any time may result in disciplinary action up to and including dismissal.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Name (Print)

\_\_\_\_\_  
Witness Signature

## **Human Resource – Discipline Policy (HR-300-01)**

### **Policy**

The Township of Rideau Lakes supports fair and constructive disciplinary practices as well as the concept of progressive discipline, which is designed to correct behaviour rather than punish it. It is important to ensure that Employees perform their duties in compliance with Township of Rideau Lakes general law, since the objectives of the Township cannot be achieved without this acceptance and conformity.

### **Objective**

To achieve the objectives of the Township through acceptance of and conformity with the rules, directives, regulations, instructions, policies and procedures established by the Township, as well as general law.

To ensure staff are aware of the disciplinary process and its purpose.

### **Procedure**

Supervisors are responsible for guiding Employees in their behaviour at work. The manner in which guidance is given is all-important. Employees should receive clear, unambiguous instructions on the code of behaviour and standards of performance expected of them.

Supervisors are held accountable for the completeness and accuracy of documentation that may be relied upon for discipline. Proper documentation is essential to the process of administering fair and reasonable discipline.

Discipline should be imposed based on a fair assessment of all the circumstances of each specific case.

In some cases, it may be necessary to put an Employee on a leave of absence with pay (non-disciplinary) during an investigation. Such periods should not be prolonged.

Before discipline is imposed at any step of the process, it is essential to give the Employee a reasonable opportunity to explain their actions.

Follow-up is also important. In many instances, it is not enough to discipline an Employee and "let the case rest." A systematic and controlled review of job performance may be required.

The progressive disciplinary process involves increasing the severity of the discipline incrementally against persistent misconduct with the intention of inducing Employees to reform their conduct. Under progressive discipline the seriousness and frequency of the Employee's misconduct, the Employee's service, the Employee's disciplinary record as well as any mitigating or aggravating factors are taken into consideration in determining the appropriate discipline to be taken.

Progressive discipline generally involves up to four steps:

- Verbal Reprimand
- Letter of Warning
- Suspension Without Pay
- Dismissal/Termination

The Township reserves the right to begin the process at any step and to skip or repeat steps

depending on the facts and the circumstances of each case.

All verbal reprimands, letters of warning and suspension will come from the Supervisor in consultation with the Department Manager or their designate and Human Resources staff. Letters of discharge/termination will come from the Department Manager in collaboration with the Supervisor and Human Resources staff. Any questions regarding disciplinary procedures are directed to the Department Manager. In the absence of the Department Manager the matter is referred to the CAO.

### **Verbal Reprimand**

A Supervisor/Department Manager may give a verbal reprimand to an Employee for minor infractions. This reprimand is given in private so that the Employee and Supervisor/Department Manager may both benefit from a free interchange of opinions.

The Supervisor/Department Manager is responsible for ensuring a written notation of the verbal reprimand is provided to Human Resources staff by email or personal delivery. It will be kept in the Employee's file maintained in the Human Resources office. This notation does not constitute a letter of warning. It provides documentation of the first step of progressive discipline.

### **Letter of Warning**

If it is deemed necessary to issue a letter of warning following discussion by the Supervisor, Department Manager or their designate, the following shall apply:

The letter should include a description of the infraction(s):

- a warning that repetition of the infraction(s) may result in further disciplinary action up to and including dismissal.
- a reminder that the Employee Assistance Program is available (where applicable), and,
- in the case of incompetence or work performance related infractions,
- a period during which work is to be brought up to a required standard.

This letter is signed by the Supervisor, Department Manager or their designate and delivered to the Employee with copies provided to the Human Resources staff. It will be kept in the Employee's file maintained in the Human Resources office.

### **Suspension Without Pay**

If the infraction(s) is deemed serious by the Supervisor and Department Manager or in the event of repeat infractions, it may be decided to suspend the Employee.

A letter of suspension is sent to the Employee including the period of time for which the Employee is suspended without pay. The letter should also include:

- a description of the infraction(s).
- a warning that repetition of the infraction(s) may result in further disciplinary action up to and including dismissal.
- a reminder that the Employee Assistance Program is available (where applicable), and
- in the case of incompetence or work performance related infractions, a time during which the Employee must bring their work up to a required standard.

The letter is signed by the CAO and sent to the Employee with copies sent to the Supervisor/Department Manager, Human Resources.

## **Dismissal**

A letter of dismissal is issued promptly to the Employee by the Department Manager. This letter should include a description of the infraction(s), a description of disciplinary action taken to date (if applicable), as well as the effective date of the termination of employment.

This letter is signed by the CAO and sent to the Employee with copies sent to the Supervisor, Department Manager, Human Resources.

An Employee who commits any misconduct and/or any violation of Township rules, directives, regulations, instructions, policies or procedures, or who contravenes the general law, including any of the following infractions shall be subject to disciplinary action up to and including discharge. Examples of such misconduct can include but are not limited to:

- Late in reporting for assignment.
- Waste of material.
- Pranks or horseplay.
- Negligence in performance of assigned work.
- Failure to notify Employer when absent.
- Incorrect attendance reporting.
- Use of profane language in presence of clients.
- Lying.
- Abuse of leave.
- Disregard for safety practices.
- Neglect of tools or equipment.
- Failure to report work accident.
- Incompetence.
- Sleeping or trying to sleep on duty.
- Away from assignment without permission.
- Refusing to obey an order or perform assigned work.
- Encouraging others to commit infraction(s).
- Breach of confidentiality.
- Failure to follow an established policy.
- Insubordination.
- Interfering with the work of others.
- Damaging Township property.
- Falsifying a Township record.
- Obstructing a Township investigation.
- Obtaining materials or services on a fraudulent order.
- Away from work without permission.
- Negligence resulting in injury.
- Dishonesty.
- Assault.
- Fighting.
- Drunkenness or disorderly conduct.
- Reporting for duty while under the influence of alcohol or drugs.
- Stealing.
- Harassment.
- Accessing pornographic material or accessing sites identified as inappropriate use of Township software.
- Verbal or physical abuse of residents or clients.



- Workplace violence.

This list is not intended to be an exhaustive or complete list. Discipline and/or dismissal may be imposed for infractions or offences not included herein.

## **Human Resources – Termination (HR-300-02)**

### **Policy**

Both the Township of Rideau Lakes and its Employees have the right to discontinue the employment relationship. The Township of Rideau Lakes will ensure that terminations, either voluntary or involuntary, are initiated with notice, where appropriate, and properly documented for payroll processing.

### **Objective**

To ensure a consistent approach to terminations within the Township. To ensure documentation is complete.

### **Procedure**

#### The following shall apply to Voluntary Terminations or Resignations:

An Employee who resigns their position is requested to state the resignation in writing. If the Employee refuses to state the resignation in writing, the resignation may not be accepted.

The resignation must be signed.

Employees are expected to give a minimum of two (2) weeks notice of resignation with the exception of managers, who are expected to give a minimum of thirty (30) days notice (unless otherwise previously negotiated).

All resignations will be acknowledged/confirmed by the Department Manager by mail within three (3) working days of the date of submission of the Employee's resignation.

A confidential Exit Interview will be conducted with the CAO to understand the reasons for the departure, any issues or concerns and to get feedback on how to make improvements in the workplace. All information will be kept strictly confidential, and the meeting is voluntary.

#### The following shall apply to Involuntary Terminations

An Employee's employment with the Township may be terminated:

Without notice or pay-in-lieu of notice where cause exists for such termination.

or

At any time, without cause, in which case the Employee's entitlement on termination will be as set out in their written contract of employment. In the event the Employee does not have a written contract of employment, they will be entitled to notice or pay in lieu of notice and severance pay (if applicable) in accordance with the *Employment Standards Act, 2000*. Employees will not be entitled to any further notice or severance either under common law or otherwise.

or

For any reason during the probationary period, or at the end of the period, without notice or pay-in-lieu of notice, except in accordance with the *Employment Standards Act, 2000*, if applicable.

### Return of Property

In any termination situation all Rideau Lakes Township property shall be returned by the Employee to the Employer. Property must be returned to the Employer on or before the last working day, unless mutually agreed with the Department Manager.

### Exit Interviews

An exit interview may be conducted when an Employee leaves the employment of the Township.

The exit interview will normally be conducted by the Employee's Supervisor to determine the Employee's reason(s) for leaving so that, where appropriate, action can be taken to correct any problems that come to light, and to gather information about the Employee's overall impressions of the job or the Township.

Employees may reach out to the CAO if they wish to make alternative arrangements for the exit interview.

### Documentation

In order that all terminations are correctly administered the following process and documentation is required.

The Department Manager must forward to Human Resources the termination package which includes:

- a. Signed resignation letter (voluntary) or termination letter (involuntary).
- b. Department Manager letter confirming the termination (voluntary).
- c. Signoffs for return of property.
- d. Complete the Employee Departure Check List.

Once all the aforementioned information is received by Human Resources they will inform payroll for processing.

### References

The provision of a reference is at the discretion of the employer. References will only be provided by management. A basic reference will include confirmation of start and end dates as well as position. A detailed reference may additionally include a manager's opinion about the employee's performance and organizational fit. For terminated employees, generally only a basic reference will be provided.

## **Human Resources – Retirement (HR-300-03)**

### **Policy**

Employees are asked to provide notice when retiring from the Township so that replacement procedures may begin, appropriate paperwork can be processed, and service can be recognized.

### **Objective**

To ensure a consistent approach to retirement within the Township.

To ensure documentation is complete.

### **Procedure**

Employees who are retiring are encouraged to provide written notice three months prior to their last day of work of their intention to retire in order to ensure continuity of income.

The written notice must be submitted by an Employee to their Department Manager in advance of the Employee requesting the Employer to process their retirement paperwork.

### **Exit Interviews**

An exit interview may be conducted when an Employee leaves the employment of the Township.

The exit interview will normally be conducted by HR or the Employee's Supervisor, depending on Employee preference, to determine the Employee's reason(s) for leaving so that, where appropriate, action can be taken to correct any problems that come to light, and to gather information about the Employee's overall impressions of the job or the Township.

Employees may reach out to the CAO if they wish to make alternative arrangements for the exit interview.

## **Human Resources - Leave of Absence (HR-400-01)**

### **Policy**

An Employee may be granted a leave of absence without pay for legitimate personal reasons upon consultation with their Department Manager and after obtaining the approval of the CAO.

### **Objective**

To ensure the well-being of staff.

### **Procedure**

All leave of absence without pay must be requested in writing to the Department Manager. All requests for such leave of absence shall be in writing as far in advance as practical.

The Department Manager will consider the request in light of operational requirements and provide their recommendation for approval or denial to the CAO. A written response will be sent to the Employee by the CAO with a copy to Human Resources for the Employee's personnel file.

The Employee will not lose service or seniority for the purpose of vacation, personal emergency leave or short-term disability benefits, wage progression, or any other entitlement affected by service.

An unpaid leave of absence affects an Employee's OMERS pension and Employees should investigate the impact of the unpaid leave to their pension with OMERS before requesting the leave.

The Employer will not provide the benefits under the Township's approved plan.

## Human Resources - Military Reservist Leave (HR-400-02)

### Policy

An Employee will be granted a leave of absence without pay or benefits if they are a military reservist who is called up for active service.

"Reservist" is defined in the *Employment Standards Act* to mean a member of the reserve force of the Canadian Forces referred to in s. 15(3) of the National Defense Act (Canada)

### Objective

To demonstrate the Township of Rideau Lakes support for our troops by allowing Employees who are members of Canada's Reserve Force unpaid leave to perform their military duty.

### Procedure

Reservists who have worked for the Township of Rideau Lakes for at least six (6) consecutive months are entitled to an unpaid, indefinite leave of absence, where the Employee will not be performing the duties of his or her position because of a domestic or international deployment. The duration of the leave will depend on the operation to which the reservist is deployed and may include participation in both pre- and/or post-deployment activities.

When an Employee who is a military reservist is called to duty, they must make all requests for leave in writing. Employees shall make a reasonable effort to provide notice in accordance with the following provisions:

- a. Training and Non-Emergency Domestic Operation: Employees requesting this category of leave must notify their supervisor in writing at least fifteen (15) days prior to commencement of the exercise.
- b. Emergency Domestic Operation: In the event of emergency domestic operations when Employees cannot provide written notice of leave within the stated deadline, Employees must notify their Supervisor as soon as possible after being called up.
- c. International Operation: Employees considering applying for an international operation are advised to discuss their intentions with their Supervisor prior to applications. In cases where short notice is given by the military, written notice must be provided as soon as possible.

The Township of Rideau Lakes reserves the right to seek verification from the Employee's Commanding Officer that confirms the request for leave.

Employees must provide notice to the Employer before returning to their job. Upon the reservist's return from leave, the Employer is required to reinstate the reservist to the same position if it still exists or to a comparable position if it does not. The Township of Rideau Lakes may defer such reinstatement for one pay period or up to two (2) weeks, whichever is longer, after the return date subject to the *Employment Standards Act, 2000*. If the Township of Rideau Lakes defers reinstatement in accordance with this paragraph, benefits contributions shall commence on the return date.

This leave of absence will bear no cost to the Employer as the Employee will be paid and provided with benefits from the military.

If the absence exceeds thirty (30) calendar days, the Employee shall not accumulate service or seniority for the purpose of vacation, personal emergency leave or short-term disability benefits, wage progression, or any other entitlement affected by service.

Upon reinstatement, the Employee will be paid the greater of the wage rate he or she earned most recently as an Employee of the Township or, the rate the Employee would be earning had he or she worked throughout the leave as an Employee of the Township.

The military reservist leave period will result in a pension plan break in service with OMERS. The Employee has the option of purchasing the service with OMERS and must sign a Leave Period Election Form 165 indicating whether they wish to purchase service or not. As per OMERS regulations, if the Employee elects to purchase the service with OMERS, the Employee is responsible for paying their portion of the contributions and the Township will pay the Township's portion.

## **Human Resources – Inclement Weather (HR-400-03)**

### **Policy**

The Township of Rideau Lakes is committed to its mission to provide the best quality of service to everyone who uses those services. It is the intent of the Township to adhere to full operations as far as it is possible.

The Township recognizes that inclement weather may temporarily prevent the availability and operations of Township services. As these situations can, at times, create difficult and dangerous travel and work conditions, this may interfere with the normal business operation of the Township.

Employees are expected to make arrangements during periods of inclement weather which will enable them to arrive as soon as possible.

### **Scope**

The Township's Emergency Plan takes precedence over this Policy.

### **Objective**

To provide Employees and management staff with guidelines on inclement weather as well as establish guidelines for treating Employees consistently and fairly when regular attendance at work is complicated by severe weather conditions.

### **Procedure**

All Employees shall make every reasonable effort, consistent with personal safety, to report to work unless instructed otherwise.

In case of inclement weather, all Employees will make a good faith effort to report to work on time. This includes, but is not limited to, allowing sufficient travel time and using alternate routes or alternate methods of transportation.

The CAO or designate is authorized to make a decision in regard to absences regarding severe weather. Absences may be approved for such circumstances of inclement weather which can include severe weather such as severe ice, whiteout conditions, excessive snowfall, hurricane, tornado, flooding or any unforeseen acts of nature.

The CAO or designate has the authority to close the Township Office following the guidelines of this procedure.

If an Employee determines that it is unsafe to proceed to work, then the Employee must notify their Supervisor or designate immediately.

It is important to note that approval for leave due to inclement weather cannot be assumed. Factors influencing a Supervisor or designate decision regarding the requested time off for this time include, but are not limited to:

- the seriousness of the need for the Employee to be absent.
- travel distance to and from work.
- availability of other transportation options.
- departmental work priorities and operational needs.

It is expected that the need for any Employee to be absent from work due to inclement weather will be rare.



Subject to the discretion of the Supervisor or designate the adjustment for time granted may take one of the following forms:

- Vacation time to cover the absence.
- Lieu time to cover the absence.
- Leave of Absence without Pay to cover the absence.

Regular reviews of requests for leave due to inclement weather will be conducted by management staff.

This policy will be reviewed and amended as needed.

## **Human Resources – Conference Convention, Travel and Operation Expense Policy (HR-400-04)**

### **Purpose**

To establish a Conference, Convention, Travel and Operational Expense Policy for the Corporation of the Township of Rideau Lakes.

### **Scope**

This Policy applies to all Elected Officials and all Municipal Employees of the Corporation of the Township of Rideau Lakes.

### **Authority**

The Chief Administrative Officer (CAO) in conjunction with the Treasury Department are responsible for the monitoring and administration of this Policy.

### **Policy**

It is recognized that Council and Staff attendance at certain approved conventions, conferences and training seminars is important to the Township for the following reasons:

- Council and Staff will have the direct opportunity to meet with others, including municipal politicians and staff, senior government politicians and staff, suppliers of municipal goods and services and others for the purpose of learning from each other and sharing ideas and to bring the result of that learning back home for the betterment of the Township.
- Council and Staff will have the opportunity to be taught new and improved means of providing Municipal services, of becoming more effective and efficient to learn new operating procedures and to learn about new legislations, etc.
- Opportunities are provided to personally develop direct working relationships with other agencies and members.
- Staff can remain up to date in meeting the training requirements for their professional designations.

This Policy is not intended as a sanction of recurring conventions for the sake of perpetuating attendance.

### **Operational Costs**

It is recognized that certain jobs or functions within the municipality may call for reimbursement to Staff and Elected Officials for use of personal vehicles or may warrant supply of:

- A Township owned vehicle.
- A Township leased vehicle.
- A rental vehicle.

The provision of such may be relevant to common law Employees or Employees under personal employment contracts.

### **Budgets**

Each year during the budget process, Departments shall include estimates of upcoming seminars, conventions and events.

### **Registration, Registration, Attendance and Subsequent Expense Authorization**

#### Chief Administrative Officer (CAO)

The Chief Administrative Officer (CAO) will require approval from the Mayor for attendance at all

conferences, conventions and seminars. In the event that the conference, convention or seminar is not included in the budget, or takes place outside the Province of Ontario, then Council approval shall also be required.

### Staff

Staff must obtain approval from their Supervisor (CAO, in the case of a Manager) for attendance at all conferences, conventions and seminars. If the conference, convention or seminar is not included in the budget or takes place outside the Province of Ontario, then Council approval will also be required.

### **Requests for Approval**

Attendees must submit a brief written report summarizing the event and what benefits will accrue to the Township. The request should include a summary of all costs that are in line with the provisions of this Policy.

### **Eligible Expenses**

The Township will pay the following expenses related to the conference, convention or training seminar being attended by an Employee:

1. Registration fees.
2. Travel costs (train fare, airfare, car mileage (at current rate) and taxi fare. The most economical and efficient means of transportation are to be used.
3. Meal and sundry per-diem allowance at current rates. Alcoholic beverages are not to be paid for by the Township and are not included in the Meal Allowance.
4. Hotel accommodation (excluding personal entertainment and room service charges), as approved by the Chief Administrative Officer (CAO).

**NOTE:** Itemized receipts showing taxes separately are required for all costs. If expenses have been prepaid and receipts are not provided, the amounts will be recovered from the Employee.

### **Mileage Rate**

Mileage reimbursement is intended to compensate Employees, Council, Board members for the use of the personal vehicle for Township related business. The mileage rate will be considered full compensation for fuel, maintenance, wear and tear, insurance and capital costs. Employees, Council and Board members shall ensure that they have appropriate and sufficient insurance to protect themselves and the Township.

Mileage Rate: **\$0.70/km.**

### **Per-Diem Rates**

Per-Diem rates shall be considered full compensation for the costs of meals and miscellaneous sundry items while away on Township business. If lunch or dinner is provided as part of the event registration, the per diem will be reduced accordingly. Separate receipts do not have to be submitted when meals are part of the registration and are included in that receipt. Once the daily maximum for meals is adjusted accordingly, the total of the receipts for the day will be tallied and only the daily maximum for meals will be reimbursed. Rates include taxes but exclude a 15% allowed tip allotment.

### **Per-Diem Rates: Receipts Required**

Breakfast	\$20.00 or within reason
Lunch	\$30.00 or within reason
Dinner	\$50.00 or within reason

<b>Total Daily Maximum</b>	<b>\$100.00</b>
Sundry	\$10.00
Accommodation	\$250.00 or within reason
Parking	Reimbursed for Receipt Amount

When submitting their application to attend, submitters shall demonstrate that they have researched for the most economical accommodations.

Expenses for public relations and business lunches are to be budgeted and accounted for separately.

**Adjudication:** Where circumstances deem it necessary, the Chief Administrative Officer (CAO) shall have the authority to adjudicate extenuations of this Policy.

## **Human Resources - Employee Service Recognition Program (HR-500-01)**

### **Policy**

The Township of Rideau Lakes is committed to recognizing Employees for their dedication and years of service to build Employee satisfaction and morale; to celebrate milestones; and to promote teambuilding.

### **Objective**

An effective Employee Recognition Program has the potential to build Employee commitment, reinforce loyalty and communicate corporate values.

### **Procedure**

#### Retirement Recognition

Employees retiring from the Township of Rideau Lakes who have reached the age of 55 and have at least 10 years of service with the Township will be presented with a gift. The value of the retirement gift will be per the following chart:

10 – 19 Years	20 + Years
\$250	\$450

#### Recognition

Employees have their service milestone recognized and are presented with a certificate for years of service. These presentations will be at the last Council meeting in November. The presentation of the gift will be made by the Employee's Supervisor, CAO and the Mayor. The milestones will be at 5, 10, 15, 20, 25 and 30 years of service.

#### Funding of the Program

Each Department will budget annually per Employee to cover the cost of the Employee Service Recognition Program. Any surpluses will be reserved for the next year's program.

## **Human Resources - Employee Assistance Program (HR-500-02)**

### **Policy**

The Township of Rideau Lakes recognizes that many human problems can be successfully treated or resolved provided referrals are made to the right people and the appropriate assistance resources. This is true whether the problem involves personal or workplace matters, including personal, financial or substance abuse issues. It is also recognized, however, that the successful resolution of such problems requires a high degree of the Employee's personal motivation and willing cooperation in dealing effectively with these matters.

It has also been recognized that preventative approaches, such as health promotion and stress management can be useful in minimizing future disabling personal or health problems.

### **Objective**

This policy has been developed to formalize the joint support of the Township of Rideau Lakes and its Employee groups to the ongoing provision of the Employee Assistance Program (EAP). The EAP is designed to be preventative, voluntary and confidential in its delivery of services.

### **Procedure**

#### Nature of the Program

The EAP of the Township of Rideau Lakes is available to:

1. be primarily preventative and rehabilitative.
2. be completely voluntary with respect to the Employee.
3. be Employee-initiated by the individual requesting aid.
4. provide individual Employees with the following services:
  - a. a confidential assessment.
  - b. a coordinated referral to appropriate community resources.
  - c. support after-care, when appropriate.
5. be strictly confidential with respect to all matters of record keeping and reporting.
6. arrange for the delivery of information programs focused on prevention and dealing with lifestyle-related health or personal problems.

The EAP shall not be part of the disciplinary process. Participation in the EAP shall not result in recrimination against any Employee who chooses to access its services.

#### **Type of Referral**

Participation in the EAP is voluntary. The program may be accessed through either a self-referral or through encouragement from a co-worker or supervisor.

This program is separate from and not related to the disciplinary process. Persons taking part in the program will be expected to meet existing job performance standards and established work rules.

If, in a situation where a supervisor has discussed work performance difficulties with an Employee, the supervisor may record that an Employee has been informed of the EAP. However, the Employee's decision to use the EAP will remain confidential.

Neither acceptance nor refusal of a referral to take part in the EAP will itself be grounds for disciplinary action. However, if work performance continues to deteriorate, or does not return to an

acceptable level within a reasonable time, then disciplinary procedures as per the Township policy will be followed.

**Confidentiality Assurances**

Anyone who contacts the EAP provider is protected by agency policy and professional ethics, which means that a strict code of confidentiality is maintained. Employers do not receive information about Employees who use the service, except where the Employee has signed a release of information to the EAP provider. Statistics sent to the Employers have no identifying authorization, except as required by law, as in a case of child abuse or upon clear, concrete evidence of planned or committed acts of violence.

## **Human Resources – Performance Management Program (HR-500-03)**

### **Policy**

Developing Employees who are effective, dynamic, productive, and successful in their jobs enables the Township of Rideau Lakes to deliver quality services to the public. The Township is committed to a Performance Management Program that incorporates a goal-oriented approach and clear, ongoing, two-way communication between supervisors and Employees. Employees will receive support and recognition in their efforts to develop and to improve performance.

### **Objective**

The Performance Management Program is intended to be a tool used by staff members at all levels to facilitate self-management and appropriate empowerment, by having a clear understanding with their supervisor about performance expectations.

Performance Management is a comprehensive program for:

- a) Establishing performance expectations.
- b) Designing interventions including training programs to improve performance.
- c) Monitoring the success of those programs.
- d) Consider the individual needs and/or individual accommodation plans of an Employee when using performance management processes.

### **Procedure**

Human Resources will keep a list of all Township Employees and their date of hire. The annual formal performance appraisal should be completed by no later than the anniversary of the Employee's hire date, subject to some exceptions where the Employee was absent from work for an extended period of time during the performance review period.

Four (4) weeks before the appraisal is due to be completed, Human Resources will:

- Provide the Employee with a copy of the previous year's appraisal (if applicable) and a blank performance appraisal form.
- Advise the Employee when the self-appraisal portion of the performance appraisal is due (7 days from date of issue) and to whom the appraisal should be returned.
- Notify the Employee's Supervisor of the date the appraisal is due to be completed, to whom the self-appraisal is being returned and the date the appraisal form was sent to the Employee.

The departmental Supervisor will then complete their assessment of the Employee. If an Employee has been under the direction of more than one departmental supervisor during the performance review period, they may be evaluated by both the previous and current Supervisor. However, the current Supervisor has the primary responsibility for completing the appraisal form.

In the event an Employee regularly reports to more than one Supervisor, the Supervisor assigned to conduct the performance review must consult with the other Supervisor(s) prior to the interview and ensure that the comments are comprehensive.

The departmental Supervisor will then meet with the Employee to discuss the appraisal. Both successes and failures are to be reviewed at the meeting. It is constructive to review why objectives set at the last appraisal meeting were successfully achieved. It is equally constructive to discuss and/or to review what prevented the successful achievement of other objectives. This review helps to set and achieve new objectives.



Employees will be encouraged to discuss job expectations, developmental plans, concerns and areas in which they feel additional training would be helpful.

The Supervisor and Employee will also discuss the Employee's self-appraisal during the discussion.

The departmental Supervisor will review Employee's accommodation plans, if applicable, to ensure needs are understood and if adjustments are needed to help them succeed.

Should the Supervisor feel follow-up sessions are required prior to the next scheduled appraisal, the initial date for such follow-up should be set at the meeting.

If the appraisal discussion is not satisfactory, problems and/or disagreements should first be discussed between the Employee and the supervisor. If problems still exist after this process, the Employee and/or Supervisor may contact the Department Manager and/or Human Resources for assistance.

Once the supervisor and Employee have completed the annual performance appraisal discussion, the supervisor will sign, and the Employee will be asked to sign, the appraisal form. If an Employee disagrees with the appraisal, they can provide a written explanation of any disagreement to be attached to the form.

The package will be kept in the Employee's personnel file.

#### Probationary Employees

Every probationary Employee will take part in a formal performance appraisal with their supervisor prior to the extension of the probationary period or attaining non- probationary status.

If the appraisal discussion is not satisfactory, problems or disagreements should be discussed between the Employee and the supervisor. If problems still exist after this process, the Employee or supervisor may contact Human Resources for confidential assistance.

Once the supervisor and Employee have completed the probationary performance appraisal discussion, the supervisor will sign the appraisal form (Appendix A), and Employee will be asked to sign the form. If an Employee disagrees with the form, they can provide a written explanation of any disagreement that will be attached to the form. The Employee will also complete a review of their probationary period (Appendix B)

Should the supervisor feel that the Employee's probationary period needs to be extended or that the Employee should not be granted non-probationary status, a recommendation should be made to the CAO and Human Resources.

**Human Resources – Performance Management Program Employer Appendix A (HR-500-03)**

**Three Month Probationary Review**

Employee Name: \_\_\_\_\_ Supervisor \_\_\_\_\_

Position: \_\_\_\_\_ Date \_\_\_\_\_

Ratings: 1 – Unacceptable 2 – Needs Improvement 3 – Meets Expectations  
4 – Exceeds Expectations

**Quality of Work** – Accuracy, detail, thoroughness & consistency of assignments and tasks:

**Rating:** \_\_\_\_\_

Comments:

**Productivity/Initiative** – Completed assignments & tasks consistently on time. Shows initiative to look for tasks without having to be asked. Time management and prioritization skills used effectively:

**Rating:** \_\_\_\_\_

Comments:

**Skill, Knowledge & Ability** – Employee has the tools and potential to fulfill the requirements of the job practically and effectively:

**Rating:** \_\_\_\_\_

Comments:

**Teamwork & Communication** – Consistent work as a team player, fosters a cohesive, positive and respectful work environment through effective communication with peers & public:

**Rating:** \_\_\_\_\_

Comments:

**Attendance & Punctuality** – Reliable in attendance, no issues with lateness:

**Rating:** \_\_\_\_\_

Comments:

**Overall General Summary**

**Rating:** \_\_\_\_\_

**Comments:**

**It is recommended that the staff continue in their position (circle) Yes or No**

**Employee Comments**

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Human Resources – Performance Management Program Employee Appendix B (HR-500-03)**

**Three Month Probationary Review**

Employee Name: \_\_\_\_\_ Supervisor \_\_\_\_\_

Position: \_\_\_\_\_ Date \_\_\_\_\_

The purpose of a probationary review is to assess your ability to fulfill your role with The Township as well as to understand how you see the organization. By sharing your thoughts, we can learn what challenges you had during the probation period and look for ways to support you in the future. Please answer the following questions and bring the completed review form with you to your probation review.

1. Has your role in the Township matched your career expectations?
  
2. Is there anything you are proud of or feel you may have done better?
  
3. What affected your performance?
  
4. What are your future goals?
  
5. How can we support you in achieving your goals?

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **Human Resources -Training and Development (HR-500-04)**

### **Policy**

The Township assists Employees in upgrading their knowledge and skills, to enable them to better perform the functions of their current jobs, and to develop themselves for future employment opportunities.

### **Objective**

To assist Township Employees in the upgrading of skills, knowledge and qualifications to increase job performance and potential for assuming increased responsibilities.

### **Procedure**

#### Corporate Training Programs

Courses sponsored by Human Resources and other Township departments are normally offered at no cost to Employees. All Employees, whether full-time or part-time, may be eligible to attend training programs with the approval of their supervisor.

All Employees are required to attend mandatory training which is provided as the result of legislation.

#### External Training Programs

External staff training opportunities, in the form of seminars, workshops and conferences, are normally available to Township Employees through departmental training budgets. Employees must apply through their supervisor for approval to attend external training programs. Managers will review the budget to ensure that there are enough funds to support the cost of the external training requested. Not all requests can be approved due to budget and time away from the job needed to attend these external training opportunities.

During annual performance reviews training opportunities should be discussed so that they can be included in the budget if they are supported by the manager.

If a request for training is started by an Employee, upon successful completion of the approved training and submission of receipts and proof of completion, the Employee will be reimbursed. If a request for training started by the Employee is approved and the cost of the training exceeds \$5000, the Employee must reimburse half of the amount paid by the Township if they leave the employ of the Township within two (2) years following completion of the training.

External staff training is normally available to Employees who have completed their probationary period; however, final approval is at the discretion of the Department Manager.

#### Training Leave

Full-time employees may request an unpaid leave of absence (Training Leave) to further their education in a field related to Municipal Government, of up to a year. Employees are eligible for Training Leave once they have completed five (5) years of continuous satisfactory service. Application for Training Leave shall be made to the CAO at least four (4) months prior to the proposed commencement.

Employees who are approved for training leave will sign a retention contract stating that upon completion of the leave, the employee will return to Rideau Lakes for a designated time frame.

The employee will remain an employee of Rideau Lakes throughout the Training Leave period; however, the leave will be considered a break in service for the purpose of calculating Vacation Leave, OMERS and Personal Emergency Leave credits. Rideau Lakes will not pay the employee's group insurance plan benefits during the leave period. The employee may continue these benefits by paying the full amount (100%) of the costs during the leave period, pending approval from our benefit provider.

Upon the employee's return to work, Rideau Lakes shall reinstate the employee to their position or provide them with alternative work of a comparable nature at not less than the employee's rate of pay at the time the leave commenced and without loss of seniority or benefits accrued.

#### Association/Membership Fees

Employee membership fees for business/professional associations may be paid by Rideau Lakes, provided that such membership is required to provide services and is approved by the Supervisor/Manager and CAO.

Please refer to the Policy Conference, Convention, Travel and Operational Expense Policy for further information regarding conference and conventions.



# Rideau Lakes

## Training Request Form

Name: \_\_\_\_\_ Position \_\_\_\_\_

Email: \_\_\_\_\_

Department: \_\_\_\_\_ Supervisor \_\_\_\_\_

Type of Training Requested \_\_\_\_\_

- |   |  |
|---|--|
| <input type="checkbox"/> ½ day or full day course | <input type="checkbox"/> Seminar         |
| <input type="checkbox"/> Course over several day  | <input type="checkbox"/> Conference      |
| <input type="checkbox"/> Certificate              | <input type="checkbox"/> Online training |
| <input type="checkbox"/> Diploma                  | <input type="checkbox"/> Other _____     |

Training Offered By: \_\_\_\_\_

Expected Start Date: \_\_\_\_\_

Course Fee: \_\_\_\_\_

Describe value resulting from the training as related to your job description?

What type of skills does this training cover?

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Approval \_\_\_\_\_ Date \_\_\_\_\_

Is training cost accommodated in the budget? \_\_\_\_\_

## **Human Resources – Occupational Health & Safety (HR-600-01)**

### **Policy**

The Township of Rideau Lakes in the performance of its services is responsible for promoting health and safety for the protection of its workers and the public alike. Unsafe practices will not be tolerated. Every worker, contract worker and sub-contractor, including every person accessing Township property for services, must protect his or her own health and safety by complying with the law and with the safe work practices and procedures established and required by the Township.

Supervisors will be held accountable for the health and safety of workers under their supervision.

The Township provides a safe and healthy workplace by supporting a formal program of education and training; preventing accidents, workplace harassment and violence, including domestic violence in the workplace; and reducing injuries and occupational illness through accident investigations, follow-up action and the recommendations of the Health and Safety Committees.

For more detail, please refer to the Township's Health & Safety Policies & Procedures.

### **Objective**

The purpose of this policy is to ensure that all Township workplaces and facilities are in compliance with the *Occupational Health and Safety Act* and regulations and that every reasonable precaution is taken to provide for a healthy and safe work environment. The implementation of this policy, through the establishment of occupational health and safety programs based on shared responsibility of management and Employees will promote health and prevent workplace illness and injuries, harassment and workplace violence.

### **Procedure**

The Employer shall recognize the Joint Health and Safety Committee representatives.

The Township promotes a safe work environment and provides information, instruction, and supervision on occupational health and safety as needed.

### **Responsibilities:**

All Supervisors and Employees must be dedicated to the continuing objective of reducing the risk of injury.

The duties of Department Managers and Supervisors include the following:

- a) ensure that Employees use and/or wear the equipment, protective devices, or clothing that the Township requires.
- b) provide safety equipment necessary for the Employee's job duties.
- c) ensure that machinery and equipment are safe, and that Employees work in compliance with established safe work practices and procedures.
- d) ensure that Employees receive adequate training in their specific work tasks to protect their health and safety.
- e) advise Employees of the existence of any potential or actual danger to their health or safety, of which the Supervisor is aware.
- f) take every precaution, reasonable in the circumstances, for the protection of an Employee.
- g) be familiar with the provisions of the *Occupational Health and Safety Act*.

The duties of Employees include the following:



- a) Employees must properly use and/or wear the equipment, protective devices, or clothing that the Township requires and follow health and safety policies and procedures.
- b) work in compliance with the law and with safe work practices and procedures established by the Township.
- c) report to their Supervisor the absence of, or defect in, any equipment or protective devices or the existence of any hazard of which they have knowledge.
- d) operate equipment and machines safely and conduct themselves in a safe manner.

Safety information is provided to Employees through established lines of Departmental organization.

In all Departments, the Supervisors will provide safety information to their Employees either through group meetings or by discussion with individual Employees.

Safety suggestions made by Employees to their Supervisors are referred to the JHSC Secretary. All suggestions will be considered. If the suggestion is not addressed to the satisfaction of the Employee, they are to take the suggestion to the JHSC secretary.

## **Human Resources – Workplace Violence and Workplace Harassment Policy (HR-600-02)**

### **Policy**

The Township of Rideau Lakes is committed to providing a safe and healthy workplace. The Township is committed to complying with the Occupational Health and Safety Act and all other relevant legislation governing workplace violence and harassment in Ontario.

### **Objective**

The intent of this policy is to ensure the provision of a healthy and safe workplace and to ensure that all workplace parties are familiar with the definitions of workplace violence and harassment and their roles in its prevention and in corrective action. This policy establishes that workers and clients of the Township of Rideau Lakes will be treated with respect, fairness, and sensitivity.

### **Scope**

The Workplace Violence and Workplace Harassment Policy applies to all workers of the Township of Rideau Lakes and addressed instances of workplace violence or harassment perpetrated against workers by members of the public.

### **Definitions**

#### **Workplace Violence means,**

- a. The exercise of physical force by a person against a worker, in a workplace, which causes or could cause physical injury to the worker,
- b. An attempt to exercise physical force against a worker, in a workplace, which could cause physical injury to the worker,
- c. A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, which could cause physical injury to the worker.

**Workplace Harassment** means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome and includes workplace sexual harassment.

**What is not Workplace Harassment:** A reasonable action taken by an Employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment.

#### **Workplace Sexual Harassment means:**

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

**Domestic Violence (also known as Domestic Abuse or Spousal Abuse)** means the exercise of physical force that could cause physical injury, an attempt to exercise physical force that could cause physical injury, or a statement or behavior that is reasonably interpreted by its target as a threat to

exercise physical force that could cause physical injury by a person who has a personal relationship with a worker, such as a spouse or former spouse, current or former intimate partner or a family member.

**Worker** includes all full-time Employees, part-time Employees, contractors, interns, volunteers, supervisors and managers who perform work for the Township of Rideau Lakes.

**Workplace** means any land, premises, location or thing at, upon, in or near which a worker works.

## **Roles and Responsibilities**

### **Employer**

The following responsibilities are to be performed by the Chief Administrative Officer or their designate.

Review Policies: The Employer shall review the policies with respect to workplace violence and workplace harassment as often as is necessary, but at least annually.

Post Policies: The Employer shall post the policies with respect to workplace violence and workplace harassment at a conspicuous location in the workplace.

Assess Risks of Workplace Violence: The Employer shall assess the risks of violence that may arise in the workplace and reassess as often as is necessary to ensure that the policies with respect to workplace violence and the program implementing the police continue to protect workers from workplace violence. The Employer shall notify the Joint Health and Safety Committee of the results of such assessments and a copy of the assessment if the assessment is in writing.

Information and Instruction: The Employer shall provide workers with information and instruction that is appropriate for the worker on the contents of the policy and program with respect to workplace violence and workplace harassment.

Notify Workers of Risks of Workplace Violence: The Employer shall provide information, including personal information, related to a risk of workplace violence from a person with a history of violent behavior if a worker can be expected to encounter that person during their work and the risk of workplace violence is likely to expose the worker to physical injury. The Employer shall not disclose more personal information than is reasonably necessary in the circumstances to protect a worker from physical injury.

Control Risks of Domestic Violence in the Workplace: If the Employer becomes aware, or ought reasonably to be aware, that domestic violence that would likely expose a worker to physical injury may occur in the workplace, the Employer shall take every precaution reasonable in the circumstances for the protection of the worker. This could include but is not limited to:

- a) Creating a safety plan.
- b) Contacting the police.
- c) Establishing enhanced security measures such as a panic button, code words, and door and access security measures.
- d) Screening calls and blocking certain email addresses.
- e) Setting up priority parking or providing escorts to your vehicle.

Control Risks of Workplace Violence: If the Employer becomes aware, or ought reasonably to be

aware, of risks of workplace violence, the Employer shall take all reasonably precautions in the circumstances to control the risks that are likely to expose a worker to physical injury. This could include but is not limited to:

- a) Separating workers
- b) Removing an individual from the workplace
- c) Creating a safety plan
- d) Contacting the police
- e) Establishing enhanced safety measures

Reprisals Prohibited: The Employer shall not reprimand any worker who has made good faith complaints, provided information on a complaint or incident of workplace violence or harassment or who have followed the procedure outlined in the policy. Any worker who must leave the workplace due, in their reasonable opinion, to an imminent threat of violence will not be penalized with a loss of pay or other penalties.

Develop Program: The Employer shall develop and maintain a program to implement the policy with respect to workplace violence and workplace harassment.

## **Workers**

Comply: All workers shall follow this policy at all times to protect themselves and others in the workplace from workplace violence and harassment.

Cooperate: All workers shall fully cooperate in any investigation of complaints or incidents or breaches of this policy.

Participate: All workers shall take part in any training session conducted by the Employer regarding this policy.

## **Summoning Immediate Assistance**

Any worker who **sees** or **experiences** workplace violence or who feels in imminent danger shall:

- a) ensure they are in a safe location which may include leaving the workplace.
- b) if, in their opinion, the situation warrants, contact the police by dialing 911.
- c) follow the reporting procedures that follow.

## **Reporting Workplace Violence or Workplace Harassment**

A worker shall report acts of workplace violence and/or workplace harassment to the immediate Supervisor as soon as is reasonably possible. The Supervisor Manager shall at once report the incident to the Chief Administrative Officer or, if the Chief Administrative Officer is the alleged perpetrator of the incident, to the Clerk.

If the worker does not have a Supervisor or if the immediate Supervisor is the alleged perpetrator of the incident, the worker can report the incident to the Chief Administrative Officer.

If the Chief Administrative Officer and the Supervisor are the alleged perpetrators, the worker can report the incident to any two department Managers.

## **Investigation of Workplace Violence or Workplace Harassment Complaint**

Please refer to **Human Resources Policy #HR-600-04: Investigations Procedure** for the process to be followed by the Supervisor or any recipient of a formal complaint of workplace violence or workplace harassment.

Please refer to **Human Resources Policy #HR-600-04: Investigations Procedure** for the process to be followed in investigating complaints of workplace violence and workplace harassment, including the process to be followed when informing complainants and alleged perpetrators of workplace violence or harassment of the results of the investigation and any corrective action that has been taken or will be taken as a result of the investigation.

### **CONFIDENTIALITY**

The Township of Rideau Lakes will not disclose a complainant's or respondent's name, or any circumstances related to a complaint, except as necessary to investigate the complaint or take disciplinary action related to the complaint, or as required by law. Managers involved in a complaint are reminded to keep all information confidential, except in the above circumstances. Any breach of confidentiality will be sanctioned upward and including dismissal.

## Human Resources – Workplace Discrimination Policy (HR-600-03)

### Policy

*The Ontario Human Rights Code* (the "Code") states that it is public policy to recognize the inherent dignity and worth of every person, and to provide for equal rights and opportunities without discrimination.

The Township of Rideau Lakes' policies state that dealings between Employees at all levels of the organization are to be based on high standards of justice and integrity. The Township strives to create work environments where all individuals are treated fairly, with complete respect, and where personnel decisions are clearly made on the basis of job qualifications, competency and merit.

The Township of Rideau Lakes does not tolerate discrimination in the workplace perpetrated by or against staff, volunteers and clients or other third parties.

Although harassment is a form of discrimination, this policy will not deal with this specific form. For specific information on workplace harassment, refer to the Township of Rideau Lakes' Workplace Harassment Policy – HR-600-02

### Objective

The objective of this policy is to establish procedures to minimize discrimination in the workplace; and to foster equality and fair treatment of Employees, contractors, members of the public and visitors to Township work sites.

### Scope

This policy applies to all Employees of the Township of Rideau Lakes, contractors, members of the public and visitors to the Township of Rideau Lakes.

### Definitions

**Discrimination** means unequal treatment with respect to employment because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status, or disability.

**Workplace** means any land, premises, location or thing at, upon, in or near which a worker works.

### Roles and Responsibilities

#### Employer

The Township of Rideau Lakes will not tolerate discrimination under any circumstances. Any Employee experiencing discrimination has the full support of the Township in resolving the issue. All complaints of discrimination will be promptly and thoroughly investigated.

#### Management (Manager/Supervisor)

1. Provide a work environment that is free from discrimination, including actively promoting a positive, discrimination-free work environment and intervening when problems occur
2. Deal with inappropriate actions of others that come to their attention
3. Cooperating with Township investigators or other authorities, as required during any investigation related to workplace discrimination

## **Employee**

1. Informs Management of any discrimination they experience or witnesses
2. Reports to Management any incidents of discrimination, according to the procedures set out in this policy
3. Attends any training or information sessions provided by the Employer to reduce discrimination
4. Cooperates with Township investigators or other authorities as required during any investigation related to workplace discrimination.

## **General**

Employees are encouraged to attempt to resolve their concerns by direct communication with the person(s) engaging in discriminating behaviour. Where Employees feel confident or comfortable in doing so, they should communicate their disapproval in clear terms to the person(s) whose conduct or comments are offensive.

The Employee should keep a written record of the date, time, details of the conduct and witnesses, if any.

Employees who are not confident or comfortable with direct communication and who believe they are subjects of discrimination or become aware of situations where such conduct may be occurring, must report these matters to his or her Supervisor, Manager or Employee and Family Assistance Program Counselor.

If informal attempts at resolving the issue are not appropriate, or prove to be ineffective, a formal complaint may be filed.

### **To file a formal complaint:**

1. Provide a letter of complaint that contains a brief account of the offensive incident (i.e., when it occurred, the persons involved, and names of witnesses, if any)
2. File the complaint with a management member
3. Cooperate with those responsible for investigating the complaint

## **Reporting and Investigation**

This section is an overview of the investigation procedure. For further details on the investigation procedure please review Township of Rideau Lakes Policy - Investigation Procedure - HR-600-04.

All complaints of discrimination shall be handled in a confidential manner. Information concerning a complaint, or action taken as a result of the investigation, will not be released to anyone who is not involved with the investigation.

The CAO or designate shall assess the complaint and determine if an investigation into the complaint is warranted.

In the event an investigation is warranted, an Investigation Team will be established for the investigation process.

Interviews will be held with the complainant, witnesses and accused to establish the facts of the complaint.

Upon completion of the interviews the Investigation Team will determine the likeliness of the complaint as to whether or not it occurred.

A written report of the findings will be provided to the CAO or designate for review and determination of any potential disciplinary action.

### **Disciplinary Action**

Disciplinary action for violations of this policy will take into consideration the nature and impact of the violations, and may include a verbal or written reprimand, suspension (with or without pay) or termination (with or without notice). Reference will be made to the Discipline Policy - HR-300-01 when determining disciplinary action relating to this policy.

### **Unsubstantiated Complaints**

If a person, in good faith, files a harassment complaint that is not supported by evidence gathered during an investigation, that complaint will be dismissed and no record of it will be put in the accused harasser's file. As long as the complaint was made in good faith there will be no penalty to the person who complained, and no record in their file.

### **Confidentiality**

The Township of Rideau Lakes will not disclose a complainant's or respondent's name, or any circumstances related to a complaint, to anyone, except as necessary to investigate the complaint or take disciplinary action related to the complaint, or as required by law.

Managers involved in a complaint are reminded to keep all information confidential, except in the above circumstances. Any breach of confidentiality will be sanctioned upward and including dismissal.

### **Retaliation**

Retaliation is considered a serious disciplinary breach. Anyone who retaliates in any way against a person who has complained of harassment, given evidence in a harassment investigation, or been found guilty of harassment, will themselves be considered guilty of harassment and penalized accordingly. The possible penalties are the same as those assessed against harassers.

### **Malicious Reporting**

If the complaint was made in bad faith (with malicious intent to harm another person's reputation) that person will be disciplined, and a record of the incident will be put in her or his file.

Penalties for someone who complains in bad faith will be the same as for a case of harassment and will depend on the seriousness of the situation.

### **Education**

All new Employees will receive a copy of this Policy and all other related policies during that Employee's documentation and orientation process.

This Policy shall be posted so that it is available to all Employees.

### **Review**

All aspects of the discrimination prevention plan, including the policies, will be reviewed annually to ensure the plan is effective.



## Human Resources – Investigation Procedure (HR-600-04)

### Policy

The Township of Rideau Lakes is committed to implementing fair, sensitive, and respectful investigation procedures whenever investigating complaints of workplace violence, workplace harassment, and workplace discrimination.

This Investigation Policy applies to the following policies:

Workplace Violence and Workplace Harassment Policy- HR-600-02

Workplace Discrimination Policy- HR-600-03

### Objective

To treat workers with respect, fairness and sensitivity by investigating their complaints in a consistent manner to foster a healthy work environment.

### Definitions

Complainant means the person making the complaint.

Respondent means the person about whom the complaint has been made.

Investigation Team means a team of one or two Department Managers or Supervisors, as selected by the Chief Administrative Officer, who may be assigned to investigate a complaint of workplace violence, workplace harassment, or workplace discrimination.

Discrimination means unequal treatment with respect to employment because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status, or disability.

Workplace Violence means,

- a. the exercise of physical force by a person against a worker, in a workplace, which causes or could cause physical injury to the worker,
- b) an attempt to exercise physical force against a worker, in a workplace, which could cause physical injury to the worker,
- c) a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Workplace Harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome and includes workplace sexual harassment.

**What is not Workplace Harassment:** A reasonable action taken by an Employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment.

Workplace Sexual Harassment means:

- a. engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course

of comment or conduct is known or ought reasonably to be known to be unwelcome; or

- b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Worker includes all full-time Employees, part-time Employees, contractors, interns, volunteers, supervisors and managers who perform work for the Township of Rideau Lakes.

Workplace means any land, premises, location or thing at, upon, in or near which a worker works.

## Roles and Responsibilities

### Employer

The following roles and responsibilities are to be performed by the Chief Administrative Officer or their designate.

- a) Provide Department Managers and supervisors with the appropriate training to accept reports of workplace violence, workplace harassment, and workplace discrimination.
- b) Provide Department Managers and Supervisors with the appropriate training and resources to investigate such complaints of workplace violence, workplace harassment, and workplace discrimination.
- c) Create and maintain appropriate policies for consistent investigation of complaints of workplace violence, workplace harassment, and discrimination.
- d) Review all reports of violence and/or threats of violence in a prompt, objective and sensitive manner.
- e) Take appropriate corrective and disciplinary action and any other measures in response to the complaint.
- f) Initiate investigations for all formal reports of workplace violence, workplace harassment, and workplace discrimination
- g) Where necessary and reasonable, delegate the investigation to an Investigation Team, made up of two Department Managers or Supervisors.
- h) Contact the OPP as appropriate when a criminal act is alleged to have taken place at the workplace.
- i) Ensure that debriefing is completed for those either directly or indirectly involved in the incident.
- j) Provide support to Department Managers/supervisors throughout the process of accepting and investigating complaints.
- k) Conduct an investigation where appropriate.
- l) Assists with the arrangements to contract an external investigator as appropriate.
- m) Ensure that these and related policies are reviewed regularly to ensure compliance with appropriate legislation.

### Investigation Team

- a) They are delegated to lead the investigation in an unbiased manner.
- b) Assigns one member to be the interviewer and the other to be the scribe.
- c) Provides a report of its findings to the CAO or designate, in writing if requested.

### Workers

- a) Comply with all policies and related procedures.
- b) Participate in the investigation process.
- c) Seek support from available resources when confronted with workplace violence, workplace harassment, or workplace discrimination.

## **Reporting**

A worker shall report their complaint in writing to their immediate Supervisor as soon as is reasonably possible.

If the worker does not have a Supervisor or if the Supervisor is the alleged perpetrator of the incident, the worker can report the incident to the Chief Administrative Officer.

If the Chief Administrative Officer and the Immediate Department Manager are the alleged perpetrators, the worker can report the incident to any two (2) Department Managers.

Prior to receiving the complaint (where possible), the Manager or Chief Administrative Officer must use and explain the C.A.R.E. method for receiving the complaint:

**C-Confidentiality:** outline the commitment to confidentiality - that the Township of Rideau Lakes will not disclose a complainant's or respondent's name, or any circumstances related to a complaint, to anyone, except as necessary to investigate the complaint or take disciplinary action related to the complaint, or as required by law. All parties must sign a Confidentiality Statement.

**A- Accountability:** once management has knowledge of the complaint, it will have a responsibility to respond to a complaint.

**R- Retaliation/Reprisals:** remind the Worker that reprisals and retaliation for good faith complaints are prohibited.

**E- Expectations:** explain the process to the worker and also clarify who the worker has talked to and when.

If the worker is willing to continue after C.A.R.E. has been explained, the Manager/Chief Administrative Officer may accept the complaint in writing.

The Chief Administrative Officer, in consultation with the Manager where appropriate shall determine who will conduct the investigation, which may include:

- a) The Chief Administrative Officer or their designate
- b) An Investigation Team
- c) An external investigator

Where the Chief Administrative Officer is the respondent to the complaint, the Clerk shall decide who will conduct the investigation.

## **Notification**

The Chief Administrative Officer or their designate will coordinate the preparation and delivery of a letter advising the respondent that a complaint has been lodged against them and what is expected of them during the investigation.

The Chief Administrative Officer or their designate will coordinate the preparation of a letter to any witness(es) that the investigator wishes to interview, explaining that a complaint has been lodged and they have been named as a witness and what is expected of them during the investigation.

The Chief Administrative Officer or their designate will coordinate the preparation of a letter to the complainant acknowledging receipt of the complaint and the investigation steps that will be taken.

### **Assessing the Complaint**

The investigator or Investigation Team will:

- a) assess the complaint in an unbiased manner.
- b) identify the nature of the complaint and issues as presented.
- c) review all applicable policies and the legislation, if necessary, to ensure a full understanding of the framework within which the complaint is considered

### **Evidence**

The investigator or Investigation Team will:

- a) collect the documents that are reasonably necessary in order to further review and understand the allegations of the complainant (e.g. documentation, photos, sketches, policies and procedures, emails, visitor logs, phone records, equipment, assignment sheets, regulations, legislation, swipe cards, GPS records etc.).
- b) review any and all documentation that may be available.

The investigator or Investigation Team will:

- a) interview the complainant first - to establish the facts of the complaint and to gather more information.
- b) interview any witness(es) after the complainant that are reasonably necessary to interview to establish the facts provided by the complainant.
- c) interview the respondent last, providing him/her with a full opportunity to respond to the complaint.

The investigator or Investigation Team will evaluate all the evidence that has been gathered during the course of the investigation and make a determination as to the validity of the complaint with due consideration to the applicable Township policies and relevant legislation.

### **Report**

The Investigator or Investigation Team will report to the Manager and Chief Administrative Officer detailing the investigation undertaken including any recommendations for action, and provide a written report, if requested.

### **Outcome and Response**

The complainant and respondent shall be notified of the results of the investigation.

Where there is a finding that a complaint of workplace harassment is valid, the complainant and respondent will be notified of corrective action that has been taken or will be taken as a result of the investigation, though the full details of the corrective action may not be disclosed to the complainant.

Where the complaint relates to workplace violence or workplace discrimination, the complainant will only be notified of any corrective action that has been taken or will be taken where it is reasonably necessary to protect the worker from physical injury or where required by law.

Any disciplinary action taken by the Township of Rideau Lakes shall be comply with the Township of Rideau Lakes Discipline Policy, HR-300-01.

**Confidentiality**

The Township of Rideau Lakes will not disclose the names of any person involved with a complaint, or any circumstances related to a complaint, except as necessary to investigate the complaint or take disciplinary action related to the complaint, or as required by law. All persons involved with an investigation can be expected to complete confidentiality statements when deemed necessary (copy appended). Management involved with a complaint is reminded to keep all information confidential, except in the above circumstances. Any breach of confidentiality will be sanctioned up to and including dismissal.

**Human Resources – Investigation Procedure Appendix A (HR-600-04)**

**CONFIDENTIALITY STATEMENT**

Confidentiality as defined under the Investigation Procedure - HR-600-04 will be maintained ensuring that information is accessible only to those authorized to have access.

In order to preserve the integrity of this investigation regarding \_\_\_\_\_ all parties are requested to sign this statement ensuring that confidentiality will be strictly maintained. This process and any information shared (verbally or in writing) is to be kept confidential and not to be discussed during or after the process with anyone including co-workers or any other persons on staff, with the exception of Human Resources, legal counsel, or the police.

Any breach of confidentiality will result in serious consequences up to and including dismissal.

Moreover, any act of retaliation as a result of this process will be taken seriously and acted upon by the organization with discipline up to and including dismissal.

In addition to maintaining confidentiality, there is an expectation that all statements made either verbally or in writing during this process will be true and accurate.

Signed on: \_\_\_\_\_ (Date)

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Print Name (Witness): \_\_\_\_\_ Signature: \_\_\_\_\_

## **Human Resources – Management of Substance Abuse (HR-600-05)**

### **Policy**

The Township of Rideau Lakes is committed to providing a safe workplace for its Employees, its clients, residents, and the public. Equally important to the Township is the promotion of Employee health and well-being. The use of drugs (both legal and illegal, as explained below) and alcohol, both on and off the job, can jeopardize Employee health, safety and well-being as well as adversely affect job performance.

The Township has adopted the following policy to establish and maintain a safe workplace and a healthy and efficient workforce free from the effects of drug and alcohol use.

### **Objective**

The intent of this policy is to:

- a) establish and maintain a workplace which is free of the negative effects of drug and/or alcohol use.
- b) clarify the respective responsibilities of the Township and its Employees to ensure a workplace which is free of the negative effects of drug and/or alcohol use.
- c) implement appropriate corrective disciplinary action up to and including dismissal where Employees violate this policy.
- d) identify, assist and, where appropriate, accommodate Employees who are identified as having a drug and/or alcohol related disability.

### **Procedure**

The use, sale, distribution or possession of alcohol and/or illegal drugs while on the job or at the workplace is cause for dismissal.

Reporting for work while under the influence of alcohol, cannabis and/or illegal drugs may lead to discipline up to and including dismissal. The Employee will not be allowed to work their shift and will be sent home at once.

An Employee is not to be at work when their judgment is impaired, or their behaviour is inappropriate due to the use of over the counter or legally prescribed drugs. If an Employee is undergoing prescribed medical treatment with drugs, which are likely to impair their performance, they should promptly report this treatment to their immediate supervisor. Failure to report may lead to discipline up to and including dismissal.

Being unfit for scheduled work due to the use or after-effects of illegal drugs, alcohol or cannabis may lead to discipline up to and including dismissal.

Employees returning to work after seeking treatment for drug and/or alcohol dependency may be subject to conditions of reinstatement including regular attendance at work, satisfactory work performance or any other conditions deemed appropriate by the Township.

### **Human Rights Considerations**

In dealing with violations of this policy, the Township will differentiate between behaviour dependency and behaviour that is not.

If a violation of this policy occurs because an Employee suffers from a disability - including alcohol

and/or drug dependency- the Township's response will be directed at the goal of rehabilitation. Accommodation pursuant to the *Ontario Human Rights Code* will be offered, where appropriate.

It is the Employee's obligation to advise the Township that they suffer from alcohol and/or drug dependency as soon as possible and to provide appropriate medical proof of their condition. The Employee also has a duty to cooperate with rehabilitation offered by the Township.

If rehabilitation is not achieved, termination of employment may result, however, each case will be assessed on its individual merits.

#### Employee Assistance

The Township encourages any Employee with a drug and/or alcohol problem to contact their Supervisor for assistance.

Employees may also directly contact the Township's Employee and Family Assistance Program (ESP) provider at 1-888-707-2115, ATS 1-866-433-3305 for quick, professional, confidential help.

#### Confidentiality

All actions taken and Employee information obtained pursuant to this policy will be confidential and disclosed only on a "need to know" basis.



## **Human Resources – Workplace Accommodation (HR-600-06)**

### **Policy**

The Township of Rideau Lakes is dedicated to providing affordable and high-quality services to the public and residents we serve and the operations we manage. Healthy and work-ready Employees assure the Township's ability to meet and maintain this level of quality.

To facilitate return to work, the Township of Rideau Lakes engages in a cooperative discussion with the Employee, their Health Care Professional(s), the Insurance Carrier and/or the Workplace Safety and Insurance Board (WSIB) in order to determine the appropriate return to work plan and the availability of meaningful, purposeful work. The Township is also committed and complies with all applicable legislative Acts including but not limited to the tenets of the *Ontario Human Rights Code* (OHRC) and the duty to accommodate set out in the Act as well as the *Accessibility for Ontarians with Disabilities Act (AODA)*.

### **Objective**

To expedite the safe and effective return to work for Employees who have been absent for a period related to an occupational or non-occupational injury or illness.

To assist an Employee who requests accommodation.

### **Definitions**

#### Occupational Illness/Injury

Cases of illness, injury or medical conditions of both a physical and psychological nature incurred by an Employee in the performance of, or in connection with, his or her work.

#### Non-Occupational Illness/Injury

Cases of illness, injury or medical conditions of both a physical and psychological nature not incurred in the performance of, or in connection with his or her work.

#### Modified Work

Temporary work designed for Employees returning from an injury or illness. Generally, recovery takes up to twelve (12) weeks. Modified work is designed for Employees, who temporarily cannot fully perform the essential duties of their own positions, provided meaningful and purposeful work is available.

#### Work Hardening

Temporary work designed for Employees who have fully recovered from an injury or illness but require a short reconditioning period to prevent injury and build work stamina after a prolonged absence,

#### Accommodated Work

Permanent alterations to the duties or working conditions of the Employee to enable them to return to their pre-injury/illness position.

Employees who cannot fully perform the essential duties of their own position on a permanent basis or who have accessibility needs due to a disability will be accommodated provided:

- a) The accommodation needed does not necessitate the creation of a new position.
- b) The alteration of one position to meet the accommodation needs does not require additional

staffing for that position on a permanent basis.

c) The Employee can fulfill the bona fide requirements of the position.

### Health Care Professional

A member in good standing of one of the 26 regulatory colleges/licensing bodies in Ontario such as Physicians, Nurses, Practitioners, Surgeons, Physiotherapists, Chiropractors, Chiropractists, Psychiatrists, Midwives, etc.

### Supervisor

For this policy, the term "supervisor" refers to anyone in a supervisory role. This term would therefore include titles such as but not limited to supervisor, manager and CAO.

### **Procedure**

Upon receipt of notification and/or documentation supporting accommodation, Management will make every effort to expedite all return-to-work plans within five (5) business days. When additional or clarifying information is required and/or other extenuating circumstances arise, the commencement date may be delayed.

The Employer can request an Employee who is or has been absent due to illness/injury to be evaluated by a second, objective health care professional at the Employer's expense.

### Occupational Injury (WSIB)

An Employee should follow the procedures outlined in the Health and Safety Policy, Employee Occupational Illness/Injury Reporting when experiencing an occupational illness/injury.

The Supervisor will maintain regular contact with the ill/injured Employee during their leave period.

The Supervisor will initiate discussions of the return-to-work process and the modified work / accommodation program when appropriate.

When ready to return to work from an occupational illness/injury, accommodation may be provided where applicable as per the following procedures.

- In collaboration with Human Resources the Employee's Supervisor, will design an individualized modified work program to facilitate the early and safe return to work of the Employee. The Supervisor may utilize a standardized plan that has been designed for that position.
- The Employee will meet their Supervisor and Human Resources to review and discuss the return-to-work plan and schedule of shifts.
- The Employee is responsible for working within the identified functional abilities so as not to prolong recovery.
- The Employee will maintain regular contact (at least weekly) with the Supervisor to discuss progress and problem solve any obstacles or concerns. If any concerns exist about the appropriateness of assignments, the Employee will advise their Supervisor of their concern.
- As updated Functional Abilities Forms (FAF) are received, the supervisor and Human Resources will update the work assignment to reflect the changes.

- On occasion, a meeting of the workplace parties with a Return-to-Work (RTW) Specialist from WSIB may be scheduled to facilitate the return to full duties.
- Management shall determine the place and duration of an Employee's individualized RTW taking into consideration what is in the best interests of the work hardening process.

#### Non-Occupational Injury/Illness

When an Employee has incurred a non-occupational illness or injury, the Supervisor will maintain regular contact with the Employee during their leave period. Once the Employee is ready to return to work, either the Employee or the Employer may initiate a discussion concerning the need for modified work where applicable. The Employee is then responsible for submitting their request in writing to their Supervisor, along with a current FAF (completed by their Health Care Professional) outlining their precautions and prognosis.

\*All confidential medical information will be maintained according to the applicable privacy legislative requirements in secured health care files.

On receipt of this information, the Supervisor/Manager and Human Resources will meet to review the request. The Employer has the right to request an Independent Medical Examination (IME) by a health care professional of their choice in any case.

If the requirements can be met and there is sufficient meaningful and purposeful work available, the Employee, Supervisor/Manager and Human Resources will collaboratively design and review an individualized work plan and schedule. The use of an outside consultant or professional may be utilized if necessary.

If the requirements cannot be met, the Supervisor and Human Resources will meet with the Employee to advise on the reason for the decision.

The Employee will maintain regular contact throughout the modified work program with the Supervisor/Manager, the Health Care Professional, and the Insurance Carrier (if applicable).

The plan will be amended each time there is a change in the FAF. Employees participating in modified work are expected to be reassessed by a Health Care Professional at least every two weeks.

The Employee is responsible for working within the identified functional abilities so as not to prolong recovery.

Whenever possible, the Employer will try to place Employees on modified work in their own position. However, as this is not always possible, the Employer reserves the right to place the Employee in another position according to their abilities and limitations and the requirements of the job assignment.

## Human Resources – Accommodating Persons with Disabilities (HR-600-07)

### Policy

Under the Ontario Human Rights Code, Employers must accommodate the needs of Employees with disabilities to the point of undue hardship. Under the Accessible Employment Standard of the *Accessibility for Ontarians with Disabilities Act* Employers must provide for accessibility across all stages of the employment life cycle.

The Township of Rideau Lakes (the Township) is committed to being an inclusive workplace. To do this we are committed to ensuring that reasonable employment accommodations are provided up to the point of undue hardship to current and potential Employees with disabilities. The Township's commitment extends to all employment activities including recruitment, assessment, selection, orientation, working conditions, performance management, career development and advancement and redeployment.

Employment accommodations are assessed and delivered on an individual basis for people with disabilities who make their needs known. Each situation must be considered individually to assess appropriate accommodation. Requests for employment accommodation will be dealt with quickly and effectively to ensure Employees can fully participate in all aspects of the employment cycle.

Individuals with disabilities will be accommodated in ways that respect their dignity, independence, integration, equality of opportunity and right to privacy in the workplace. All information relating to specific requests for accommodation will be treated as confidential and will only be used for the purpose of meeting accommodation requirements.

### Objective

To assist an Employee who requests accommodation.

### Definitions

Disability shall mean the same as the definition of disability found in the Ontario Human Rights Code:

- a. Any degree of physical disability, infirmity, malformation or disfigurement, that is caused by bodily injury, birth defect or illness and without limiting the generality of the foregoing, including diabetes mellitus, epilepsy, and degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or on a wheelchair or other remedial appliance or device,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

### Accommodations

Accommodation is the duty owed by the Township to an Employee or potential Employee not to discriminate against them. The aim of an accommodation is to remove barriers and ensure equality up to the point of undue hardship.

Recruitment accommodation is an adaptation or adjustment in the recruitment and selection process with the goal of enabling persons with disabilities to compete on an equal basis with other candidates (see Recruitment Policy HR-200-03 and/or below).

Employment accommodation is an adaptation or adjustment with the goal of enabling persons with disabilities to perform the essential duties of a position.

Accommodation will vary depending on the person's unique needs. Examples of accommodation include but are not limited to:

#### Information and Communication Supports

Information and communications support includes electronic formats, large print, braille, captioning, audio formats, and assistive listening systems.

#### Human Support

Human support refers to personnel provided to assist in accommodation. Examples include attendants, sign language, oral interpreters, and readers.

#### Technical Aids and Devices

Technical aids and devices can include environmental control units (for example, remote control to open/close doors, operate lights), grips, braille computer printers, optical character recognition systems, keyboard adaptations and the training and technical support required to use technical aids and devices.

#### Position Redesign

Position redesign refers to the modification of duties and/or the hours of work.

#### Employment Policy and Practice Modifications

Employment policy and practice modification refers to the practice of waiving or modifying a particular working condition to provide accommodation, for example by providing flexible hours.

#### Workplace Modifications

Workplace modifications refer to physical or technological alterations of the workplace, and can include specialized or adjustable furniture, modified lighting, handrails, door access and retrofitted facilities.

#### Essential Duties

The essential duties of a position are those duties necessary to achieve the overall objective of the position. To determine the essential duties of a position, consideration should be given to:

- how often each duty is undertaken.
- proportion of time spent on each duty.
- impact of removing a duty.
- job description of current position.
- normal productivity expected in the position.

#### Undue hardship

The term undue hardship is as interpreted by the Ontario Human Rights Commission. The three considerations in assessing whether accommodation would cause undue hardship are cost, outside sources of funding, and health and safety requirements.

#### **Procedure**

### Recruitment Accommodations

The Township is committed to proactively removing barriers in the recruitment and selection process. The Township will notify potential applicants that accommodation is available up to the point of undue hardship in relation to the materials or processes used during the recruitment process, including assessment and selection. (Refer to HR Policy 200-03- Recruitment).

When an applicant makes a request for accommodation, Human Resources will be responsible for consulting the individual to identify what he or she will need to be able to allow him or her to compete on an equal basis with other candidates (see Attachment #1 - Recruitment Related Accommodation Request Form). Applicants must identify their needs up front and provide timely information about how their situation may affect their abilities to perform in an interview or test to receive recruitment accommodation. The Human Resources department will obtain as much information on the person's needs as necessary to provide reasonable accommodation in the recruitment process to the point of undue hardship.

Any recruitment accommodation provided will not change the nature of the qualification the Township is assessing or the level at which it is assessed. Recruitment accommodation will be designed to allow for equitable assessment of candidates with accommodation needs without placing them at an advantage or disadvantage when comparing them to other candidates.

### Employment Accommodations

The Township will notify successful applicants as well as current Employees that employment accommodations, up to the point of undue hardship, are available upon request as well as provide information about how an Employee can request an accommodation, whom to contact to request one and the process itself.

### Temporary Employment Accommodations

Temporary employment accommodation is managed through the Township's Workplace Accommodation Policy (HR-600-06).

### Long Term Employment Accommodations

When an Employee's disability causes workplace limitations which are longer in duration or are expected to be permanent or when it becomes apparent through the Return to Work after Absence Due to Medical Reasons and Temporary Modified Work program that a return to full, regular duties is not expected, the following process will be followed:

#### **Step 1. Recognizing the Need for Accommodation**

The need for long-term employment accommodation can be identified in a number of ways.

In some cases, Employees with disabilities will tell their Supervisor, Manager or the Human Resources that they have a disability that requires accommodation. In this case, Employees should be directed to submit their request in writing to Human Resources (see Appendix A -Employment Accommodation Request Form) however, if not in writing, all forms of requests for accommodations must still be addressed.

There may be other times where a Supervisor or Manager may initiate a dialogue to offer assistance and accommodation to an Employee. Should a Supervisor or Manager notice that an Employee could be helped by accommodation, the Manager should discuss the availability of accommodation measures with the Employee.

The need for a long-term accommodation may also be identified through the Return to Work After Absence Due to Medical Reasons and Temporary Modified Work Program when it is deemed that a return to full, regular duties is not expected.

## **Step 2. Gather Relevant Information and Assess Needs**

The accommodation process is a collaborative one. The Employee requesting the accommodation is an active participant and must be involved in the development of their accommodation plan as they provide important input about what might be most effective and appropriate.

Once a request for accommodation is received, Human Resources will meet with the individual to explain the process, discuss privacy and obtain any relevant information such as medical information or releases. During this step, an Employee will be asked to provide medical information to Human Resources (if it has not been provided already through the Return-to-Work Temporary Modified Work program), at the Employer's expense, which will help determine the appropriate accommodation measures. This may involve, for example, an attending physician's report and/or a functional abilities evaluation. Individual's health and disability-related information will be treated with the utmost confidentiality.

Based on the details of the relevant abilities and restrictions, Human Resources will consult with the individual, their Manager and where appropriate the CAO on accommodation requirements then explore the various options to determine which accommodation will best address the Employee's needs. This may involve some experimentation, partial implementation and additional training. In determining the accommodation, the following factors will be taken into consideration:

- The modification of the work or the workplace for the Employee to the extent that the accommodation does not cause the Township undue hardship.
- Respect for the health and safety of the Employee and their coworkers.
- The impact on coworkers and overall staff morale.

All the information gathering and needs assessment meetings, exploration of options including experimentation, partial implementation and training must be documented. If accommodation is denied, the Accessibility Coordinator will inform the Employee of the reason for denial.

## **Step 3. Write a Formal, Individual Accommodation Plan**

Once the individual, their Manager and the CAO have agreed on the most appropriate accommodation, the details must be written down formally. The written accommodation plan must be provided to the Employee in a format that considers their accessibility needs. The individual accommodation plan must include:

- Any information regarding accessible formats or communication supports.
- Individualized workplace and emergency response information, if necessary.
- Any other accommodation that is to be provided.

## **Step 4. Implement, Monitor and Review the Individual Accommodation Plan**

Once acceptable accommodation has been found, the Township will implement it as soon as possible. Then the Employee and their manager must monitor the situation to confirm that the accommodation is successful.

The individual accommodation plan must be reviewed formally and updated with the Employee, their Manager and CAO on a predetermined schedule (typically once every 12 months). This allows all parties to ensure the accommodation is still meeting the needs of the Employee and the Township

effectively.

The individual accommodation plan must also be reviewed if the Employee changes their work location or position within the organization as well as anytime the nature of the Employee's disability changes. If the accommodation is no longer appropriate, the Employee, their Manager and the CAO must work together to gather updated information and reassess the Employee's needs in order to find the best accommodation measure (see Step 2).

While being provided a long-term accommodation, Employees are expected to provide updated medical documentation substantiating their continued need for accommodation upon request, or whenever there is a change in their medical condition, which may alter the nature or extent of workplace accommodation required.

### **Legal Obligation and Limits**

The Township is committed to fully exploring accommodation within the Employee's own job. Accommodation outside of the Employee's position may be considered; for example, when the Employee cannot perform the essential duties of the position and accommodation in the current position would create undue hardship. However, this does not mean that a new job must be created for an Employee, nor does the application of this policy constitute a guarantee to continued employment. The Township is not obligated to accept substandard or less than competent performance from an Employee or potential Employee once they have been accommodated.

### **Performance Management, Career Development/Advancement, Redeployment**

The accessibility needs of Employees with disabilities, as well as individual accommodation plans, will be considered when providing performance management (refer to Policy HR-500-03 - Performance Management Program), career development and advancement or redeploying Employees with disabilities.

### **Return to Work Process**

For all other accommodation requirements, including the process for Employees who are absent from work due to disability and require accommodation in order to return, please refer to Policy HR-600-08 - Workplace Accommodation.



**Human Resources – Accommodating Persons with Disabilities Appendix A (HR-600-07)**

**Township of Rideau Lake  
Recruitment Related Accommodation Request Form**

Please use this form to document the request for accommodation in the recruitment and assessment process. Further information can be found in the Employment Accommodation for Disabilities Policy HR-600-07

Note: All information is kept confidential except where necessary to arrange the accommodation

Name of requester: \_\_\_\_\_

Position: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Preferred method of contact: \_\_\_\_\_

Accommodation needed for: \_\_\_\_\_

Please identify the specific accommodation(s) you are requesting to enable you to participate fully: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Request received by: \_\_\_\_\_

Date Requested: \_\_\_\_\_

Details of accommodation(s) provided:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Human Resources – Accommodating Persons with Disabilities Appendix B (HR-600-07)**

**Township of Rideau Lakes**

**Employment Accommodation Request Form**

Please use this form to request employment accommodation. Further information can be found in the Accommodating Disabilities Policy HR-600-07

Section A – Request for Accommodation

Please complete the top section of the form and forward it to Human Resources

Note: All information is kept confidential except where necessary to arrange the accommodation

Name of requester: \_\_\_\_\_

Position: \_\_\_\_\_

Department: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Preferred method of contact: \_\_\_\_\_

Please identify the specific accommodation(s) you are requesting:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Section B – For Accessibility Coordination use only.**

Date received:

First information gathering meeting scheduled for: \_\_\_\_\_

## **Human Resources - Medical Cannabis Policy (HR-600-08)**

### **Policy**

The Employees of the Corporation of the Township of Rideau Lakes are our most valuable resources, and for that reason their health and safety is of paramount concern. Medical cannabis will be treated the same as all other regularly prescribed medication. The Corporation of the Township of Rideau Lakes has the same expectations from Employees who use medical cannabis as those who use all other types of medication and will accommodate individuals up to the point of undue hardship.

### **Scope**

This Policy applies to all Municipal Employees of the Corporation of the Township of Rideau Lakes.

### **Authority**

The Chief Administrative Officer (CAO)/Human Resources is responsible for the monitoring and administration of this Policy.

### **Procedure**

Employees may only use medical cannabis with appropriate documentation in their names from a qualified health care practitioner as define by the *Access to Cannabis for Medical Purposes Regulations*.

If an Employee must use medical cannabis while at work and requires accommodation to do so, they must inform human resources. An Employee does not have to disclose their specific medical diagnosis; however, they must provide a note from their doctor and a copy of the appropriate documentation if accommodation is required.

All information provided regarding medical cannabis use is considered confidential and will be treated as such, keeping the privacy of an Employee as a top concern second only to safety.

Employees who have a medical condition which requires additional accommodation can discuss their cannabis use schedule in the context of the general Workplace Accommodation Policy (HR-600-06) with Corporation of the Township of Rideau Lakes and their qualified health care practitioner.

Employees may be required to work with the company's service provider, who will provide direction and support for the use of medical cannabis.

The Corporation of the Township of Rideau Lakes will work with the individual who requests accommodation to ensure that the measures taken are both effective and mutually agreeable.

### **Use of Medical Cannabis While at Work**

1. If an Employee takes medical cannabis during regular working hours, they shall do so only at the recommended dosage and frequency of the doses.
2. The Corporation of the Township of Rideau Lakes asks that where possible Employees who require medical cannabis use a method of consumption other than smoking.
3. Employees who choose to smoke medical cannabis must abide by all provincial (and municipal, where applicable) smoking regulations.
4. Employees who choose to smoke medical cannabis are not permitted to smoke in the presence of other Employees.
5. The Corporation of the Township of Rideau Lakes will determine an appropriate smoking area for

the Employee, with the goal of maintaining the confidentiality of the Employee's medical situation.

## **Expectations**

### Management must:

1. Treat Employees who use medical cannabis the same as all other Employees using prescription medication.
2. Provide accommodation up to the point of undue hardship.
3. Be aware of the effects of cannabis use and ensure Employees are not placed in any safety-sensitive situations.
4. Assess the effects of the use of cannabis on the job performance of the Employee.
5. Ensure that the use of medical cannabis does not adversely affect the safety of the Employee or their co-workers.
6. Ensure that any Employee who asks for help due to a drug or alcohol dependency is provided with the appropriate support (including accommodation) and is not disciplined for doing so.
7. Respond to any Employee queries regarding the use of medical cannabis, while always maintaining the privacy of an Employee's specific situation.

### Employees must:

1. Work with the Corporation of the Township of Rideau Lakes to develop accommodation plans that are mutually agreeable.
  2. Follow the agreed-upon accommodation plan and the guidelines of this policy.
  3. Never share their medication with any other Employee, even those who may have a similar prescription.
  4. Maintain ongoing communication with management regarding the effects of cannabis on their ability to perform their job duties.
  5. Never participate in activities which could cause a safety risk, such as driving while under the influence of cannabis.
- 

## **Acknowledgement and Agreement**

I, \_\_\_\_\_(Employee Name), acknowledge that I have read and understand the Medical Cannabis Policy of the Corporation of the Township of Rideau Lakes, and I agree to adhere to this Policy in its entirety and will ensure that Employees working under my direction adhere to this Policy. I understand that if I violate the rules set forth in this Policy, I may face disciplinary action up to and including termination of employment.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness Signature: \_\_\_\_\_

Witness Name (print) \_\_\_\_\_

**Medical Cannabis Accommodation Form**

Note to physician: This form will be used only to address and outline an individual's restrictions while using cannabis for medical purposes.

The information shared on this form will be kept private and confidential.  
Please do not provide a diagnosis or any other related medical information.

Employee name: \_\_\_\_\_

I have reviewed this form and give you permission to supply the Corporation of the Township of Rideau Lakes with information related to my prescription here.

Employee signature: \_\_\_\_\_

Date: \_\_\_\_\_

Medical Assessment – to be completed by Physician.

Based upon my diagnosis, this individual has been prescribed the use of medical cannabis to alleviate one or more of their symptoms. The use of the prescribed Medication is required.

Job duty restrictions or limitations while using required medical cannabis:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_

Signature of Physician: \_\_\_\_\_

Date: \_\_\_\_\_

Name of Physician: \_\_\_\_\_

(Please Print)

Medical office stamp

\*\*Please return this completed and signed form by email to [payroll@rideaulakes.ca](mailto:payroll@rideaulakes.ca) or by mail to 1439 County Rd 8, Delta, ON K0E 1G0, Attention CAO\*\*

## **Human Resources – Recreational Cannabis Policy (HR-600-09)**

### **Purpose**

The Employees of the Corporation of the Township of Rideau Lakes are our most valuable resources, and for that reason their health and safety is of paramount concern. Cannabis will be treated the same as all other recreational substances. The Corporation of the Township of Rideau Lakes has adopted this policy to communicate its expectations and guidelines surrounding cannabis use, misuse, and abuse.

### **Scope**

This Policy applies to all Municipal Employees of the Corporation of the Township of Rideau Lakes.

### **Authority**

The Chief Administrative Officer (CAO)/Human Resources is responsible for the monitoring and administration of this Policy.

### **Policy**

Employees under the influence of drugs or alcohol on the job can pose serious health and safety risks both to themselves and their fellow Employees. To help ensure a safe and healthy workplace, and subject to very narrow exceptions, the Corporation of the Township of Rideau Lakes reserves the right to prohibit certain items and substances from being brought on to or being present on company premises.

### **Expectations**

The following expectations apply to Employees and management alike while conducting work on behalf of the company, whether on or off company property:

- Employees are expected to arrive at work fit for duty and able to perform their duties safely and to standard.
- Employees must remain fit for duty for the duration of their shift.
- Use, possession, distribution, or sale of drugs or alcohol during work hours, including during paid and unpaid breaks, is strictly prohibited.
- Employees are prohibited from reporting to work while under the influence of recreational cannabis and any other non-prescribed substances.
- Employees on medically approved medication must communicate to management any potential risk, limitation, or restriction requiring modification of duties or temporary reassignment.
- Employees are expected to abide by all governing legislation pertaining to the possession and use of cannabis.

### **Roles and Responsibilities**

The Corporation of the Township of Rideau Lakes will clearly communicate all expectations surrounding cannabis use, misuse, and abuse. To help enforce this policy, management and Employees are expected to adhere to the following:

#### **Management will:**

1. Identify any situations that may cause concern regarding the ability of an Employee to safely perform their job functions.
2. Ensure that any Employee who asks for help due to a drug or alcohol dependency is provided with the appropriate support (including accommodation) and is not disciplined for doing so; and Maintain confidentiality and Employee privacy.

Employees must:

1. Arrive at work fit for duty and remain fit for duty throughout their shift.
2. Perform work safely in accordance with company-established safe work practices.
3. Avoid the consumption, possession, sale, or distribution of cannabis, other drugs, or alcohol on company property, and during working hours even if off company property.
3. When off duty, refuse a request to come into work if unfit for duty.
4. Report limitations and required modifications as a result of medically approved cannabis use.
5. Report unfit co-workers to management.
6. Seek advice or appropriate treatment, where required.
7. Communicate dependency or emerging dependency.
7. Follow the after-care program, where established; and
8. Abide by all governing legislation pertaining to the possession and use of cannabis.

**Medical Cannabis**

Where an Employee uses medical cannabis, it is expected they will provide a copy of their medical documentation to use cannabis to the Corporation of the Township of Rideau Lakes and abide by the Corporation of the Township of Rideau Lakes Workplace Accommodation Policy.

**Disciplinary Action**

Employees found in violation of this policy may be subject to disciplinary action up to and including termination of employment. Where applicable, the Corporation of the Township of Rideau Lakes may also take legal action in accordance with the law.

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**Acknowledgement and Agreement**

I, \_\_\_\_\_ (Employee name) acknowledge that I have read and understand the Recreational Cannabis Policy of the Corporation of the Township of Rideau Lakes. I agree to adhere to this Policy and will ensure that Employees working under my direction adhere to this policy. I understand that if I violate the rules set forth by this policy, I may face disciplinary action up to and including termination of employment.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness Name: \_\_\_\_\_

Witness Signature: \_\_\_\_\_

## **Human Resources – Terms and Conditions of Employment – General (HR-700-01)**

### **Policy Statement**

The policies contained in the Terms of Employment policies establish the conditions of employment and benefits for all permanent Employees of the Corporation of the Township of Rideau Lakes not covered by temporary or student agreement or an individual employment contract.

Where benefits are negotiated either through an individual employment contract, temporary or student agreement, the conditions of that individual employment contract or temporary or student agreement shall apply.

The Corporation maintains the right to manage and direct all operations of the Corporation to maintain order, discipline and efficiency of the operations. The Corporation shall exercise these rights in a fair and reasonable manner.

The Terms & Conditions of Employment will remain in effect unless changed by Council through a By-Law and supersede previous versions.

### **Conditions of Employment**

#### **Objective**

To outline employment conditions governing the Township of Rideau Lakes Employees.

#### **Procedure**

The terms and conditions of employment outline specific employment conditions for this group of Employees. Employees are still subject to and expected to comply as a condition of their employment with all Human Resources, Corporate, Departmental, Position specific policies and procedures and applicable legislation.

#### **Corporate Representation**

Employees will be provided with a name tag that clearly identifies them as an Employee of the Township of Rideau Lakes, with their name and their position. Employees are required to wear this when they are representing the Township with external clients, at an external meeting, conference or function.



## **Human Resources - Categories of Employees (HR-700-02)**

### **Policy**

The Township of Rideau Lakes hereby adopts the following categories of employment.

### **Objective**

To define employment categories for Employees.

### **Procedure**

#### Probationary

An Employee who has not yet completed three (3) consecutive months of employment with the Township, and whose continued employment is subject to satisfactory performance during the three (3) probationary period.

A probationary Employee may be dismissed for any reason at any time during this three (3) month probationary period, or at the end of the period, without notice or pay in lieu of notice except in accordance with the *Employment Standards Act, 2000*, if applicable.

#### Permanent Full-Time

An Employee employed on a continuous full-time basis and regularly scheduled to work thirty-five (35) hours or forty (40) hours per week over five (5) days as defined in the employment contract. These Employees are entitled to staff benefits.

#### Permanent Part-Time

An Employee who is regularly scheduled to work an average of less than 35 hours per week on a continuing basis. These Employees are only eligible for benefits (standard deductions) as specified by legislation, i.e., *Employment Standards Act*.

#### Regular Part-Time

An Employee who is engaged to work scheduled shifts and may be "called in" to cover unscheduled, unforeseen or intermittent work. These Employees are only eligible for benefits (standard deductions) as specified by legislation, i.e., *Employment Standards Act*.

#### Casual

An Employee hired to cover unscheduled, unforeseen or intermittent work. These Employees are only eligible for benefits (standard deductions) as specified by legislation i.e., *Employment Standards Act*.

#### Student

An Employee who is registered and attends an educational institution on a full-time basis and is employed for the school vacation periods only. These Employees are only eligible for benefits (standard deductions) as specified by legislation i.e., *Employment Standards Act*.

#### Seasonal

An Employee who is hired for a temporary period to assist with duties of a periodic nature. These Employees are only eligible for benefits (standard deductions) as specified by legislation i.e. *Employment Standards Act*.

#### Contract

An Employee who is hired under a letter of agreement or formal employment contract to carry out special projects or duties for a specified period. These Employees are only eligible for benefits as specified in the applicable employment contract and as specified by legislation i.e., *Employment Standards Act*.

## Human Resources – Vacation (HR-700-03)

### Policy

The Township shall provide annual vacation to all eligible Employees.

### Objective

To provide a period of vacation in recognition of the need of Employees for rest and relaxation, to encourage continued employment and reward continuous service.

### Procedure

Vacation entitlement for Employees shall be as follows:

Full-time Employees shall earn an annual vacation with pay based on their years of service, calculated as of January 1 of each year, in accordance with the following schedule:

Employment Period (in year employment completed)	Entitlement
Hire date and each year thereafter	10 Days
3 years and each year thereafter	15 Days
10 years and each year thereafter	20 Days
20 years and each year thereafter	25 Days

All vacation entitlement will be provided to the Employee on January 1st of each year. In the event the Employee leaves the employment of the Township their vacation entitlement will be pro-rated based on actual service in that year. If the Employee has taken vacation time they have not earned, the value of any unearned time will be repaid to the Township at the time of final financial settlement. The Employee will have the owing amount deducted from any outstanding payments. If the Employee is owed vacation time after it has been pro-rated, it will be paid out at the time of final financial settlement.

Employees shall be entitled to their vacation in an unbroken period, wherever possible. In meeting the overall staffing needs of the organization and to ensure all Employees have an opportunity to take their vacation, the duration of vacations shall be kept to a maximum of two (2) weeks at a time consecutively. Under special circumstances and considering operational needs an Employee may request an additional week(s) be taken upon approval of the Department Manager and CAO.

Requests for Vacation Leave will normally be made at least two (2) weeks prior to the proposed leave period. Vacation requests will be reviewed to ensure sufficient staff levels are maintained and will be arranged to the satisfaction of the Supervisor/Manager and the CAO.

Time off entitlements will continue to accumulate during a leave in accordance with the *Employment Standards Act*.

Employees at the Management level will be compensated with an additional five (5) days of vacation in lieu of overtime. These positions include:

CAO
Manager of Development Services
Treasure / Manager of Finance
Manager of Administrative & Community Services (Clerk)
Manager of Parks and Facilities
Fire Chief
Manager of Roads and Drainage
Deputy Treasurer

Vacation Entitlement in Offers of Employment

A starting vacation entitlement or a schedule of increments in vacation entitlements that varies from the vacation entitlement policy may be negotiated with a candidate for a position where:

- a. The candidate's experience is substantial and directly related to the position sought.
- b. The entitlement negotiated does not exceed the vacation which the candidate would have earned had all his or her previous experience been in the employ of the Township.
- c. The approval of the Chief Administrative Officer or designate has been obtained.

In such circumstances, a determination regarding the Employee's future vacation entitlement shall be determined by the CAO.

Vacation pay shall be at the rate effective immediately prior to the vacation period.

Part-time Employees shall be paid vacation pay in accordance with the *Employment Standards Act*.

Vacation Carryover

Earned annual vacation entitlements must be taken in the calendar year and cannot be accumulated or carried over from year to year. However, it is recognized that there may be certain circumstances where Employees are unable to take their full vacation entitlement during the calendar year.

Up to two (2) weeks of vacation entitlement may be carried over into the next year only with the written approval of the CAO, when circumstances beyond the control of the Employee warrant such consideration subject to the leave being used by June 1 of the carry-forward year. Circumstances noted may include but are not limited to:

- situations where operational needs require deferral of vacation.
- illness or injury.
- a very special vacation plan where an individual's choice is limited.

Any vacation entitlement remaining above the two (2) weeks carryover will be paid out at the end of the year.

In considering such requests the Department Manager shall first consider any banked overtime that is also outstanding so that the combined effect if carried over will not place an unmanageable burden on the following years vacation program. The Department Manager shall consider the number of Employees making similar requests and ensure that the number is kept to a minimum to ensure effective operations.

The Department Manager will keep the CAO apprised of the status of the total department vacation carryover and banked overtime, with a clear plan of how these will be accommodated and used by

the end of the carryover year.

Circumstances which cannot be resolved by the above may be brought to Council by the CAO for consideration.

All Employees should try to use their vacation entitlement in the year it is provided.

## Human Resources – Statutory / Paid Holidays (HR-700-04)

### Policy

Full time Employees of the Township of Rideau Lakes are entitled to a designated number of paid holidays each calendar year.

### Objective

To ensure compliance with legislation.

### Procedure

Full-Time Employees shall be entitled to the following paid holidays:

New Year's Day	Thanksgiving Day
Family Day	Remembrance Day
Good Friday	Christmas Day
Easter Monday	Boxing Day
Victoria Day	The last one half (1/2) of the day on the last working day before Christmas Day
Canada Day	The last one half (1/2) of the day on the last working day before New Year's Day
Civic Holiday First Monday of August	One Staff Appreciation Day to be taken at the employees discretion
Labour Day	

When any of the above holidays falls on a Saturday or Sunday, the CAO shall declare either the preceding Friday or the following Monday as the holiday.

An Employee who qualifies to receive pay for any holiday will not be entitled, in the event of illness or injury, to receive short-term disability benefits in addition to holiday pay in respect to the same day.

An Employee who agrees to work on one of the above noted holidays will be entitled to be paid at the straight time for hour worked and receive their stat pay for the day. The Employee must work their regularly scheduled day before and after the Statutory Holiday in order to receive statutory pay for the holiday.

All other categories of employment will be entitled to statutory holiday pay as defined in the Employment Standards Act.

## Human Resources – Bereavement Leave (HR-700-05)

### Policy

The Township shall grant a leave of absence without loss of pay in case of a death in the Employee's family in accordance with this Policy.

### Objective

To provide Employees the opportunity to grieve.

### Procedure

#### Full-Time Employees

Bereavement leaves without loss of pay, benefits or seniority will be granted to full-time Employees upon request in accordance with the following entitlement:

In case of the death of the following family member the Employee will be provided up to a maximum of five (3) working days, including the day of the funeral.

Employee's spouse (including common-law & same sex)	Mother Stepmother Mother-in-Law	Father Stepfather Father-in-Law
Child (biological, adopted, step- child or foster child)	Grandparent Spouse's Grandparent	Grandchild
Brother Stepbrother	Sister Stepsister	Alternate family member that needs care
Daughter / Son in Law		

- a) One (1) paid Bereavement Day can be granted to an Employee in the event of the death of an Employee's friend or distant relative.
- b) Should the one (1) working day allowed not provide adequate time for travel, the Employee may make an application for special consideration which will be decided by the Employer with due diligence and dispatch.

One day of leave shall be granted without loss of pay to attend a funeral as a pallbearer, except where leave is granted under (a) or (b) above provided that this provision is not used by any single Employee more than once in any calendar year.

Payment for bereavement leave will be based on time lost from regularly scheduled shifts, which the Employee would otherwise have worked.

An Employee who has commenced their scheduled vacation and suffers a death in the immediate family shall have their vacation extended by the number of days to which they are entitled pursuant to (a) or (b) above.

In special circumstances the CAO may, at their sole discretion, grant bereavement leaves to Employees upon request.

Bereavement Days are not carried forward into the next calendar year or paid out.

**Personal Emergency Leave**

Full-time Employees are entitled to up to ten (10) personal emergency leave (PEL) days per calendar year, prorated to the start date as soon as they start working full-time for the Township. An Employee who missed part of a day would be entitled to any wages they earned while working, in addition to personal emergency leave pay for any leave taken.

Unused PEL will be paid out at year end and cannot be carried forward into the next calendar year.

Eligible reasons for PEL are as defined in the *Employment Standards Act*.



## **Human Resources – Pregnancy and Paternal Leave (HR-700-06)**

### **Policy**

Employees who have at least thirteen (13) weeks of service with the Township of Rideau Lakes are entitled to pregnancy and parental leave in accordance with this Policy.

### **Objective**

To provide pregnancy and parental leave in accordance with the *Employment Standards Act, 2000*.

### **Procedure**

Employees shall be granted pregnancy and parental leave as follows:

#### Pregnancy Leave

A pregnant Employee who has been employed with the Township for at least thirteen (13) weeks prior to the expected date of birth is entitled to take pregnancy leave without pay and without loss of service/seniority or benefits. The pregnancy leave is for a seventeen (17) week period commencing no earlier than the 17 weeks before her due date and the day on which she gives birth.

An Employee taking pregnancy leave must provide at least two (2) weeks written notice to the Township advising them of the date that the leave is to begin.

In the event of complications with the pregnancy or a birth, still birth, or miscarriage that occurs earlier than the expected date of delivery of the child, the Employee must, within two (2) weeks of stopping work, provide written notice to the Township of the date the pregnancy leave will begin or has begun;

If the Township requests it, the Employee shall provide a certificate from a legally qualified medical practitioner stating, in the case of an Employee who stops working because of a complication.

The pregnancy leave of an Employee ends seventeen (17) weeks after the pregnancy leave began. If the Employee wishes to return to work earlier, the Employee must provide the Township with at least four (4) weeks' written notice before the day she wishes to end her leave.

#### Parental Leave (includes Adoption Leave)

- a) If an Employee has been in the employ of the Township for at least thirteen (13) weeks and is the parent of a child, they is entitled to take an unpaid parental leave, without loss of service/seniority or benefits, for up to sixty-one (61) or sixty-three (63) weeks following the birth of the child, or the coming of the child into the Employee's custody, care, and control for the first time. The term "parent" includes a person with whom a child is placed for adoption and a person who is in a relationship of some permanence with a parent of a child and who intends to treat the child as his or her own.
- b) Employees who wish to take a parental leave must begin such leave no later than fifty-two (52) weeks after the day the child is born or comes into the Employee's custody, care and control for the first time.
- c) Employees who have taken a pregnancy leave and who also desire to take parental leave, must commence parental leave immediately when the pregnancy leave ends, unless child has not yet come into the custody, care and control of the Employee for the first time.

The Employee must give the Township at least two (2) weeks' written notice of the date the leave is to

begin. In the event that an Employee who is a parent stops working because the child comes into his or her custody, care and control for the first time earlier than expected, the Employee's parental leave begins on the date that the Employee stopped working and the Employee, must give the Township written notice that he or she is taking parental leave within two (2) weeks of stopping work, and;

Parental leave ends sixty-one (61) weeks after it began if the Employee also took pregnancy leave, and sixty-three (63) weeks after it began, otherwise; or on an earlier day if the Employee gives the Township at least four (4) weeks' written notice before the earlier day.

#### General Provisions Applicable to Pregnancy and Parental Leave

- a) An Employee who has given notice to begin pregnancy or parental leave may change the notice to begin leave upon giving the Township at least two (2) weeks' written notice.
- b) An Employee who has given notice to end leave may change the notice to an earlier date upon giving the Township at least four (4) weeks' written notice before the earlier date.
- c) Employees are entitled, during pregnancy and paternal leave, to continue taking part in the group benefits plans that they took part in prior to taking the leave.
- d) While on Pregnancy and Parental Leave, Employees continue to accumulate service for the purposes of determining their rights under an employment contract.

Upon the conclusion of an Employee's pregnancy or parental leave, the Township shall reinstate the Employee to the position that the Employee most recently held with the Township, if it still exists, or a comparable position, if it does not. This provision does not apply if the employment of the Employee is ended solely for reasons unrelated to the leave.

## **Human Resources – Jury Duty / Witness Leave (HR-700-07)**

### **Policy**

Leave of absence without loss of pay or seniority shall be granted to an Employee who reports for jury duty or who appears as a witness before a court pursuant to a summons or subpoena, subject to the requirements identified below.

### **Objective**

To allow Employees to perform their civic duty without loss of pay.

### **Procedure**

An Employee who receives notice to report for jury duty, or who receives a summons also known as a subpoena to testify as a witness, must provide a copy of the notice or summons to their supervisor prior to reporting for jury duty or to testify.

The Employee must repay to the Township any payments received in connection with the performance of jury duty or testifying as a witness (excluding any payments received for travel or meal expenses) within ten (10) calendar days of receipt of any such payments.

Employees who are on jury duty or testifying in court must report back to work if excused for a half a day or an entire day.

Provided the Employee meets the above requirements, payment for jury leave shall be based on time lost from regularly scheduled shifts, which the Employee would otherwise have worked.

## **Human Resources – Short Term Disability (HR-700-08)**

### **Policy**

The Township shall provide short-term disability plan as outlined herein.

### **Objective**

To minimize the financial hardship which may be created when an Employee is temporarily unable to report to work due to illness or injury.

### **Procedure**

Sickness must be reported by Employees to the Employer as soon as possible on the first day of absence.

When requested by the Township, or where the Employee is absent or expected to be absent for longer than three (3) days, Employees must provide a medical certificate signed by a duly qualified medical practitioner:

- a. Confirming that the Employee is unable to perform their duties due to their medical condition.
- b. Indicating the prognosis and/or probable or expected duration of the medical condition.
- c. Identifying the medical restrictions, if any, applicable to the Employee's return to work, where appropriate.

### Short-Term Disability

If an Employee is sick for more than seven (7) consecutive calendar days due to illness, or on the day an injury occurs that prevents the employee from performing work, the Employee is entitled to short-term disability.

In any case of prolonged illness, the Employee shall submit such periodic reports on their condition as the Township may require.

Where written notice of termination of employment has been given, and the Employee becomes disabled during the notice period, the Township will maintain disability payments in accordance with the short-term plan. This notwithstanding, the Township will deem the Employer/Employee relationship to be severed at the end of the notice period.

During a period of short-term disability, the Employer's share of the contributions to maintain the Employee's enrollment in existing benefit plans will continue.

Refer to the STD handbook for insurance coverage and specific information regarding the STD plan.

## **Human Resources – Long Term Disability (HR-700-09)**

### **Policy**

The Township shall pay the premiums necessary to maintain the regular full-time Employees' enrollment in a Long-Term Disability Plan as may be altered by the Township from time to time at its sole discretion.

### **Objective**

To minimize the financial hardship which may result from a prolonged absence from work due to long-term disability.

### **Procedure**

Eligibility for and entitlement to benefits are subject to the terms and conditions of the policy or policies of insurance providing such a plan.

Refer to the LTD handbook for insurance coverage and specific information regarding the LTD plan.

## **Human Resources – Employee Benefits (HR-700-10)**

### **Policy**

Benefits are an integral part of the remuneration provided to Employees.

### **Objective**

To establish benefits provided by the Township Employees.

### **Procedure**

#### **Permanent Full-Time Employees**

- For benefits in effect for permanent full-time Employees, refer to Benefit Provider brochure.
- All full-time permanent staff are eligible for benefit coverage.
- All benefits are provided in accordance with the benefit and insurance carriers.
- All Benefits cease when the Employee leaves the employment of the Township.
- The Employer will pay 100% of the premiums for Extended Health and Dental Care,
- Short Term Disability, Long Term Disability (LTD) and Group Life/AD&D Insurance and Dependent Life as provided by the Township's approved plan.

## **Human Resources – Pension Plan (HR-700-11)**

### **Policy**

All permanent full-time Employees must join the Ontario Municipal Employees Retirement System. Joining is optional for non-full-time employees except for Paid On-call Firefighters who do not qualify.

It is also mandatory to take part in the Canada Pension Plan.

### **Objective**

- To meet legislative requirements.
- To ensure all eligible Employees are enrolled in the pension plan at time of eligibility.

### **Procedure**

Documentation is completed at the time of hire and submitted to the appropriate staff person. Payroll deductions are made in accordance with the OMERS Act and Regulations.

Enrolment is mandatory for full-time Employees from the first day of employment and premiums are shared by the Employee and the Township.

When a full-time Employee transfers from full time to part time (or vice-versa) the O.M.E.R.S. pension contributions continue.

Details of the O.M.E.R.S. Plan are outlined in a brochure available on the website at [www.omers.com](http://www.omers.com)

## **Human Resources – Hours of Work (HR-700-12)**

### **Policy**

This policy applies to all Employees and is intended to establish the normal hours of work for jobs as thirty-five (35) or forty (40) hours per week as outlined in the position's offer of employment.

### **Objective**

To provide a procedure that outlines the standard hours of work for full-time Employees.

### **Procedure**

The normal work week shall consist of thirty-five (35) hours, or forty (40) hours and the normal workday will be seven (7) working hours or eight (8) working hours, respectively.

Employees will be provided with a meal break of a half (.5) hour unpaid as well as two (2) fifteen (15) minute paid break periods in the morning and afternoon.

Business hours for Township Offices are 8:30am - 4:30pm.

General work shifts are:

8:00am to 4:00pm

8:30am to 4:30pm

### Timesheets

All non-management Employees shall complete timesheets and record hours worked during the preceding two-week period. Complete and authorized timesheets are provided to Payroll bi-weekly. The specific method and form used may change from time to time as technology and organizational needs allow/require.

### Flexible Hours:

In order to accommodate special or extenuating circumstances Employees may by mutual agreement with their Manager, and approval of the CAO alternate start and end times with respect to the normal work day provided the hours of work are maintained and fulfill the requirement of daily and weekly hours of work and meet the operational requirements of the department and Township.

### Summer Hours

Depending on the nature of the position, full-time Employees may be able to work summer hours. Summer hours consist of additional hours worked Monday to Thursday with reduced hours on Fridays ensuring the total hours worked per week stays the same. Summer hours may be applicable from May 1 to October 31 or as approved by the CAO.

### Operational Needs:

There may be times when hours of work will need to be adjusted due to operational needs. Supervisors should give the Employee as much notice as possible when hours of the week need to be altered. If overtime is incurred, please refer to the Overtime Policy #HR-700-13.



## Human Resources – Overtime (HR-700-13)

### Policy

This policy applies to all Employees and is intended to compensate Employees for approved time worked beyond regular hours only.

It is the responsibility of the Department Manager to ensure that all overtime worked is authorized prior to such work being carried out.

### Objective

To provide a procedure whereby Employees required to work overtime are recognized and compensated for such work in a fair and reasonable manner.

### Procedure

Employees, only when pre-authorized by their Supervisor using the approved overtime application, shall be entitled to be paid or bank overtime worked at straight time. Any overtime hours worked that are more than 44 hours per shall be paid or banked at one and one-half (1.5) times their regular hourly rate.

Overtime should be kept to a minimum and should not become a daily part of an employee's work week.

**All overtime worked must be pre-authorized by an Employee's Supervisor to be eligible.**

Employees will receive compensating time off in lieu (TOIL) subject to the following:

- a) TOIL will be taken at a time mutually agreed upon by the Employee and the Employee's Manager.
- b) Employees will not bank more than two weeks of TOIL, if the ceiling of two weeks is reached all overtime hours over the allowed two weeks will be paid out at the Employee's current rate of pay. The CAO shall have the discretion to raise the ceiling in extenuating circumstances.
- c) As per *Employment Standards*, TOIL must be used within three (3) months or within 12 months when a date is agreed to by the CAO and the agreement is in writing.
- d) If scheduling allows, all TOIL acquired during the calendar year must to be used by calendar year end.
- e) Employees will not carry over any banked time from one year to the next unless agreed to by the CAO in writing. TOIL owing will be paid out.

### Managers

Managers are not eligible for overtime payments for any time worked outside of their normal working hours.

However, recognizing that overtime is inevitable and must be worked by those in supervisory and management positions, an Employee who is not eligible for overtime payment will be granted one week of authorized leave with pay each year, at a time to be arranged between the Employee and the CAO, in accordance with the Township's Vacation Policy. This additional one week of authorized leave must be used within the year it is granted and cannot be paid out. This additional one week cannot be carried forward except in exceptional cases with the authority of the CAO; and in the event employment is terminated, whether voluntary or involuntary, the balance in the in- lieu of overtime bank will be pro-rated based on the number of hours worked to the last day actually worked to a minimum of one hour.

## **Human Resources - Salary Administration (HR-700-14)**

### **Policy**

The Township is committed to a policy of salary administration which is internally and externally competitive and equitable and that also recognizes and encourages individual performance. Salary administration for staff is an effective part of the Township's management process, therefore, the salary structure and its use must not become restrictive.

### **Objective**

To provide guidelines for ongoing salary administration and direction to management and staff as to how the salary grid will be managed.

### **Procedure**

#### Salary Structure and Rate Ranges

The salary structure and rate ranges shall be those approved by the C.A.O. and the Township Council from time to time.

#### Cost of Living Adjustments

Salary ranges shall be reviewed regularly. Adjustments to the salary schedule or salary ranges shall be determined by Council having reference to:

- the need to attract, retain and motivate Employees.
- variations in the cost of living as indicated by the Consumer Price Index reported by Statistics Canada.
- compensation rate increases in the appropriate labour market in this and other municipal corporations of similar structure.
- compensation rate increases bargained or unilaterally set by other public and private Employers in the appropriate labour market.

Annual cost of living adjustment is necessary to maintain an equitable compensation system. It provides an annual increase that is fair.

All adjustments will be effective January 1st of each year.

#### Classification

The various steps in the grid are meant to represent the following:

- Start Step and Steps 1 and 2 - Training and Orientation Phase
- Steps 3 and 4 - Skill and Education Development
- Step 5 - Represents the Full Job Rate, with the Employee capable of performing all related tasks as outlined in their respective job descriptions.

An Employee will normally start at the start step or minimum rate on the salary range for their position unless otherwise approved by the C.A.O. (Township Council when dealing with the C.A.O.).

#### Salary Increases

No progression on the salary schedule shall be automatic but rather by recommendation of the Manager and approval of the C.A.O. (Township Council when dealing with the C.A.O.) at their discretion based on a positive performance review; and having achieved at least 80% or more of their goals and objectives as set at the previous performance review.

Performance reviews will be done during probationary periods, and at a minimum annually on or before November 30th each year, with any relative annual increase being effective on January 1st of the following year. This will provide ample opportunity for the financial impact of any salary changes to be accommodated in the subsequent year's annual operating budget. Probationary increases will be relative to positive performance reviews at the end of the given probationary period agreed to in their Offer of Employment.

#### Acting Pay

When an Employee is in an acting position they will receive the minimum rate within the salary range of the higher paid position, which affords an increase in pay. The Employee will return to their regular rate of pay upon the completion of their acting assignment. An acting assignment must be approved by the CAO for all positions or Township Council when dealing with the CAO position, before it commences.

Eligibility for Acting Pay is for any assignment more than two (2) weeks.

#### Reclassification

When an Employee is promoted to a higher paid position, the Employee shall receive the minimum rate within the salary range of the higher paid position, which affords an increase in pay.

When an Employee voluntarily moves to a lower paid position, the Employee shall be paid a salary that does not exceed the maximum of the new salary range.

When an Employee is involuntarily demoted to a lower paid position for cause, or due to performance related issues, the Employee shall be paid a salary that does not exceed the maximum of the new salary range.

## **Human Resources – Dispute Resolution (HR-700-15)**

### **Policy**

Where a dispute arises over the interpretation or application of any provision in the Conditions of employment policies, or any other employment matter, it requires a procedure to ensure the matter is dealt with consistently and promptly.

### **Objective**

To ensure Employees can bring forward issues arising from the interpretation or application of any provision in the Conditions of Employment.

To ensure follow-up to these concerns as required.

### **Procedure**

In a situation where a dispute arises over the interpretation or application of any provision in this policy or any other employment matter, the CAO, or designate, shall adjudicate with the decision binding on all concerned.

Employees who bring forward complaints and/or problems should not have reason to feel threatened or guilty for making such complaints known.

Prior to filing a formal complaint an Employee is encouraged to discuss their concern with the individual(s) with whom they have the complaint.

If the Employee's concern is not addressed, then the Employee can submit a formal complaint using the procedure outlined below:

An Employee having cause for complaint should first discuss the matter with their Supervisor. The Supervisor shall hear or receive the complaint within five (5) working days of the occurrence giving rise to the complaint. If the Employee reports directly to the CAO, the complaint may be heard by a Committee of Council.

The Supervisor shall investigate and provide a written response to their decision within five (5) working days of hearing the complaint.

If the Supervisor does not respond within the time specified, or the Employee is dissatisfied with the ruling of the Supervisor, the Employee may file their complaint with the CAO within ten (10) working days.

If the Supervisor does not respond within the time specified, or the response is not satisfactory to the Employee, that Employee may submit his or her complaint directly to the CAO. If the Employees' Supervisor is the Department Manager, the Employee may make their complaint directly to the CAO.

The CAO shall hear or receive the complaint within five (5) working days of being asked. If the Employee reports directly to the CAO, the complaint may be heard by a Committee of Council.

The CAO (or Committee of Council if the complaint is about the CAO) shall provide a written response to the Employee of their decision within five (5) working days of hearing the complaint.

If the CAO does not respond within the time specified, or the response is not satisfactory to the

Employee, that Employee may submit their complaint with Council within ten (10) working days.

The council shall hear the complaint within fifteen (15) working days of receipt of the complaint and communicate in writing their decision on the matter within five (5) working days of hearing the complaint.

Any time limit specified in the procedure may be extended with the consent of both parties.

The Employee may be accompanied by a representative (at their expense) at any of the foregoing meetings.

Should the Employee be dissatisfied with the decision of Council, the Employee then shall have leave to pursue the matter at their expense through the civil court system provided by the Province of Ontario

## **Human Resources - Merger or Amalgamation (HR-700-16)**

### **Policy Statement**

The Employer agrees that in the event that the Municipality is merged or amalgamated with another municipal government, that prior to such merger or amalgamation the Employer will develop an agreement that will address the following for Employees:

- Transfer of pensions
- Sick leave
- Severance for those Employees not offered employment in the new municipality
- Vacation and lieu time

## **Human Resources – Telecommuting Policy (HR-700-17)**

### **Intent**

The intent of the *Telecommuting Policy* is to establish guidelines and provisions for telecommuting arrangements which can be implemented on an occasional basis. The arrangements can be granted during a state of emergency (i.e., during a pandemic) or it can be granted on an interim basis during regular business operations with the approval of the CAO and the Employee's reporting manager.

### **Definition**

Telecommuting is the use of technology to change the location of where work is performed other than the conventional office workspace, usually the Employee's home. Although not all jobs can be performed satisfactorily from other locations, the Township of Rideau Lakes recognizes that, in some cases, telecommuting arrangements can provide a mutually beneficial option for both the Township of Rideau Lakes and the Employees.

### **Guidelines**

This procedure applies to full-time permanent and contract Employees.

This policy does not alter or replace the terms of an existing employment contract. Employees must comply with all company rules, policies, practices and instructions that would apply if the Employee were working at the regular company worksite.

### **Eligibility**

Not all jobs or departments are suitable for a telecommuting arrangement due to the nature of the work performed and operational requirements.

Employees who would like to be considered for a telecommuting arrangement must first consult with their Manager and then the Manager must submit a written request to the CAO. The decision to allow an Employee to telecommute will be made by the CAO in consultation with the Employee's manager.

Telecommuting is a privilege and not a guarantee or an entitlement. Telecommuting is not to be considered a universal Employee benefit and must have the complete support of the Manager and the CAO.

Employees that are considered for telecommuting must be able to work independently, be self-starters, demonstrate attention to work time and be able to continually meet the productivity requirements of their position.

The resources that an Employee needs to do their job must be easily transportable or available electronically.

Jobs that entail working alone or working with specialized software or equipment that can be kept as their remote workspace are often suitable for telecommuting. Jobs that require physical presence to perform effectively are normally not suitable for telecommuting.

Management may establish work rules to support telecommuting to ensure access, safety and timely completion of work.

Telecommuting is not an alternative to child or elder care. If applicable, the telecommuter must make appropriate arrangements for dependent care.

Employees are not permitted to have more than one flexible work arrangement at the same time.

Consideration may be given for exceptional circumstances on a time-limited basis with CAO approval.

### **Schedules and Hours of Work**

The normal hours of a telecommuting Employee are the standard business hours of the department in which the Employee works in, unless otherwise approved by the manager.

Changes to the Employee's schedule must be approved in advance by the Employee's manager. In some instances, telecommuting hours may be different from office hours, however the Employee and manager must agree on the designated hours of work.

The number of hours an Employee works per day and per week will not change due to telecommuting.

An Employee must be available by telephone or email during the scheduled hours of the telecommuting arrangement, with the exception of their scheduled lunch period. Any changes to their remote contact information must be reported to their manager immediately.

Overtime hours must be pre-approved by the manager. Any shift differential pay will apply only when the manager requires the Employee to work during hours where the *Overtime Policy* would apply.

Absences will be reported accordingly to the Employee's Manager or Supervisor regardless of where the Employee would be working that day. Recording and tracking work hours on the Employee time sheet is the responsibility of the telecommuter, regardless of the location where the work is performed.

Managers may require an Employee to return to the Township of Rideau Lakes' work location on a telecommuting day should work situations warrant such an action. If an Employee is asked to return to the office during telecommuting days frequently, the manager may re-evaluate the compatibility of the Employee's suitability for telecommuting and with appropriate notice to the Employee, terminate the telecommuting arrangement.

If an Employee is required to be in the office on a telecommuting day, mileage is not paid.

Telecommuting arrangements will vary among departments and business units, depending on the function and responsibilities of the Employee. Each department must maintain some appropriate complement of Employees who work on site at the Township of Rideau Lakes' work locations to function effectively.

### **Workspace**

Employees who are approved for a telecommuting arrangement must have an appropriate work area in their remote location that considers ergonomics, appropriate equipment, noise and interruption factors. Lighting, internet service, power and temperature control should all be consistent with a typical office environment.

The Township of Rideau Lakes' liability for job-related accidents will continue to exist during the approved work schedule and in the Employee's designated work location since the remote location will be considered an extension of the Township of Rideau Lakes' workspace.



In the case of an injury while working remotely, the Employee must report the injury to their manager or human resources immediately (or as soon as circumstances permit).

Any increases to the Employee's home utility costs are the responsibility of the Employee.

### **Use of Company Property**

Employees must use company-provided devices when working remotely to ensure that the appropriate software and programs are being used while maintaining data security and confidentiality. All completed and working copies of documents must be saved on the Township of Rideau Lakes' computer server with limited access so that information is available to those who may require its use from the company worksite. Failure to use company-approved devices may leave company data vulnerable to a breach and may result in disciplinary action up to and including termination. Company-owned resources may only be used for Township purposes. Employees must take reasonable steps to protect any company property from theft, damage, or misuse. Depending on the circumstances, the Employee may be responsible for any damage to or loss of company property.

### **Confidentiality and Security**

It is the responsibility of the Employee to take all precautions necessary to secure all government-related information and to prevent unauthorized access when working outside the Township of Rideau Lakes' work locations to ensure the integrity and confidentiality of information. Steps to take to secure information include, but are not limited to, use of locked file cabinets or desks; regular password maintenance; and any other steps appropriate for the job and the environment.

The Employee must agree to allow an authorized Township of Rideau Lakes representative to access the remote workspace during prearranged times for business purposes, which may include but not limited to: Health and safety inspections, equipment installations and repairs, security assurance and retrieval of Township property.

### **Health and Safety**

The Township of Rideau Lakes is committed to ensuring that the alternate worksite is safe and ergonomic. The Township may make onsite visits to the Employee's work site at a mutually agreed upon time to ensure that the designated workspace is safe and free from hazards. If the workspace is unsafe and cannot be made safe, the Township of Rideau Lakes may refuse or revoke the Employee's remote work arrangement.

In case of a work-related incident or injury in the designated workspace, the Employee needs to immediately report the incident to their manager. Employees working remotely will be covered by workers' compensation for job-related injuries that occur in the course and scope of employment while working remotely. The Employee remains liable for injuries to third parties that occur on the Employee's premises.

### **Employee Responsibilities**

1. Ensuring the designated workspace meets the standards as outlined in this policy. Maintains communication with manager, colleagues and clients to the standards set corporately.
2. Demonstrated ability to be self-motivated, well-organized and self-disciplined in their approach to work.
3. Ensures service delivery is seamless to all other parties (internal and external).
4. Agrees to work standard hours as set out in this policy or designated hours approved by their

- manager.
5. If required, the Employee agrees to be flexible with their work hours and adjust their work hours accordingly to meet business and/or operational emergencies, demands and requirements.
  6. The Employee agrees to use a Township issued laptop and not their personal computer when telecommuting.
  7. Continue to perform due diligence to protect the security of the Township's data and information and client records and confidentiality while working remotely.  
Continues to abide by the Township's *Appropriate Use, Care and Security of Electronic Resources Policy*.
  8. Records time accordingly on time sheets.

Failure to abide by the *Telecommuting Policy*, or associated work rules determined by the manager may result in discipline up to and including dismissal.

### **Manager/Supervisor Responsibilities**

1. Monitors productivity and maintains communication with the Employee regardless of the location of the Employee.
2. Ensures the approved schedule for telecommuting is not impacting on the job duties and service levels/hours of the department.
3. Ensures other Employees are aware of the location and arrangement.
4. Ensures service delivery/service provided is seamless to all other parties (internal and external).
5. Approves/provides common office supplies from the Township.

### **Chief Administrator Officer Responsibilities**

1. Approves or denies the telecommuting agreement and schedule submitted by the manager for telecommuting requests.
2. Monitors productivity in consultation with the manager of Employees working remotely.

### **End of Arrangement**

At the end of a telecommuting arrangement, Employees must promptly return all Township property used for working remotely. An Employee, current or former, may receive notices from the Township of Rideau Lakes to return company property. Failure to do so may result in discipline for current Employees or legal action if the Employee no longer works for the Township. If an agreement is being revoked, Employees will receive reasonable notice to make any arrangements necessary to return the Township's property to the worksite.

**Acknowledgement and Agreement**

I, \_\_\_\_\_, acknowledge that I have read and understand the Township of Rideau Lakes' *Telecommuting Policy*. Further, I agree to adhere to this policy, and I understand that if I violate the rules or procedures outlined in this policy, I may face disciplinary action up to and including termination of employment.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **Human Resources – Employees as Paid On-Call Firefighters (HR-200-18)**

### **Intent**

To establish procedures for the Township of Rideau Lakes staff members who wish to serve as Paid On-Call Firefighters for the Township of Rideau Lakes (the Township)

### **Scope**

This guideline applies to:  
Township of Rideau Lakes Employees

### **Guidelines**

It is essential that the Township maintains an adequate complement of qualified paid on-call firefighters who are available at any time of day to respond to fires and other emergencies in order to protect the community and to provide for the public. As such, Township Employees shall be permitted and encouraged to serve as paid on-call firefighters.

To ensure that sufficient paid on-call firefighters are available during normal working hours and to set a positive example for all local businesses, the Township will support and encourage Employees who desire to serve as paid on-call firefighters in order to preserve and maintain the paid on-call model of fire protection service delivery. This includes the ability to respond to emergencies during working hours, as long as the Employee's departure from the workplace does not compromise safety, interrupt critical Township operations, or unreasonably disrupt Township business.

### **Process**

Any Employee who wishes to serve as a paid on-call firefighter is subject to regular recruitment processes and requirements of the Township of Rideau Lakes.

Any Employee selected to serve as a paid on-call firefighter, and who wishes to respond to calls for service during scheduled work hours, must first seek the approval of his or her Supervisor. Such approval will not be unreasonably withheld.

While performing "on-call" duties in the course of their regular employment for the Township, Employees will not be available to also respond to emergency calls outside of the municipality as paid on-call firefighters.

Employees who are approved to serve as a paid on-call firefighter may not leave the workplace to answer an emergency call if by doing so an unsafe condition is created or a critical Township operation is disrupted.

If summoned to respond to an emergency call as a paid on-call firefighter, the Employee must notify their supervisor that they wish to leave the workplace. The supervisor/Employer reserves the right to deny permission for the Employee to respond to the emergency call, but such permission will not be unreasonably withheld.

The Employee must return to the workplace as soon as reasonably possible to resume their regular work duties upon conclusion of the emergency call.

In the event that an Employee attends an emergency call that extends past their scheduled work start time, the Employee must advise the Township that they will not be reporting for work at the normal start time in accordance with established Township policies.

If an Employee cannot report to work at their scheduled work start time due to attendance at a fire or other emergency or is called away from their workplace to respond to an emergency, they will not suffer a loss of pay or benefits resulting from their paid on-call firefighting duties.

While attending a fire or emergency during their scheduled work hours, the Employee will receive their Township wages for the time served as a paid on-call firefighter.

The Employee will not be entitled to overtime pay by the Township as the result of serving as a paid on-call firefighter or responding to a fire or other emergency.

Employees responding to calls outside of their normal working hours will be paid their paid on-call firefighter rate.

Employees will receive concurrent paid on-call firefighter compensation while attending emergency calls and will be remunerated their normal Township wages up to the end of their Township shift. The Fire Chief will, upon request, provide verification to supervisors that an Employee's absence from the workplace was due to paid on-call firefighter duties.

Should an Employee require time off after a fire or other emergency to recuperate, they must request approval for vacation, lieu time or unpaid leave from their supervisor, approval of which will not be unreasonably denied.

Employees are encouraged to use their own personal transportation to and from the workplace for emergency calls. However, Township vehicles can be used for transportation to the Township's Fire Stations.

Employees who wish to be absent from the workplace during scheduled work hours for non-emergency paid on-call firefighter duties (i.e. firefighter training, public education duties, etc.) must seek prior approval of their supervisor. Time off from regularly scheduled work may be taken as vacation time, lieu time, or unpaid leave of absence, approval of which will not be unreasonably denied.

All points above apply to Employees who attend emergency calls to provide "mutual aid" for neighbouring communities.

All points above apply to Employees who are paid on-call firefighters with neighbouring municipalities, in which the Township has a mutual aid agreement.

Employees and Supervisors will consult the following diagram: Whether an Employee May Leave the Workplace During Work Hours to Respond to a Fire Call.

## Acknowledgement and Agreement

I, \_\_\_\_\_ (name) acknowledge that I have read and understand the Employees as paid on-call Firefighters Policy for the Township of Rideau Lakes. I agree to adhere to this policy and will ensure that Employees working under my direction adhere to this policy. I understand that if I violate the rules set forth by this policy, I may face disciplinary action up to and including termination of employment.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness Signature: \_\_\_\_\_

Witness Name (print): \_\_\_\_\_

## **Human Resources – Standby/ Call-In Policy (HR-700-19)**

### **Policy Statement**

The Township of Rideau Lakes acknowledges that it may be necessary to assign employees to standby duty or call-in employees after hours to ensure that services to the Township and its residents are supported and/or to respond to an urgent situation. The Township also acknowledges that employees that are on standby or called in must be compensated appropriately and in compliance with employment legislation.

### **Purpose**

The Township of Rideau Lakes will set standards and procedures to compensate employees who are expected to perform standby duty or who are called in to:

- Ensure that employees are paid appropriately.
- Support consistent application of call-in procedures.
- Comply with employment legislation.

### **Exclusions**

- Employees where the nature of the position is emergency services, i.e., Fire and Rescue
- Managers compensated with additional time off in lieu.

### **Definitions**

#### Standby Duty

The assignment of employees to standby duty ensures staff availability outside regular hours of coverage to address operational demands.

Employees assigned to standby duty must be accessible by phone, available and able to report/respond to work within a reasonable and acceptable time.

#### Call-In

Refers to a situation where an employee has been called back in before their next scheduled shift.

### **Reasons for Call-In**

Call-ins are made for situations that could not reasonable have been foreseen and that present or could present any of the following:

- Threat to the life, health, or safety of a person
- Damage or loss of property, or
- Serious interference with the normal Township operations

### **Procedure**

#### Standby

- Employees who have been assigned to standby duty must be available by phone, able to work. They shall be paid one hour for every eight hours while on standby status, outside of regular work hours, at straight time. Example, if a standby employee works a ten-hour shift ending at 4 p.m. and is on standby for the next 14 hours before their next shift at 6 a.m. the following day, the employee is paid for two (2) hours at straight time.
- When standby demands are ongoing, standby duty shall be assigned by the Department Manager using a rotation schedule for 7-day blocks of time.
- Should an employee's standby schedule fall during a planned vacation period, standby shall be re-assigned for the period of the vacation.
- There is no entitlement to standby should an employee be unable to fulfill their standby duty due to illness/injury or is unavailable for other unexpected urgent reasons.
- Employees on standby must be no further than 30 km beyond any Rideau Lakes Township border.
- Managers may distribute the responsibility for standby status amongst all qualified employees.
- Employees shall be provided with a phone to ensure they can be contacted or a phone allowance for the period on standby, see Township Issued Cell Phone / Phone Allowance Policy HR-700-21. This phone may be rotated among standby employees.
- Employees are not automatically on standby status.

#### Call-in

- Employees who have left the Townships premises, having worked their regular scheduled shift, and are subsequently called back in to the workplace outside their regularly scheduled hours shall receive a minimum of three (3) hours pay at straight time and over 44 hours at 1 ½ times their base rate. This does not include being asked to stay late after their scheduled shift.
- An employee on standby, who is called in to physically attend the worksite, shall receive a minimum of three (3) hours pay at straight time and over 44 hours at 1 ½ times their base rate.
- An employee on standby, who can respond remotely, shall receive a minimum of one (1) hour pay at straight time and over 44 hours at 1 ½ times their base rate. Hours worked more than one (1) hour are tracked and reported.
- The call-in provisions do not apply to an employee who is requested to start their shift early if there is at least eight (8) hours advance notice.
- Pay for work performed is counted from the time employees arrive at the work site.
- Work performed from home by employees on standby is considered as call-in, and employees are compensated for hours worked.



- Employees who are on standby and are called in to work receive both standby and call-in pay.

## **Statutory Holidays**

The standby and call-in pay provisions apply to all times when staff are assigned to standby or when called-in, including evenings, weekends, and statutory holidays. There is no higher standby or call-in rate paid for statutory holidays. Standby and call-in pay for statutory holidays is in addition to normal statutory holiday pay, so an employee who is not working that day gets paid for the day off, plus 1 hour for every eight hours of scheduled standby, plus any call-in time.

## **Responsibilities**

Employees are responsible to:

- Ensure they are aware of their standby schedule, and that they are accessible and able to respond to a call-in within a reasonable time.
- Find a replacement, obtain management approval, and ensure that standby coverage is kept when:
  - the standby schedule falls during the employee's vacation
  - the employee exchanges their scheduled standby.
- Standby and call-in employees must follow the Township's Management of Substance Abuse Policy HR-600-05. to exclude any possibility of being impaired when reporting to work.

Managers are responsible to:

- Prepare standby lists based on the needs of the department and notify employees of the standby rotation with a minimum of 96 hours written advance notice.
- Ensure fair distribution of standby duty among qualified employees.
- Assign employees as necessary for standby duty to respond to urgent situations.
- Inform employees of any changes to the standby list, approve exchanges of standby duties, and schedule coverage in cases of illness with a minimum of 24 hours advance notice.
- Investigate and follow-up all situations where impairment or suspected.
- Ensure that payroll records accurately record employee's time on standby and/or call-in.

## **Human Resources: Vehicle Store at Home Policy (HR-700-20)**

The Township of Rideau Lakes has several vehicles of various kinds used for a wide variety of functions or purposes. Staff may be assigned a particular vehicle due to the potential for: high mileage; emergency or prompt response requirements; regular non-business hour and day response requirements; the purpose of reflecting a Township presence/ identification; and/or the potential for frequent site visits to harsh environments or rough terrain. A taxable motor vehicle benefit will be included in the taxable income of employees that are assigned a Township vehicle that is to be stored at home. The employee is subject to applicable income tax and payroll deductions on the benefit related to the personal use of the vehicle.

### **SCOPE:**

1. Township vehicles shall be used only by authorized staff and for Township purposes only.

Personal driving is any driving for purposes other than those of the employer's business, and includes:

- a) Vacation travel
- b) Driving while conducting personal business
- c) Travel between home and a regular place of employment

A regular place of employment is any location where an employee regularly reports for work or performs the duties of employment. An employee may have more than one regular place of employment, which can change from time to time because of the nature of the employment situation. When this situation occurs, the trip from the employee's home to the first work location, and the trip from the last work location to home, is considered personal driving.

Travel between home and work is considered personal use, even if the employee must drive the vehicle home to respond to callouts. Use of Township vehicles by staff for personal businesses or vacation travel is not allowed.

2. Notwithstanding (1.) above, personal errands utilizing a Township vehicle may be permitted on route to and from the staff person's place of work and during authorized breaks (e.g. 15 minute breaks and meal breaks) by the staff person provided the staff person does not substantially deviate from the route required to go to and from the place of work to undertake the personal errand and the vehicle is used solely as a means of staff transportation.
3. The Township will pay for the purchase, maintenance, and operational costs of Township vehicles in accordance with applicable budget and purchasing policies.
4. A staff member who is assigned to a Township vehicle shall report promptly to their Department Manager and the CAO any accident, insurance or police related incident involving the Township vehicle.
5. During the time Township vehicles are not needed for Township purposes, such vehicles shall be stored at the designated Township location.
6. No smoking of tobacco products shall be allowed in Township vehicles.

7. A staff person may be assigned a Township vehicle (i.e., a car, pick up or van) that, due to their Township position and related functions and responsibilities, will be stored at their personal residence when the vehicle is not in use for Township purposes. Such an assignment will only be given with the authorization of the Department Manager or the CAO and according to this policy. After working hours, vehicles shall be used only to respond to situations within the scope of the employee's duties and for no other purpose.
8. Except for vehicles specifically assigned under (7.) above, vehicles are not to be taken home without the permission of the immediate supervisor. Permission shall only be granted for urgent circumstances.

**PROCEDURE:**

1. The employee must pay income tax on the benefit related to the personal use of the township vehicle. As the benefit is taxable, it is also pensionable, so CPP contributions and OMERS contributions must also be deducted from the amount of the taxable benefit.
2. The amount of the taxable benefit will be calculated by the Treasurer of the Township of Rideau lakes, following the rules contained in Canada Revenue's T4130(E) Rev.14 – Employer's Guide to Taxable Benefits.
4. If an employee must travel to a point of call, the travel between home and the point of call would be considered business driving, and not a taxable benefit. A point of call is a place the employee goes to perform their duties other than the regular place of employment."

## **Human Resources – Township Issued Cell Phone/ Phone Allowance Policy (HR-700-21)**

### **Purpose**

The Township of Rideau Lakes acknowledges that employees in specific full-time permanent positions require a Township issued phone to ensure continuous operation of the Township and to protect sensitive information. The Township also acknowledges that specific part-time positions require employees to use their phone to perform their duties.

### **Scope**

This policy applies to all employees in positions identified as eligible for a Township issued cell phone or phone allowance.

### **Issuance of Cell Phones or Phone Allowance**

**Eligibility:** Cell phones will be issued based on job requirements. Eligibility criteria include job function, role, and business needs.

Positions eligible for issued cell phone:

- CAO
- Manager of Development Services
- Treasurer
- Manager of Administrative and Community Services
- Manager of Parks and Facilities
- Fire Chief
- Chief Building Official
- Deputy Treasurer
- Deputy Fire Chief
- Roads and Drainage Supervisor
- Recreation and Volunteer Coordinator
- Economic Development and Cultural Heritage coordinator
- Facilities Supervisor
- Works and Facilities Coordinator
- Roads and Drainage Foreman
- Deputy Chief Building Official
- Manager of Roads and Drainage
- Facilities Custodian and Tennant Liaison
- Harbour Master

Positions eligible for phone allowance:

- Facility Custodian and Booking Agent

**Approval Process:** If an Employee in a position not deemed as eligible feels that a phone or allowance is needed for their position, or an eligible employee feels a change is needed in their

phone provision, the Employee must submit a formal request to be reviewed and approved by their Department Manager.

**Allowance:** In a rare occasion where an Employee is eligible for a Township issued phone and is granted permission to use their personal cell phone and not a Township issued cell phone, an allowance will be given to the Employee no greater than the Township's cost per phone before HST on the Township phone plan.

When an Employee is eligible for a phone allowance only, the employee will be provided a phone allowance based on percentage (average number of hours per week divided by 40) of the Township's cost per phone before HST on the Township plan.

**Device Selection:** The Township will select the Township issued cell phone model based on business needs. Employees are not allowed to select their devices unless specified by the Township.

### **Acceptable Use**

Refer to Appropriate Use, Care and Security of Electronic Resources (HR-200-09)

## **Human Resources: Clothing Allowance (HR-700-22)**

The Township of Rideau Lakes will provide or compensate employees for expenses associated with uniforms and personal protective equipment (PPE) clothing.

### **SCOPE:**

This policy applies to all permanent full-time employees requiring PPE clothing by law to perform their job. PPE requirements for seasonal and contract staff will be considered on an as needed basis.

### **Definitions:**

PPE clothing is clothing worn to minimize exposure to hazards that cause serious workplace injuries or illnesses.

Included: industrial work wear, shirts or jackets with identification flashers, hi-vis double woven pants, safety shoes or boots, work gloves

Excluded: casual wear, jeans, cargo pants, t-shirts, running shoes

### **PROCEDURE:**

1. The Township shall supply station wear and bunker gear to all Paid On-Call Fire Fighters as of their start date and a dress uniform after two (2) years of service. Station wear, dress uniforms and bunker gear will be provided to the Fire Chief and Deputy Chief. Replacements will be provided as needed.
2. Building Department employees will be provided with Rideau Lake branded clothing including golf shirts to be worn on building sites as identifiers of their employment with the Township. Building Department employees in a position where PPE footwear is required by law will be reimbursed a maximum of \$300.00 excluding HST, every two years. Footwear must meet or exceed the Occupational Health and Safety Act (OHSA) requirements for the position to qualify for reimbursement.
3. Public Works employees in a position where PPE clothing and footwear is required by law will be reimbursed up to a maximum of \$500.00, excluding HST, annually. Footwear and clothing must meet or exceed the Occupational Health and Safety Act (OHSA) requirements for the position to qualify for reimbursement.
4. The Township will provide standard PPE, when required by law, for the position of employment, including hard hat, safety vest, safety glasses and coveralls. Employees performing duties that require specialized PPE will have PPE made available by the Township.
5. All PPE used will be in good condition and kept according to manufacturer's instructions.
7. No piece of PPE will be changed contrary to manufacturer's instructions or specifications or OHS regulations.
8. Clothing reimbursement is for PPE only.

9. When a conflict arises the *Employment Standards Act and the OHSA will prevail.*