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Human Resources
HUMAN RESOURCES
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NEW LEAF MEDIA RELATIONS POLICY

EFFECTIVE DATE: __ April 1, 2009__ **POLICY #** __HR-01__

REVISION DATE: __April 13, 2009__

SCOPE:

Board of Directors, employees and volunteers.

RATIONALE:

To ensure accurate and coordinated messaging to the public strict adherence to the media relations policy is essential.

POLICY STATEMENT:

All media queries, written or verbal, must be directed to the Executive Director. Actual program data such as number of individuals served, nature of supports provided (statements contained in the general information produced by the Association) may be provided to the media and public by the Program Director.

Media queries relating to aging policy or procedures, statements about persons served which are personal in nature as well as any controversial situation must be referred to the Executive Director.

All staff contacted by the media must respond with courtesy and tact and under no circumstances should a curt “no comment” statement be made. It is entirely appropriate to say that you do not have the information requested and refer the questioner to the Executive Director.

Whenever there is a disagreement with existing policies or procedures, or when controversial issues arise, these should not be discussed by staff members with the media or general public. Appropriate internal channels must be pursued.

REFERENCES: New Leaf Confidentiality Policy

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APPOINTMENT OF STAFF

Effective Date: April 1, 2009

Policy #: HR-02

Revision Date: _____

Prospective employees are required to submit a resume. All applications are reviewed on the basis of experience, qualifications, references and the current needs of the organization.

New Leaf will make every effort to hire people who are most suitable for the required job. All positions will have a job description and a list of qualifications required to be considered for the position.

Hiring for positions from within the Bargaining Unit will comply with job posting guidelines in the Collective Agreement.

New Leaf will not discriminate against any person for any reason. The main factor in hiring will be the person's ability to fulfill requirements of the job. If more than one candidate meets the job requirements, an interview process will be utilized to determine the successful candidate.

Every new person hired for any job classification will be on a probationary period of hours worked as outlined in the Collective Agreement.

Persons hired must present proof of up to date immunizations and proof of fitness to work.

References and Criminal Reference Checks

Policy

All offers of employment are subject to the completion of satisfactory employment references.

In addition, due to the nature of the work involved and for the protection of the persons whom we support, New Leaf: Living & Learning Inc. is required to confirm that a prospective employee does not have a criminal record.

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References

All applicants will be required to provide a minimum of three professional references. The expressed consent of the applicant will be obtained prior to communicating with a former or current employer.

The Manager: Human Resources or designate will complete applicant references, using a standard set of questions for all applicants for a particular position.

Documented references will be included as part of the candidate's hiring package and will be kept in the employee's personnel file.

Vulnerable Sector Screening Criminal Checks

An original criminal reference check clearly marked 'vulnerable sector' is the only acceptable criminal check and is a bona fide occupational qualification for employment of all positions with New Leaf: Living & Learning Together Inc.

All applicants considered for an interview will be advised that a final offer of employment is subject to the receipt of a satisfactory original criminal reference and that they are responsible for any costs associated with obtaining the criminal reference check.

As the criminal reference check is only current to the date on which the check was produced New Leaf will accept Vulnerable Sector Screenings which have been completed within the past 6 months.

Other Considerations

New Leaf is unable to offer employment to any applicant with a previous or outstanding criminal charge of violence.

The candidate will not be left alone with residents or in an in-charge position until receipt and acceptance by New Leaf of the vulnerable sector screening police and mental health reference check.

On rare occasions, New Leaf may consider the hiring of an applicant despite a previous or outstanding non-violent criminal charge or conviction. The nature of the offence and the circumstances surrounding the laying of the charge would be reviewed based on agency criteria and in light of the position applied for. New Leaf will base its decision on available, verifiable information at the time of application. Any decision to hire in this circumstance must be approved by the Executive Director.

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**COMPENSATION AND BENEFITS
ADMINISTRATION**

EFFECTIVE DATE: April 1, 2009 **POLICY #** HR-03

REVISION DATE: _____

SCOPE: All staff employed by New Leaf.

RATIONALE:

In order to recruit and retain the most qualified staff, New Leaf will endeavour to provide a competitive compensation package to its staff.

POLICY STATEMENT:

The Agency shall establish and maintain throughout the organization a sound and consistent salary administration practice in order to:

- * maintain equitable salaries among classifications of staff within the Agency;
- * provide competitive rates to those paid for similar positions within the DS Sector in so far as funding allows;
- * help the Agency retain qualified, competent staff and to attract new employees;
- * provide appropriate recognition for continuous employment and/or increased competence;
- * keep each employee informed of compensation matters affecting him/her and bring about the realization that each staff is being treated consistently and equitably with respect to salary;

The Agency shall establish and, in so far as continuing resources allow, seek to implement and maintain a package of benefits available to its qualifying staff on a mutually agreed to cost-sharing basis in order to:

- * provide comparable benefits to those enjoyed by similar positions within the DS Sector in so far as funding allows;
- * help the Agency retain qualified, competent staff and attract new employees;

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* keep each employee informed of compensation matters affecting him/her and bring about the realization that each staff member is being treated consistently and equitably with respect to benefits.

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PERFORMANCE EVALUATIONS

EFFECTIVE DATE: ___April 1, 2009___ **POLICY #** _HR-04___

REVISION DATE: _____

SCOPE:

All employees of New Leaf

POLICY STATEMENT:

A performance evaluation is the written assessment of an employee's work performance.

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PERFORMANCE EVALUATIONS

Employees are required to be evaluated as follows:

1. Program Managers / Senior Management: By the completion of three months' service and annually thereafter.
2. All other full time staff: by the completion of 980 hours.
3. Part time and casual staff: by the completion of 625 hours.

After the first year of service, annual evaluations are required.

GENERAL

1. Appraisal of employees shall be on an ongoing basis.
2. Completion of probationary period and appointment to permanent status is determined, in part, on the basis of performance evaluation.
3. It is the respective Managers' responsibility to evaluate work performed by employees.
4. The performance evaluation provides employees with a "yardstick" for measuring their own performance. The employee receives meaningful recognition for their accomplishments and necessary feedback identifying areas in which they need improvement.

PROCEDURE

1. The Manager will be responsible for notifying respective staff of evaluation due dates.
2. The Manager will meet with the employee at a predetermined time to discuss the completed evaluation. The employee will have an opportunity to read, discuss and comment on the evaluation.
3. Both the Manager and the employee shall sign the evaluation to verify discussion of same.
4. Evaluations are then forwarded to the Director of Human Resources and become part of the employee's personnel record. The employee shall receive a copy of the written, **signed** evaluation.

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TERMINATION OF EMPLOYMENT

EFFECTIVE DATE: __April 1, 2009__ **POLICY #** __HR-05__

REVISION DATE: _____

SCOPE:

All employees of New Leaf

RATIONALE:

To ensure a smooth transition of staff resources.

REFERENCES:

Employment Standards Act, Collective Agreement

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TERMINATION OF EMPLOYMENT

RESIGNATION

Employees resigning from the Agency staff shall do so in writing to their immediate Supervisor.

A reasonable period of notice shall normally be expected taking into account the responsibility involved in the position, but should not be less than two (2) weeks. No notice is required for contract employees when termination results from the normal completion of the original terms of employment.

The employee will be requested to conduct an exit interview with the Director of Human Resources or designate.

LAY OFF

As per the Collective Agreement.

TERMINATION

During the probationary employment period, termination of employment by either the Agency or the employee may be without notice.

When it is necessary to terminate the employment of a regular employee s/he shall be given the minimum notice required by the Employment Standards Act. The amount of notice shall take into consideration the need of employees for time to locate suitable alternative employment. To terminate the employment of a person, the employer must pay wages equivalent to the requirement of the Employment Standards Act plus accrued vacation.

Termination of employment shall occur if an employee is discharged and the discharge is not reversed through the grievance and arbitration process.

RETIREMENT

An employee retiring from the Agency shall give notice in writing to his/her immediate supervisor.

A two week period of notice shall be expected, taking into account the responsibility involved in the position.

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DISCIPLINARY PROCEDURES

EFFECTIVE DATE: ___April 1, 2009___ **POLICY #** ___HR-06___

REVISION DATE: _____

SCOPE:

All employees of New Leaf

RATIONALE:

This program allows for discipline to be maintained informally through verbal reminders between the first-line Manager and the employee. Counseling or disciplinary reminders will only be utilized when the employee has been identified as a repeat offender unwilling to abide by the agency's standards or when the offence is of a serious nature warranting immediate, formal discipline.

POLICY STATEMENT:

New Leaf will adhere to the philosophy of progressive discipline with the goal of correcting behaviour.

REFERENCES:

Collective Agreement

DISCIPLINARY PROCEDURES

Objective of Discipline Procedure

1. The majority of employees are conscientious, responsible individuals who wish to play a positive role in the agency's operation and direction.
2. There may be, however, a small number of employees who do not share the same high personal standards and conduct themselves in an unsatisfactory manner. The agency must have an orderly method of dealing with such employees.
3. Under the traditional system of corrective discipline, an employee is advised, through a series of increasingly severe punitive steps, that his/her conduct with the organization is unacceptable and his/her services may be dispensed with. Arbitration jurisprudence dictates that each step in the disciplinary procedure must increase the employee's awareness that continued misconduct will jeopardize maintenance of employment status.
4. The agency's objective is, therefore, to implement a disciplinary system which concentrates on, and corrects the causes for unsatisfactory employee behaviour, without the imposition of punitive measures, while satisfying the conditions dictated by jurisprudence.
5. It is important that penalties be appropriate to the gravity of the offence. No set of instructions cover every situation that may arise, nor would they allow for mitigating circumstances which must be individually considered when infractions occur. Similarly, disregarding rules under particularly critical conditions may call for a more severe penalty than would be the case in another environment. Fair assessment of specific cases must be the basis on which staff problems are dealt with.
6. It should be noted that dismissal is **MANDATORY** in cases of client abuse.
7. Supervision will determine the disciplinary step to be imposed on the basis of the seriousness of the infraction and the employee's previous misconduct record.

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Repeated incidents of misconduct within a short period of time can lead to acceleration of the procedure.

Details of the Procedure

The Employee May Request Steward Reps Be Involved

1. Friendly Discussion:
 - a) The manager will offer the employee a friendly, but firm, reminder privately concerning the infraction committed. The manager will explain the need for, and the purpose of, the rule(s), make sure the employee understands the explanation and express confidence that the employee will endeavor to abide by all the rules in the future.
 - b) No written documentation will be housed on the personnel file but a description will be kept with the manager and suggestions for improvement will be given to the employee.
2. Documented Verbal Reprimand:
 - a) This is the same procedure as outlined in Step 1. In addition, however, a higher level of managerial personnel may or may not be present during the discussion.
 - b) All incidents involving the verbal reprimand of an employee by a manager shall be documented and kept on the manager's file.
 - c) The date and time of the verbal reprimand, any witnesses present and the reason for the reprimand shall be recorded and a copy given to the employee. This shall be housed on the personnel file.
3. Written Reprimand:
 - a) Prior to issuing a written reprimand, the manager will inform the employee of the time and date the employee is to meet with the manager.
 - b) The manager will be responsible for completing written documentation stating the reasons for discipline and what further action will be taken should there be a repeated or comparable offence. In addition, a higher level of managerial personnel may or may not be present during the meeting.

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- c) The written statement will be signed by the manager and the employee involved. The original copy will be filed with the employee's personnel record, and one copy given to the employee.

SUSPENSION

In cases of misconduct warranting suspension and/or possible discharge, and, when no member of the senior administration is readily available, the employee's Manager will, after discussing the misconduct with the employee involved, send him/her home for the balance of the shift without loss of pay, pending completion of the investigation. Upon completion of the investigation, he/she will be advised of the result and, if his/her employment is to be suspended, he/she will be informed and a notice of suspension will be issued.

DISCHARGE

- a) Final authority to dismiss an employee will be that of the Executive Director.
b) In the cases of very serious misconduct, e.g. fighting, abuse, striking management, improper possession of New Leaf property, malicious damage, possession of a firearm on New Leaf property, and other comparable offences, termination may result without preliminary stages.

Examples of Infractions Warranting Disciplinary Procedures:

The following are examples of behaviour not condoned by New Leaf: Living and Learning Together Inc. which may result in disciplinary action being taken. It should be noted that this list is not all inclusive of types of conduct not condoned.

- Client abuse
- Failure to report client abuse
- Theft (including unauthorized use of agency phones for personal, long distance calls)
- Destruction of New Leaf property
- Insubordination
- Disorderly conduct
- Sleeping on the job (when not sleep time)
- Loafing or loitering
- Absenteeism

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- Unexcused, excessive or habitual lateness
- Leaving designated work area or premises without permission
- Entering unauthorized areas of the agency
- Breach of confidentiality and ethics
- Reporting for duty under the influence of alcohol or illicit drugs
- Possession of alcohol while on the job
- Possession of illicit drugs on New Leaf property

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CODE OF CONDUCT

EFFECTIVE DATE: ___April 1, 2009___ **POLICY #** ___HR-07___

REVISION DATE: _____

SCOPE:

All employees and volunteers of New Leaf

RATIONALE:

New Leaf: Living and Learning Together Inc. believes in creating a climate where staff understand and appreciate the need for standards of behaviour, and where expectations of staff are clear. As representatives of the organization, individual behaviour of staff in the workplace must reflect the values and principles of New Leaf, and the highest standards of fairness, honesty and integrity.

POLICY STATEMENT:

All employees have certain responsibilities to both New Leaf: Living and Learning Together Inc. and to their co-workers. These relate to personal behaviour and include mutual respect, open communication, ethical behaviour and professional conduct at all times.

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CODE OF CONDUCT

Staff are expected to:

- * be diligent in the care of the individuals they support, treating them with dignity and respect
- * be punctual and reliable in attendance at work
- * work in a condition that is not impaired by alcohol, drugs or illegal substances
- * be truthful and honest in all their actions with and for the agency
- * be courteous and considerate and behave in a manner appropriate to the work place when working with the individuals they support, their families, visitors and the community, and other employees
- * refrain from deriving any inappropriate personal gains directly or indirectly through their employment with New Leaf: Living and Learning Together Inc.
- * refrain from using the property and resources of NewLeaf: Living and Learning Together Inc. and the individuals they support, for their personal use
- * take good care of the property of the agency and of the individuals they support
- * use good judgment in their choice of clothing based on reasonable expectations of the individuals they support, and the community they serve
- * complete the requirements of the position as outlined in job profiles in a responsible manner
- * comply with the direction of the employer

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* support and adhere to the mission of the agency and its policies and procedures

Failure to observe these standards will result in disciplinary action.

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LEAVE OF ABSENCE

EFFECTIVE DATE: ___April 1, 2009___ **POLICY #** ___HR-08___

REVISION DATE: _____

SCOPE:

All employees of New Leaf

RATIONALE:

Staff ,from time to time, require leave from work. Good policies ensure a fair, equitable and orderly management of staffing resources.

REFERENCES:

Collective Agreement, Employment Standards Act

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LEAVE OF ABSENCE

Personal Leave of Absence

As per the Collective Agreement.

The Employer may, at its discretion, grant a leave of absence without pay or benefits to a regular full time employee or regular part time employee who has completed his/her probationary period. The employee's request must be made in writing and must indicate the reason for and the length of the leave requested. All requests must be submitted to the responsible Manager not less than thirty (30) calendar days in advance of the requested date of commencement of this leave. No leave for a period of greater than two (2) months will be granted by the Employer. It is acknowledged that emergency situations may arise that prevent the thirty (30) days clear notice and the Employer, on its individual merits, will consider each situation.

Regular full time employees and regular part time employees will not be granted a personal leave for the purpose of accepting alternative or additional employment.

Bereavement Leave

A regular full time employee (and a regular part time employee where indicated) who has completed his/her probationary period will be granted bereavement leave as outlined in the Collective Agreement.

The eligible employee is required to notify the Manager responsible for his/her Program as soon as possible following the bereavement.

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Pregnancy Leave / Parental Leave

New Leaf recognized the rights of employees to both pregnancy leave and parental leave as detailed in the Employment Standards Act.

An employee, who is pregnant and who has been employed by New Leaf for thirteen (13) weeks before her baby is expected to be born (due date) shall be entitled, upon application, to pregnancy leave and parental leave.

All employees of New Leaf wishing to avail themselves of either pregnancy or parental leave or both must advise the employer in writing at least two (2) weeks prior to the date the leave is to commence and must include a medical certificate estimating the date of delivery.

The date of return to work must be communicated in writing to New Leaf four (4) weeks in advance.

Note: Legislation related to pregnancy and parental leave is subject to change. Where the legislation may differ from this procedure the legislation takes precedence.

Benefit Coverage While on Pregnancy / Parental Leave

New Leaf will continue to cover all benefits 100% employer paid for those benefits that were similarly covered prior to the leave. The employee is responsible to pay for the employee paid premium cost. Failure to do so will result in loss of benefit coverage.

Each employee, who is on pregnancy/parental leave, will be asked to sign a waiver of benefits forms should they choose not to continue their benefits while on leave (copy following).

Employees who wish to continue their benefits while on maternity/parental leave, will be asked to pay their share of the cost of such benefits by post-dated, monthly cheques payable to New Leaf: Living and Learning Together Inc. and submitted in advance to the Administration Office.

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Family Medical Leave

All employees are eligible to take up to eight (8) weeks of unpaid, job-protected Family Medical Leave to provide care or support to any family member or person who is considered to be like a family member who has a serious medical condition with a significant risk of death occurring within a period of 26 weeks. This medical condition and risk of death must be confirmed in a certificate issued by a qualified health practitioner.

Employees must inform their supervisor in writing that they will be taking Family Medical Leave before it begins, or as soon as they can. Should two or more employees qualify for the leave to provide care and support to the same family member the eight (8) weeks of leave must be shared between the employees.

Family Medical Leave does not have to be taken consecutively but must be taken in periods of entire weeks.

As per Employment Standards Act.

Personal Emergency Leave

All employees are eligible to take up to ten (10) unpaid days off each calendar year to deal with emergencies as per Section 50 of the Employment Standards Act, 2000.

Personal Emergency Leave may only be taken due to illness, injury, medical emergency or other urgent matters relating to the employee or their family members.

An employee must inform their supervisor in writing that he or she will be taking a Personal Emergency Leave of absence. If an employee has to begin a Personal Emergency Leave before notifying the employer, he or she must inform the employer as soon as possible after starting the leave.

As per Employment Standards Act.

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Emergency Leave, Declared Emergencies

In accordance with Section 51 of the Employment Standards Act, 2000 an employee is entitled to a leave of absence without pay if an order applies to him or her to provide services that he or she is qualified to provide because of an emergency declared under section 7.0.1 of the Emergency Management and Civil

Protection Act and, the Health Protection and Promotion Act. Entitlement to this leave is in addition to the legislated 10 day unpaid Personal Emergency Leave of Absence.

An employee who is required to take this leave shall advise his or her employer that he/she will be doing so. If an employee begins this leave before advising the employer the employee shall advise the employer as soon as possible after beginning it. The employer may require an employee who is required to take this leave to provide evidence reasonable in the circumstances.

As per Employment Standards Act.

Reservist Leave

As per Employment Standards Act.

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**WORKPLACE VIOLENCE, HARASSMENT,
DISCRIMINATION AND MUTUAL RESPECT**

EFFECTIVE DATE: ___ May 17, 2017 ___

POLICY #: ___ HR-9 ___

REVISION DATE: _____

SCOPE:

All employees, volunteers, contract or work placements, students, Board of Directors, Committee Members, Advisory Board and residents (hereafter referred to as Party).

New Leaf: Living and Learning Together Inc. ("New Leaf") is committed to providing a safe, healthy and supportive working environment in which all individuals are treated with dignity and respect, and without harassment or discrimination, consistent with the Ontario Human Rights Code (the "Code") and the Occupational Health and Safety Act (the "OHSA").

New Leaf will take all reasonable steps to prevent, protect workers from, investigate and appropriately respond to discrimination, violence and harassment in the workplace.

PURPOSE AND APPLICATION

The purpose of this Policy is to establish procedures to reduce the risk of discrimination, violence and harassment in the workplace and to foster workplace safety and security.

This policy applies to all New Leaf staff (including all workers performing services for New Leaf), students and volunteers while in the performance of their duties, whether at sites owned and/or operated by New Leaf or during employment-related activities off-site (e.g., conferences, training sessions, etc.) and addresses workplace discrimination, harassment and violence from all sources (such as clients, employees, board members, contractors, volunteers and members of the public). It also applies to such staff, volunteers and workers of New Leaf at any place where their behaviour could be seen as a reflection of New Leaf.

New Leaf has a unique mission that brings with it unique challenges. New Leaf provides services to individuals with disabilities, including dual diagnosis, developmental disabilities and / or individuals with other complex needs. New Leaf recognizes that workers may be faced with situations where they are supporting persons who may become aggressive. With appropriate training and management, the incidents of aggressive conduct from the people we support can possibly be minimized but realistically speaking cannot be eliminated altogether. All staff are responsible for ensuring familiarity with New Leaf's Health and Safety Policies and Procedures for dealing with such situations.

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DEFINITIONS

Under this Policy the following terms have the following definitions:

“Discrimination” means the Human Rights Code definition of discrimination which includes:

- (i) direct discrimination - imposing a requirement, qualification, exclusion, restriction, preference or factor on the basis of a prohibited ground of discrimination; and
- (ii) constructive or adverse effect discrimination - imposing a requirement, qualification, exclusion, restriction, preference or factor that although not expressly related to a prohibited ground of discrimination, results in the exclusion, restriction or preference of a group of persons who are identified by a prohibited ground of discrimination, except where the restriction is a reasonable and bona fide occupational requirement.

“Poisoned Work Environment” means a general climate of disrespect, offensive language and belittling that, even if not directed at anyone in particular, which makes the workplace unpleasant and difficult.

“Prohibited Grounds” means race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status/same sex partnership status, family status or disability, or any other analogous ground.

“Threat” means the implication or expression of intent to inflict physical harm or actions that a reasonable person would interpret as a threat to physical safety.

“Workplace” means anywhere the business of New Leaf is being carried out. This includes offices, support locations, homes, other community partners and agencies. It also includes other locations and situations such as during business travel, work-related social gatherings or other locations where prohibited behaviours may have a subsequent impact on the work relationship, environment or performance.

“Workplace Violence” means the use or attempted use of physical force against a worker that causes or could cause physical injury. Workplace violence also includes a statement or behaviour that a worker could reasonably interpret as a threat to use physical force against him/her that could cause physical injury. Physical force includes but is not limited to aggravated assault, assault, sexual harassment, gestures, kicking, pushing, biting and/or spitting.

“Workplace Harassment” means 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, whether or not based on a prohibited ground, including but not limited to:

- (a) Hostile, obnoxious, or intimidating behaviour or behaviour which ought reasonably to have been known to be hostile, obnoxious or intimidating;
- (b) Emotional or psychological abuse;
- (c) Workplace Sexual Harassment (as defined herein); and
- (d) Targeting a person or group of people because of personal dislike or personality conflict because of, but not limited to, a prohibited ground of discrimination under the Code, including race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion) sex, sexual orientation, disability, age, marital (same sex partner) status, family status, gender identity, or record of offence.

This Policy is concerned with the impact of behaviour, not the intent of the person responsible for the prohibited behaviour. Single acts of sufficient severity may constitute harassment.

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Examples of Workplace Harassment: Examples of workplace harassment include, but are not limited to:

- Jokes, gestures, demands, or comments about a person's body, clothes, habits, customs or mannerisms.
- Displaying pictures, graphics or symbols, including things on or printed from a computer, can also be harassing.
- Making fun of someone because s/he wears traditional dress (such as a turban, sari or veil).
- Using language that offends when it refers to a person's race, colour, sex, sexual orientation, disability, etc.
- Displaying or distributing pictures, jokes, cartoons that are demeaning (pin-ups, racist cartoons, etc.)
- Sending inappropriate or embarrassing emails.
- Practical jokes that cause awkwardness or embarrassment.
- Excessive profanity (swearing), vulgarity, ridicule, belittling, or derogatory name calling towards a person.
- Bullying or aggressive behaviour.
- Inappropriate staring.
- Isolating or making fun of a worker because of gender identity.

Conduct that does not constitute Workplace Harassment: It is important to note that reasonable action taken by an employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment. Legitimate and constructive criticism of an employee or volunteer's performance or behaviour at work, performance management and progressive discipline is not harassment, nor is an occasional raised voice or argument. However, workplace harassment will not be condoned under the guise of strong management, when employees or volunteers are not treated with dignity and respect.

"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.

Examples of Workplace Sexual Harassment include, but are not limited to:

- Sexual remarks.
- Unnecessary physical touching.
- Jokes or insulting gestures.
- Sexual requests or suggestions.

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- Leering, suggestive staring or comments.
- Displaying or distributing sexually offensive material (including by electronic means).

PROHIBITED BEHAVIOUR

The following behaviour and/or conduct is prohibited under this Policy and will lead to discipline up to and including discharge from employment (“**Prohibited Behaviour**”):

- a) Workplace violence;
- b) Workplace harassment (including workplace sexual harassment);
- c) Workplace discrimination;
- d) Threats or intimidation;
- e) Possession of weapons of any kind while engaged in activities for New Leaf;
- f) Physical violence;
- g) Dangerous or threatening horseplay;
- h) Blatant or intentional disregard for the safety or well-being of others;
- i) Retaliation against anyone who has made a complaint or who has participated in an investigation under this Policy;
- j) Failing to report an incident of workplace discrimination, violence or harassment of which a worker is aware; and
- k) Any other act which is considered to be a violation of this Policy, whether or not specifically set out above.

PROGRAM TO ADDRESS WORKPLACE HARASSMENT, VIOLENCE AND DISCRIMINATION

New Leaf is committed to the goal of preventing, investigating, and appropriately responding to workplace harassment, violence and discrimination and will not tolerate Prohibited Behaviour (as defined above) in the workplace. The following program (the “Program”) has been designed to assist New Leaf in achieving this goal.

A. IMPLEMENTATION AND RESPONSIBILITIES

1. Executive Director and/or Designate

The Executive Director and/or designate will be responsible for implementation of this Policy and the Program and will work with the Joint Health & Safety Committee (“JHSC”).

It is the **Executive Director and/or designate’s** responsibility to:

- a) Inform and educate workers and management about this Policy;

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- b) Initiate, conduct and administer any investigations under this Policy;
- c) Determine and implement appropriate corrective and/or disciplinary action in consultation with the appropriate managerial personnel;
- d) Ensure that management is held accountable for implementing this Policy;
- e) Ensure that risk assessments are completed as required.

2. MANAGEMENT

New Leaf's **management** includes Officers, Directors, Board Members, and Managers.

Management has a responsibility to:

- a) Review and follow the procedures set out in this Policy;
- b) Ensure workers participate in training to prevent, identify, and respond to, any incidents of Prohibited Behaviour;
- c) Ensure that any incident of Prohibited Behaviour will be immediately reported;
- d) Identify and implement appropriate procedures to minimize the risk of Prohibited Behaviour;
- e) Identify, minimize, and inform workers regarding potential areas of risk of Prohibited Behaviour that threatens a safe work environment;
- f) Report any incidents of Prohibited Behaviour to the Executive Director and/or designate;
- g) Report to the Executive Director and/or designate any information or concerns regarding potential domestic abuse that would expose a co-worker to physical injury.
- h) Report any concerns regarding safety procedures that are in place to protect workers;
- i) In consultation with the Executive Director and/or designate, speak to individuals who are alleged to have committed Prohibited Behaviour in order to prevent or stop the conduct and resolve conflict; and
- j) Co-operate with any investigations under this Policy.

3. FRONT LINE STAFF

New Leaf's front line staff (which includes all bargaining unit members and non-managerial staff) have a responsibility to:

- a) Review and follow the procedures set out in this Policy;
- b) Refrain from acts of Prohibited Behaviour or that pose the risk of an incident of Prohibited Behaviour;

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- c) Attend and participate in all training with respect to the prevention of discrimination, violence and harassment in addition to other training that is provided;
- d) Immediately report any incidents, threats, or potential risks of workplace violence or harassment;
- e) Immediately advise management and coworkers if the worker becomes aware of a change in circumstances that is likely to increase the potential for aggressive behaviour;
- f) Immediately report any concerns regarding safety procedures in place to protect workers;
- g) Immediately report any incidents of retaliation for having brought forward a complaint of Prohibited Behaviour;
- h) Co-operate with and participate in any investigations under this Policy as directed by the Executive Director and/or designate.

B. VIOLENCE PREVENTION AND SAFETY MEASURES

1. EMERGENCY PROTOCOLS

If a co-worker, contractor, third party service provider or member of the public engages in an act of violence in the workplace or there is a reasonable belief that such an act of violence is likely to occur, if possible, a staff member having knowledge of same must immediately remove themselves and persons supported from the unsafe situation and contact emergency services where appropriate.
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Telephones are located in various places in the workplace. Workers must be familiar with the locations of the telephones. To call within the workplace, dial the appropriate extension if it exists or use other means of communication such as the Direct Alert System, cell phones etc.

Workers who are provided with a cell phone may use the cell phone or the nearest telephone to call for assistance whichever is most convenient in the circumstances. Workers will familiarize themselves with the Work Alone Policy, and Direct Alert System.

To call outside of the workplace, dial the telephone number.

For immediate assistance, contact Emergency Services: 9-1-1.

Acts of violence by a person supported shall be dealt with in accordance with the behaviour protocols applicable to such person, provided that if any injury occurs to any person as a result, appropriate reporting in accordance with the *Occupational Health and Safety Act*, *Agency policies*, *Social Inclusion Act* and *Quality Assurance Measures Regulation* and Serious Occurrence Reporting policies will occur.

2. GENERAL PRECAUTIONS:

New Leaf endeavors to ensure the safety of all workers. To that end, all workers are required to take the following measures:

- a) Follow New Leaf's health and safety policy, procedures, and standards and protocols associated with each person supported with whom the worker is engaged;
- b) Follow any applicable sign-in procedure and let coworkers know of each other's whereabouts;

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- c) Familiarize self with Work Alone procedures, and Direct Alert System;
- d) Inform a coworker or direct supervisor or, if not available, management if you will be attending an unfamiliar workplace;
- e) Upon recognition of an unaccompanied stranger or suspicious person in the workplace, immediately notify management;
- f) Upon recognition of any safety risks in the workplace, such as a broken telephone or unlit areas, advise management immediately;
- g) Familiarize yourself with the location of all exits;
- h) At all times use common sense. Be alert to the surroundings.

3. DISCLOSURE OF RISK OF VIOLENT BEHAVIOUR:

If a New Leaf worker is expected to encounter an individual with a history of violent behaviour of which New Leaf is aware and that individual poses a risk of workplace violence that is likely to result in physical injury, New Leaf will provide such information to the worker, including personal information and the applicable behavioural protocols, if any, for such person. However, New Leaf will only disclose the information reasonably necessary to protect workers from violence.

4. RISK ASSESSMENTS:

New Leaf will assess the risk of workplace violence in consultation with the JHSC as required. Risk assessments will be conducted as often as is necessary. If risks of violence are found during the assessment, New Leaf will work with the JHSC to determine and implement appropriate measures to minimize the risk. Results of the risk assessment will be reported to the Executive Director and/or designate and the JHSC.

C. PROHIBITED BEHAVIOUR – COMPLAINT AND INVESTIGATION PROCEDURE

1. REPORTING

Reporting Discrimination, Violence or Harassment in the Workplace

Any worker who is subjected to, a witness of, or has knowledge of, any incidents or threats of workplace violence, harassment, or discrimination is required to immediately report the incident to his or her supervisor or manager. This includes reporting domestic violence situations that would likely expose a worker to physical injury in the workplace.

The reporting requirements are as follows:

- a) All incidents of Prohibited Behaviour as defined in this policy shall be immediately reported to management;
- b) The report of the incident must include the following information:
 - a. The name(s) of the complainant(s) and contact information;

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- b. The name of the person(s) alleged to have engaged in Prohibited Behaviour and contact information (if known);
- c. Names of witness(es) (if any) or other persons with relevant information to provide about the incident (if any) and contact information (if known);
- d. Details of what happened including date(s), frequency and location(s) of the alleged incident(s):
 - i. Any supporting documents the worker who complains of Prohibited Behaviour may have in his/her possession that are relevant to the complaint;
 - ii. List any documents a witness, another person or the person alleged to have engaged in Prohibited Behaviour may have in their possession that are relevant to the complaint.
- c) The member of management receiving the report shall take steps to ensure that the appropriate measures are taken to safeguard coworkers and persons supported;
- d) Upon being informed of an incident by the worker, the member of management will report the incident to the Executive Director and/or designate;
- e) Upon the Executive Director and/or designator's direction, management will comply with all reporting obligations under the *Occupational Health and Safety Act* and *internal reporting policies*; and
- f) Any worker failing to immediately report knowledge of an act of Prohibited Behaviour to a member of management may be subject to disciplinary action up to and including dismissal.

Who to Report Prohibited Behaviour to:

- An incident or complaint of Prohibited Behaviour should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated in a timely manner.
- A Prohibited Behaviour incident or complaint can be made to a worker's supervisor or manager.
- In a case that the worker's manager is the person engaging in the workplace violence and harassment, a worker can report the incident or complaint to any other member of the management team, or the Executive Director and/or designate, as long as the person to whom to report is not a person who is under the direct control of the person alleged to have engaged in Prohibited Behaviour.
- If the Executive Director is the person engaging in the Prohibited Behaviour, the worker can contact the President, or if the President is the person allegedly engaging in the Prohibited Behaviour, then the Ministry of Labour.
- All incidents or complaints of Prohibited Behaviour shall be kept confidential except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise required by law.

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2. INVESTIGATION PROCEDURE

New Leaf will ensure that an investigation appropriate in the circumstances will be conducted into complaints or incidents of Prohibited Behaviour, and that such investigation will be conducted promptly and impartially. Although New Leaf makes every effort to keep the incident or complaint as confidential as possible, it is not always possible to do so in the course of investigating or resolving an incident or complaint of potential or actual workplace discrimination, violence or harassment. Information about a complaint or incident will not be disclosed except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action, or as otherwise required by law.

The investigation procedure will be as follows:

a. Prohibited Behaviour Complaint Form.

Upon receiving a report of an incident of Prohibited Behaviour management will, as soon as possible, report the incident to the Executive Director and/or designate and have the worker complete a Complaint Form. The Complaint Form must be signed by the worker and submitted to management. The Complaint Form will include:

- o Name(s) of complainant(s) and contact information;
- o Names of respondent(s), position(s) held, and contact information if known;
- o Names of witness(es) if any and other persons with relevant information and contact information, if known;
- o Details of what happened, including dates, frequency, locations of alleged incidents;
 - Any supporting documents the worker who complains of Prohibited Behaviour may have in his/her possession that are relevant to the complaint;
 - List any documents a witness, another person or the person alleged to have engaged in Prohibited Behaviour may have in their possession that are relevant to the complaint.

Our practice is that staff must fill out a Complaint Form for each incident. Additionally, in relevant situations as related to the persons supported, staff and supervisors also must complete a serious occurrence report that must be sent to the Ministry of Community and Social Services within twenty-four (24) hours.

b. Interim Measures.

Upon receipt of a Complaint Form, the Executive Director and/or designate, will consider the allegations and take appropriate interim measures to ensure the cessation and prevention of any alleged Prohibited Behaviour while the alleged conduct is investigated. This may include reassigning a worker to a different location or shift, or placing an alleged respondent on paid leave of absence during the investigation of the incident, where appropriate.

c. Investigation.

New Leaf shall complete an investigation into any complaints or incidents of Prohibited Behaviour that is appropriate in the circumstances.

- i. Upon receipt of a Complaint Form, the Executive Director and/or designate, will appoint an investigator (either a member of management or an external investigator as appropriate in the circumstances considering, among other things, the complexity of the investigation, the possibility of a conflict of interest, the seniority of the person accused and/or operational requirements of New Leaf) to conduct an investigation into the incident. Under no circumstances shall the investigator be the person alleged to have

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engaged in the Prohibited Behaviour or a person who is under the direct control of the person alleged to have engaged in the Prohibited Behaviour.

- ii. Wherever possible the investigation shall be completed within 90 calendar days of the date the complaint is made, unless extenuating circumstances warrant a longer investigation.
- iii. The investigator will ensure that the investigation is kept confidential and that identifying information is not disclosed unless necessary to conduct the investigation or as required by law. The investigator will remind the worker who has allegedly experienced workplace harassment, the alleged harasser(s) and any witnesses of the requirement that they keep the information shared during the investigation process confidential and the prohibitions against retaliation against any person taking part in the investigation or making a complaint.
- iv. The Investigator shall:
 - Review the allegations;
 - Conduct separate interviews with the alleged victim of the incident, the worker who reported the Prohibited Behaviour, any witnesses to the Prohibited Behaviour or any person with relevant information, to the extent reasonably possible;
 - Interview the alleged harasser, where reasonably possible, and provide him/her the information required to respond to the allegations and, in certain circumstances, give the complainant an opportunity to reply.
 - Collect and review any relevant documents;
 - Take appropriate notes and statements during interviews; and
 - Prior to any interview taking place with any worker who may be subject to discipline as a result of the incident or investigation, the investigator shall inform the worker of his or her right to have a union representative present for the interview if applicable.

d. Investigation Report.

The investigator shall prepare a report which summarizes:

- i. The steps taken during the investigation;
- ii. The complaint;
- iii. The allegations of the worker claiming Prohibited Behaviour;
- iv. The response from the person alleged to have engaged in Prohibited Behaviour;
- v. The evidence of any witnesses;
- vi. The evidence gathered;
- vii. The investigator's findings of fact; and
- viii. The investigator's conclusions of whether Prohibited Behaviour has been found or not.

The Investigation Report will be provided to the Executive Director and/or designate to take appropriate action. If the Executive Director is the person alleged to have engaged in Prohibited Behaviour, the Investigation Report will be provided to the President. If the President is the person allegedly engaging in the Prohibited Behaviour, then the Investigation Report will be provided to the Ministry of Labour.

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e. Communications of Results.

The Executive Director and/or designate shall consider the Investigation Report and take the following steps:

- i. Determine what, if any, action is required, which may at the discretion of the Executive Director and/or designate, include the following:
 - o If there are reasonable grounds to conclude that Prohibited Behaviour occurred, the appropriate disciplinary action will be taken. The results of the investigation and the disciplinary action taken will be placed in the employee's personnel file;
 - o If there are insufficient grounds to reach a conclusion, then further investigation will continue until resolution is possible; or
 - o If the Executive Director and/or designate is satisfied that no Prohibited Behaviour has occurred, all documentation of the evidence shall be given to the Executive Director and/or designate and no such documentation or allegations of Prohibited Behaviour will be placed in the employee's personnel file.
- ii. Provide the complainant and the person alleged to have engaged in Prohibited Behaviour with a written statement of the results of the investigation and the corrective action (if any) within 10 days of the report being issued by the investigator. These parties are entitled to know the corrective action imposed; however, it is understood that there is a balance between privacy and the right to know. Information provided needs to be general, and cannot disclose specific details to breach confidentiality.
- iii. The results of the investigation are not the same as the Investigation Report. The results of the investigation are a statement of the findings of the investigation.

3. CORRECTIVE AND DISCIPLINARY ACTION

Any worker who is found to have engaged in Prohibited Behaviour will be subject to disciplinary action, up to and including discharge from employment.

In determining the appropriate disciplinary action, the following will be considered:

- nature of the complaint;
- workplace situation;
- impact of the offence on the complainant;
- seriousness and frequency of behaviour;
- respondent's position within the organization (i.e. was the respondent in a position that required particular responsibility to avoid any behaviour or conduct which is known, or should reasonably be known, to be unwelcome);
- previous conduct of respondent;
- willingness of respondent to co-operate or change behaviour;
- whether there was a trust relationship;
- any admission of wrongdoing;

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- failure to warn.

The Executive Director and/or designate and the individual's supervisors will be responsible for facilitation and monitoring of any disciplinary action.

Disciplinary action will also be taken if a complaint is found to have been made fraudulently and with malicious intent.

Where a volunteer or contractor to New Leaf is involved, a decision regarding any action to be taken will be made on a case-by-case basis.

4. SUPPORTS FOR AFFECTED EMPLOYEES

In all cases where reasonable grounds exist to support an allegation of an act of Prohibited Behaviour, the Executive Director and/or designate must ensure that appropriate emotional and physical support is provided.

5. NO REPRISAL

No worker will be penalized for reporting an incident of Prohibited Behaviour or participating in an investigation into same. Penalizing a worker for exercising their rights under the OHS Act is prohibited and any employee found to have engaged in any reprisal against a worker will be subject to discipline.

6. TRAINING AND EDUCATION

New Leaf will provide training and education to all employees and students with respect to the contents of this Policy and New Leaf's program with respect to Prohibited Behaviour. JHSC representatives will also receive information and instruction on New Leaf's program including how to help a worker report an incident of Prohibited Behaviour and resources available to a worker who has allegedly experienced an incident of Prohibited Behaviour.

7. CONFIDENTIALITY AND RECORD KEEPING

The following confidentiality and record keeping requirements apply to the complaint and investigation process:

1. New Leaf will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully.
2. Information obtained about an incident or complaint of Prohibited Behaviour, including identifying information about any individuals involved, will not be disclosed unless disclosure is necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law. The Executive Director and/or designate will determine the extent to which the information regarding the complaint must be disseminated.
3. Individuals (including the complainant, the respondent and any witnesses or others involved in the investigation process) are to ensure that they refrain from discussing the complaint, information related to the complaint, or information they have gained through the investigation process with anyone other than the investigation team.
4. All documents related to a complaint, including the written complaint, witness statements, investigation notes/reports, documents related to the complaint, a copy of the results of

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the investigation that are provided to the complainant(s) and the respondent(s), and a copy of the corrective action taken to address the Prohibited Behaviour will be kept confidential and kept in a separate investigation file securely maintained by the Human Resource Department. These documents will not be disclosed unless necessary to investigate an incident or complaint, take corrective action or as otherwise required by law.

5. If there is an external investigation, information collected by the external investigator will be kept in accordance with his/her/its practices.
6. Records will be kept for a minimum of two years from the conclusion of the investigation, pursuant to the OHSA.

8. POLICY REVIEW, PROGRAM EVALUATION AND QUESTIONS

This policy and procedures thereunder will be reviewed as often as necessary, but at minimum once a year.

The workplace violence awareness and prevention programs will be evaluated annually by the Joint Health and Safety Committee.

If you have any feedback or questions about this Policy and procedures thereunder, please speak to Human Resources. You may also consult your union representative, joint health and safety representative, our employee assistance plan, or external resources including the Human Rights Legal Support Centre, as appropriate.

Ron McCauley, Executive Director

Date

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CELLULAR PHONE POLICY

EFFECTIVE DATE: ___April 1, 2009___ **POLICY #:** ___HR-10___

REVISION DATE: _____

SCOPE:

All employees and volunteers of New Leaf.

RATIONALE:

To ensure a safe work environment free from distractions, and to ensure the clients served by the agency are dealt with respectfully.

POLICY STATEMENT:

This policy outlines the use of personal cell phones at work, the personal use of business cell phones and the safe use of business cell phones by employees while driving.

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CELLULAR PHONE POLICY

Personal Cellular Phones

No staff member can appropriately focus on their job and the residents if their time is spent on personal calls during work hours and this will interfere with the care and attention or residents require. While at work staff are not to carry personal cell phones, pagers and other electronic communication devices. Specific permission of use may be granted on a case-by-case basis by the Manager of the program. Employees are asked to ensure that friends and family members are aware of this policy and to make personal calls during break time only. New Leaf will not be liable for the loss of personal cellular phones brought into the workplace.

Personal Use of New Leaf Cellular Phones

The Agency may issue a business cell phone for work related communications or for safety reasons. This phone is to be used for business reasons only. If an employee experiences a severe personal emergency that results in the need to use the Agency's cell phone, he/she is required to report this to his/her supervisor. Employees in possession of Agency equipment such as cell phones, beepers and radios are expected to protect the equipment from loss, damage or theft. Upon resignation or termination of employment, or at any time upon request, the employee may be asked to produce the equipment for return or inspection. Employees unable to present the equipment in good working condition may be expected to bear the cost of a replacement.

Safety Issues for Cellular Phone Use

Employees whose job responsibilities include regular or occasional driving and who are issued a cell phone for business use are expected to refrain from using their phone while driving. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees must pull off to the side of the road and safely stop the vehicle before placing or accepting a call.

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**THIRD PARTY
REFERENCE REQUESTS**

EFFECTIVE DATE: ___April 1, 2009___ **POLICY #:** HR-11

REVISION DATE: _____

SCOPE: All New Leaf staff.

RATIONALE:

To ensure privacy of personal information, and coordinated dissemination of staff information.

POLICY STATEMENT:

This policy ensures a consistent treatment regarding reference requests; and further ensures that those requesting the reference are only given agency approved information.

Third party reference requests refers to any request made by a prospective employer, financial institution, etc, not affiliated with this agency for the purpose of obtaining information about a specific person.

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THIRD PARTY REFERENCE REQUESTS

Responsibility

The only people who shall be authorized to complete any reference requests shall be:

1. Executive Director
2. Director: Human Resources
3. Any other Manager as directed by the Director: Human Resources

Any unauthorized employee who receives a third party reference request, either oral or written, is responsible for forwarding the request to the Director: Human Resources.

Any person requesting a reference from this agency must authorize the release of such information in writing. This written authorization for release of information is given by utilizing the approved form attached to this policy or a similar document from the third party. It is also acceptable to give permission for release of information via email to the Director: Human Resources.

Type of Information

Responses will be limited to documented, factual and job related information. Responses shall never include any personal information, about an identifiable individual, that is protected by the Ontario Human Rights code. This personal information includes, race, ethnic origin, colour, age, marital status, family status, religion, education, medical history, criminal record, and any numerical identification (SIN).

Copies of all documents relating to third party reference requests must be kept in the respective employee's personnel files.

Letter of Employment

The Human Resources Department is responsible for completing Letter of Employment requests (salary, position, employment dates).

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**AUTHORIZATION FOR RELEASE OF
INFORMATION**

I, _____ hereby authorize New Leaf:
Living and Learning Together Inc. to release the information listed below to
_____.

Please mark the appropriate box.

- Letter of employment.** Confirmation of employment and salary information (usually used for banking/lending purposes, which includes salary, job title, dates of employment or services).
- References.** All employment type of information in the possession of New Leaf: Living and Learning Together Inc., including dates of hire, position(s) held, information relating to performance and attendance and all other related matters.
- Other** – (specify information to be released).

I hereby release and discharge New Leaf: Living and Learning Together Inc. from any claim relating to releasing information in accordance with this Authorization.

Employee's signature

Date

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STAFF DEVELOPMENT & TRAINING POLICIES

Effective Date: April 1, 2009

Policy #: HR-13

Revision Date: _____

DEVELOPMENT & TRAINING POLICY & PROCEDURES

Mandate of Development and Training

To assist all staff employed by New Leaf in the development of personal and professional knowledge, expertise and skills. This is to ensure quality performance of their jobs, in conjunction with the philosophy and mandate of New Leaf, in offering services to adults with a developmental disability. All staff members and volunteers will receive an orientation and initial training on the individual needs of the person whom the staff member or volunteer will support.

Function of Development and Training

The Training and Development department will coordinate all Development and Training needs. This includes: in-house training sessions, external training, conferences and seminar events.

1 a) Internal Courses: Mandatory

Internal courses have been developed at New Leaf for the purpose of employee development. Some courses have been deemed mandatory by different government ministries since they involve essential knowledge in order for staffs to perform their jobs. Enrichment courses are provided to enhance knowledge related to their jobs.

Eligibility

All employees both full-time and part-time must attend mandatory courses.

Development and Training

- a) All front line workers full-time and part-time must complete the mandatory courses.

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- b) All front line workers full-time and part-time must successfully complete the Non-Violent Crisis Intervention (CPI) training before engaging in any physical restraint of a New Leaf resident. This training must be completed in the first 45 days of employment at New Leaf.
- c) front line workers full-time and part-time must complete mandatory course updates according to each course expiry date.
- d) All front line workers full-time and part-time who fail to attend the mandatory courses and maintain certification may result in interrupted employment.
- e) Opportunities are available for full-time front line workers to become trainers of selected mandatory and/or enrichment courses. They must meet pre-determined eligibility requirements to be considered.
- f) Instructors are responsible for completing and submitting the attendance sheet to the Learning & Development department immediately following the course completion.
- g) It is understood that there is no distinction between New Leaf employees and New Leaf instructors. Therefore, there is no additional compensation (monetary or otherwise) for staff acting in the role of trainer. Furthermore, all materials developed for training purposes at New Leaf are the property of New Leaf.
- h) When staff are registered for a course, a memo is issued from the Director of Development and Training to all programs and departments minimally 4 weeks prior to the course. Supervisors of each program and department are responsible for informing their respective staff of the upcoming course.
- i) If a staff member arrives 30 minutes or more after the scheduled time for the class to begin, they are considered late and cannot attend the training. This will be communicated to their supervisor. At this time the individual may utilize lieu time earned, use vacation time or miss their scheduled shift (unpaid).
- j) Employees attending mandatory courses will receive their regular hourly rate of pay.

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1 b) Internal Courses: Enrichment

Eligibility

All employees both full-time and part-time may be required to attend various enrichment courses.

Development and Training

- a) Enrichment courses will vary from month to month.
- b) Instructors will be New Leaf employees and/or appropriate professionals hired by the agency.
- c) Employees may request to attend an enrichment course. They must have completed all mandatory training courses to be eligible for an enrichment course.
- d) An employee may attend an enrichment course specific for the location or client needs before they have completed all mandatory training courses. This will be based upon approval from the Director of Development and Training.
- e) Due to the cost of some enrichment courses, staff may be required to attend without monetary or time in lieu compensation. This would first be agreed upon by the attending staff and the Director of Learning & Development.
- f) Where possible, New Leaf will provide a company vehicle to attend enrichment courses. When a van is not available, staff may submit an expense report for mileage. New Leaf will not pay staff wages for the travel time to and from an enrichment course, unless the travel time is part of the employees regularly scheduled shift.

1 c) Conferences, Seminars and Workshops

The Development and Training department will provide opportunities for staff to attend external conferences, seminars and workshops that are not available within the agency. Staff considered for these external training opportunities will be based on: length of time

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employed, employment record, goals identified in performance appraisals and supervision, opportunity for learning for a particular residential program or department, and reasonable cost.

DEVELOPMENT& TRAINING CURRICULUM

2a) CPI – Non-Violent Crisis Intervention

This course teaches staff how to recognize a potential crisis situation in the early stages of development. This will allow staff to respond appropriately to prevent the crisis. CPI certified instructors instruct this course. Staff are to attend a mandatory refresher course annually. All front line workers full-time and part-time must successfully complete the Non-Violent Crisis Intervention (CPI) training before engaging in any physical restraint of a New Leaf resident. This training must be completed in the first 45 days of employment at New Leaf.

Length of course: 14 hours (2 Days)

Note: Annual Refresher Course (6 hours)

2b) Standard First Aid & Basic Rescuer CPR

This is a certified St. John's Ambulance Standard First Aid two day course with Basic Rescuer CPR. This course covers cardiopulmonary resuscitation, artificial resuscitation, choking, severe bleeding, and musculo-skeletal injuries. Staff must renew their CPR annually and the First Aid every 3 years. All new staff that do not have an up to date CPR/First Aid certificate are required to take this course within the first 6 months of employment.

Length of course: 12 hours (2 Days)

Note: Annual CPR Refresher Course (5 hours)

2c) WHMIS and Fire Safety/Extinguisher Training

This course combines WHMIS (Workplace Hazardous Materials Information Systems) and Fire Safety into one course. WHMIS topics covered include legislation, hazardous

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material classifications, labeling, consumer product classifications, routes of entry into the body etc. The afternoon provides a thorough fire safety orientation and training. Roles and responsibilities of staff in responding to fire emergencies and in the prevention of fires are fully explained. There is also in depth fire extinguisher training requiring staff to practice extinguishing a fire. Staff will be required to complete an on-line refresher every 3 years for both WHMIS and Fire Safety/Extinguisher Training. This course is mandatory for all staff, even if previously trained by another employer

Length of course: 8 hours (1 Day)

Note: On-line Refresher Course annually.

**2d) PACT – Preventing Abuse through Consultation and Training
Abuse Awareness and Prevention Training**

The PACT program is part of an ongoing commitment by agencies serving individuals with developmental disabilities to eliminate all forms of abuse. Discussed are the signs of abuse, why people we support are at risk of abuse, when caregivers are at risk of becoming abusers, dealing with abuse situations, and how to prevent abuse. New staff and volunteers are required to successfully complete this course within the first 6 months of employment with mandatory on-line refresher training every 3 years.

Length of course: 5 hours (1 Day)

Note: On-line Refresher Course every 2 years.

2e) Medication and Pharmacology

This course teaches staff the basic principles behind medication and their uses, pharmacology, drug administration, what you need to know about the client you support prior to a physicians appointment and upon receiving a prescription. Participants will also have an opportunity to use and understand the Guide to Drugs in Canada reference book. This course is taught by New Leaf's pharmacist.

Length of course: 3 hours (½ Day)

Note: On-line Refresher Course every 2 years.

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2f) **Positive Behaviour Supports**

See course materials.

TRAINING TIMELINE UPON HIRE

First 45 Days:

CPI – Non-Violent Crisis Intervention

First 90 Days:

PACT: Abuse Awareness and Prevention

First 6 Months:

Standard First Aid & Basic Rescuer CPR

WHMIS and Fire Safety/Extinguisher Training

Medication & Pharmacology

Positive Behaviour Supports

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ALCOHOL AND ILLEGAL DRUG USE

Effective Date: April 1, 2009

Policy #: HR-14

Revision Date: _____

It is the policy of New Leaf: Living & Learning Together Inc. that use of or being under the influence of alcohol while on duty or on the premises is unacceptable. Employees/Volunteers who use alcohol while on duty or on the premises or who come to work under the influence of alcohol will be subject to disciplinary action, up to and including dismissal.

Illegal drugs are strictly forbidden by the employer, and any employee/volunteer in the possession of, or under the influence of, illegal drugs while on duty or on the premises will be subject to disciplinary action, up to and including dismissal.

Procedure

1. Anyone suspecting and/or witnessing the influence, use, or possession of illegal drugs or alcohol by a New Leaf employee/volunteer while on duty or on the premises is expected to:
 - a. immediately inform the employee's Manager or Director
 - b. document, in writing, any facts that may be relevant in an ensuing agency or police investigation.
2. The Manager, having been made aware of the apparent influence, use or possession of illegal drugs or alcohol, immediately reports the information to a Director.
3. The Employer will thoroughly investigate the incident by:
 - a. reviewing the details of the initial written documentation
 - b. meeting individually with all employees and others when appropriate, who may have witnessed an employee/volunteer under the influence of, or in possession of, or using illegal drugs or alcohol to verify details
 - c. contacting the local police department if illegal activities are involved
 - d. initiating disciplinary action as indicated or appropriate

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SMOKING POLICY

EFFECTIVE DATE: April 1, 2009 **POLICY #:** HR-15

REVISION DATE: _____

SCOPE: All New Leaf staff, residents, visitors, volunteers

RATIONALE:

There is a solid body of medical evidence which indicates that exposure to second hand tobacco smoke is hazardous to health and can cause disease, including lung cancer, in healthy non-smokers. New Leaf Inc. is committed to providing a safe and healthy environment for its staff and residents, and will endeavour to control involuntary exposures to the harmful substances produced by tobacco smoking. Provincial legislation and municipal by-laws have been enacted to regulate smoking in the workplace, and as such, New Leaf must comply with the law.

POLICY:

It is the policy of New Leaf that smoking is prohibited in all enclosed workspaces. An “enclosed workspace” means the inside of any place, building or structure or vehicle (a) that is covered by a roof, and (b) that employees work in or frequent during the course of their employment whether or not they are acting in the course of their employment at that time. A work vehicle can also be defined as a staff’s personal vehicle attending to work related tasks while receiving mileage compensation.

Very few of New Leaf residents smoke; they too must abide by our policy. None of the residents may carry lighters, matches or other flammable objects on their person.

Smoking in any company vehicle is not allowed under any circumstance. Smoking in a staff’s personal vehicle while it is being used for work purposes is not allowed under any circumstance.

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This policy includes all forms of tobacco whether smoked or chewed. All supervisors are responsible for the enforcement of this policy in the same manner as other agency policies.

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**DRESS CODE
POLICY**

EFFECTIVE DATE: ____April 1, 2009____ **POLICY #:** HR-16

REVISION DATE: ____February 4, 2014____

SCOPE: All New Leaf staff, residents, visitors, volunteers

RATIONALE: It is important that staff present themselves to the public in a professional manner and that they promote a positive image and example to the people we support.

POLICY:

New Leaf requires all staff to promote a positive image and present themselves in a well-groomed manner. Employees are expected to dress in a manner that is not offensive to clients, other employees or visitors.

Staff clothing must be appropriate to the job responsibility being performed. Clothing must not be excessively short or tight or in disrepair. Tears in clothing are unacceptable. Shorts, skirts and dresses are to be no shorter than mid-thigh.

Attire and/or visible tattoos with messages or illustrations that are lewd, indecent, vulgar, or racist or that advertises any product or service not permitted by law are prohibited.

Beachwear, undershirts, muscle shirts, tube-tops, halter-tops, spaghetti straps, bare midriff shirts and clothes made of see-through materials are not permitted. Under garments must be worn and shall not be exposed outside clothing. Of course during activities that involve swimming a bathing suit is required (bikinis excluded).

For staff providing direct care, shoes, boots, and athletic shoes which cover the entire foot are required, and sturdy sandals with heel straps and closed toes are permitted. Footwear such as high-heeled shoes or boots, flip-flops and sandals without a heel strap

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and open toes are not permitted. While at Day Services, CSA approved, green triangle, sole puncture and toe protection footwear is required for all worksites except the Pool and Rec Centre, Expressive Arts and The Café. When attending the Pool Program or employee training and meetings in the Recreational Centre, the footwear requirements are not applicable.

If staff chooses to wear jewellery and other accessories, for safety reasons it must be modest. Only studs and compact rings should be worn (hoops and scarves can easily be pulled). Jewellery is worn at employees own risk and when damage is incurred the agency and its clients are not responsible for repairs or replacements.

If deemed appropriate for the work environment, The Executive Director may grant exceptions. This must be obtained in writing.

New Leaf is not responsible for any lost or damaged clothing, footwear, jewellery and other personal belongings or any injuries which may result from staff neglect of this policy.

Violation of this policy will result in disciplinary action.

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**INCLEMENT WEATHER
POLICY**

EFFECTIVE DATE: ____ **January 25, 2010** ____ **POLICY #** ____ **HR-17** ____

REVISION DATE: _____

SCOPE:

All employees of New Leaf.

RATIONALE:

All employees, students and volunteers are responsible for making reasonable efforts to report to work, but are also responsible for making decisions regarding the safety of her/his drive to work.

POLICY STATEMENT:

Employees may request to leave their worksite early due to impending inclement weather and they must contact their Manager to receive their consent to take the time off without pay.

Employees who have decided they are unable to report to work due to weather conditions must contact their immediate Supervisor prior to, but no later than the start of the regular work day or scheduled shift.

Replacement employees will be found and this may include reassigned staff from other locations. Employees who are at work when inclement weather persists shall not leave until a replacement employee arrives or their Manager permits them to leave.

If relief staff arrive at work, but current staff make the decision that it is unsafe for them to leave, they can stay on site and not work until it is safe to leave. If staff are stranded for several hours and/or shifts, those present can agree, with the Manager's approval, to an alternate schedule that will adequately provide coverage for the people supported at that location.

Not reporting to work due to severe weather is to be considered taking an Emergency Day. Full time and part time employees may make a written request of their Manager to use vacation credits if available.

REFERENCE:

New Leaf Health and Safety Policies

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PERSONAL PROPERTY LOSS POLICY

EFFECTIVE DATE: September 8, 2010 **POLICY #** HR-18

REVISION DATE: _____

SCOPE:

All employees, volunteers, contract or work placements, students, Board of Directors, Committee Members, Advisory Board and residents (hereafter referred to as Party).

POLICY STATEMENT:

New Leaf shall, on a case by case basis, reimburse an employee for personal property loss or damage caused by the action of a client, provided the Employee was not negligent in the performance of his/her duties.

POLICY:

The Employer assumes no liability for lost, stolen, or broken personal property. However, the Employer realizes there are situations that arise where an Employee's belongings have been damaged through no fault of their own, as a direct result of the actions of a client and during the performance of their duties. In these circumstances the Employer will undertake to reimburse the Employee for their loss.

The Employer shall, on a case by case basis, reimburse an employee for personal property loss or damage caused by the action of a client, provided the Employee was not negligent in the performance of his/her duties.

The Employer will not compensate for the loss of jewelry, designer clothing, and electronics including personal cell phones, accessories or materials that in the Employer's opinion are inappropriate for the work site.

The Employer reserves the right to reimburse, at the Employer's discretion, for the repair or replacement of items, and to limit the amount to be paid. The amount paid is not necessarily the current replacement value of the item damaged.

No payment will be paid unless the Employee has first obtained the written permission of a Program Director.

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PROCEDURES:

- 1) The Employee must report the incident to his/her Supervisor and an incident report filed if applicable.
- 2) The Employee's personal property loss claim must be reported in writing to their Manager. This report must include details related to the circumstances giving rise to the loss, a description of the loss, and an estimate of the value of the item. Broken or damaged items must be presented for examination.
- 3) The Manager will investigate the personal property loss claim and report his/her finding and recommendations to the Director for a decision.

New Leaf will not reimburse for items that have been stolen or misplaced.

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STAFF / STUDENT/ VOLUNTEER ORIENTATION

EFFECTIVE DATE: __ October 5, 2010 __

POLICY #: HR - 19

REVISION DATE: __ August 16, 2011 __

SCOPE: All employees, students and volunteers working or volunteering with residents or clients of New Leaf

RATIONALE:

It is important that all persons working or volunteering with individuals supported at New Leaf receive orientation to the agency and the people being served.

POLICY STATEMENT:

All new employees, students or volunteers of New Leaf: Living & Learning Together Inc. will be provided with an orientation to the Agency and to the Program to which they are assigned. This orientation, as a minimum will comply with the Quality Assurance Regulations in Bill 77.

Selected policies, procedures and agency mission statement will be reviewed annually as stipulated in the Quality Assurance Regulation of bill 77, and a record of orientations and annual reviews will be placed in the employees personnel file.

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PROCEDURES:

A general Orientation Checklist will be completed for each person who has been hired, doing a student placement or volunteers. It will be signed by the employee, student or volunteer and the Human Resources Manager. In addition, a program specific orientation checklist will be completed and signed by the program supervisor and the employee, student or volunteer. All new staff members, students or volunteers will be provided with all relevant information pertaining to each individual they are required to work with, along with specific procedures related to client support issues. Both of these documents will be placed in the employee's personnel file.

Prior to employment, student placement or volunteering, new members will meet with the Human Resources Manager for a period of approximately three hours. This time will be spent completing all forms relevant to employment. In addition, the Human Resources Manager will review a written orientation package. The new member will sign the Mission Statement, Guiding Principles and Statement of Resident's Rights, Conflict of Interest Declaration and Confidentiality Agreement.

New members are required to complete the Quality Assurance Measures training and PACT – Preventing Abuse through Consultation and Training Program prior to employment, student placement or volunteering.

Pertinent Agency policies must be read and signed during the initial orientation session. These include but are not limited to: Social Inclusion, Residents Rights and Responsibilities, Privacy and Dignity, Code of Conduct, Workplace Violence, Reporting and Managing Abuse, Use of Force and Restraint, Reporting Serious Occurrences, Missing Person, On-Call, Alcohol and Illegal drugs, Smoking, Cellular Phone, Dress Code.

New employees will be informed on the use of the scheduling system.

All new employees, students or volunteers accepted or hired for individual settings will be required to participate in 4 hours of orientation with the program supervisor. A Program Specific Orientation Checklist, specific to the program site, is to be completed. The completed checklist is to be placed in the new employee's personnel file. Initialing the Orientation Checklist signifies that the employee, student or volunteer has obtained a working understanding of each area covered in the orientation.

During this orientation session the new member will meet and familiarize themselves with the individuals of the individual setting by reading individual files, social profiles, medication protocols, behavioural protocols, any unique characteristics, daily routines, and all other Activities of Daily Living. The supervisor will address any questions and concerns during or after orientation.

Each New Leaf employee transferred to a new position/program will participate in a Program specific orientation.

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All employees will subsequently review and sign off the existing and new additions to the Policies and Procedures every 12 months at the time of their Annual Performance Review.