



PERSONNEL POLICIES SECTION II

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SECTION II

General Guidelines

The policies in this manual are expected to support a team environment with all internal associates including employees, directors and volunteers and assist in the work performance of all those who may be involved.

All new employees shall read these policies at the beginning of their employment and are requested to seek clarification for any items not fully understood. Employees shall sign off on the Personnel Manual once it has been reviewed, and any time that new policies have been changed or new policies implemented.

In any event that there should be conflict between the contents of these policies and any Federal, Provincial or Municipal Act; regulation or by-law, the government regulation will supersede the terms of this policy manual.

Whispers follows the Canadian Human Rights Act and the BC Employment Standards Act. At no time, shall any individual of the organization discriminate against any guest, employee, volunteer, or otherwise on the basis of that person's race, colour, ancestry, place of origin, political belief, religion, union affiliation, marital status, family status, physical or mental disability, sex, sexual orientation or age or because that person has been convicted of a criminal or summary conviction offence that is unrelated to the employment or intended employment of that person.

The purpose of this manual is to establish a sense of order and consistency to the administration of the human resources of the organization; assist in providing quality programming and services to the community; and to authenticate and maintain effective working relationships between stakeholders at all levels of the organization.

The personnel policies, practices and procedures of Whispers shall be reviewed annually and may be subject to changes at any time the organization deems necessary. An accurate and up-to-date policy manual will be kept at the office of Whispers and copies of the personnel policies shall be made available to employees as required.

1.0 Equal Opportunity Employment

POLICY

Whispers shall provide equal opportunities for employment to qualified individuals regardless of national or ethnic origin, race, ancestry, place of origin, colour, disability, religion, association, creed, political belief, sex, sexual orientation, pregnancy, age or marital status.

Purpose - The purpose of this policy is to ensure that ALL applicants and employees have equal opportunity without discrimination.

Scope and Responsibility – Whispers believes that all persons are entitled to equal employment opportunity and will adhere to the BC Employment Standards Act regarding the recruitment and selection for procuring suitable candidates to carry out the duties and responsibilities of the organization. Whispers will not discriminate based on national or ethnic origin, race, ancestry, place of origin, colour, disability, religion, association, creed, political belief, sex, sexual orientation, pregnancy, age or marital status.

2.0 Definition of Employee

POLICY

Whispers shall use the term ‘employee’ or ‘staff member’ in regards to individuals who work full-time, part-time, and casual based on hourly wages or salaries regardless whether the work is permanent or temporary.

Purpose – The purpose of this policy is to ensure a basic understanding when making reference to the organizations employees verses others who may be hired for a special project or as a consultant.

Scope and Responsibility

- Regular Full-time Employees – Those employees who work regular hours of work and more than 30 hours per week and who maintain regular and continuous employment.
- Regular Part-time Employees – Those employees who work fewer than 30 hours a week but more than 10 hours a week and who maintain regular and continuous employment.
- Temporary Full-time Employees – Those employees who intend to work for a time limited period but who also work a minimum of 30 hours per week.
- Temporary Part-time Employees – Those employees who intend to work for a time limited period but who also work less than 30 hours per week, but more than 10 hours per week.
- Casual Employees – Those employees who work temporarily for the organization without a set schedule or limited duration for the employment.

3.0 Safety and Healthy Working Environment

POLICY

Whispers is committed to ensuring and maintaining a safe and healthy work environment. This includes personal, environmental and hazardous conditions that might affect the safety and health of an employee. Risk Management practices will be followed to ensure that a healthy and safe working environment is provided and any possible risks are mitigated and/or eliminated to reduce potential for harm. (See WorkSafe BC Guidelines)

<http://www2.worksafebc.com/Publications/OHSRegulation/guidelines.asp>

PROCEDURE

- Whispers shall follow the guidelines as outlined by WorkSafe BC and the Worker's Compensation Act to ensure that procedures are being adhered to according to the legislation as required.

4.0 Harassment, Discrimination and Anti-Bullying

POLICY

Harassment, discrimination and bullying of any kind shall be prohibited at all times. The employee shall be provided a workplace that is free from harassment or discrimination in any form or where direct threat to their own health, safety, or to the health or safety of others in the workplace might be present.

Purpose – To ensure that all staff are able to perform their duties satisfactorily without hindrance, intimidation or threat that may cause physical or emotional pain in any form.

Scope and Responsibility

- This policy is in place to ensure the health and safety of an employee that could otherwise cause short or long term difficulties for the employee and could potentially affect their health and/or could limit or affect the employee's ability to perform their tasks satisfactorily.
- All employees are expected to adhere to this policy and any person, who refuses to work with or cooperate as such, may be subject to discipline or dismissal.
- Whispers shall follow the guidelines as outlined by WorkSafe BC to ensure that procedures are being followed according to the legislation.

PROCEDURE

- Employees who have concerns related to this policy are encouraged to contact their immediate superior and report as necessary any problematic situation whereby this policy is not being enforced.
- Employees are expected to bring forward to their employer any situation whereby they feel that they are being harassed or discriminated against.
- Any employee witnessing bullying or harassment of any kind is under obligation to bring the incident to the attention of the employer.
- The supervisor and/or directors (as determined) of the organization shall thoroughly investigate the situation and discuss with the complainant the results of the investigation and together will seek to find a resolution that is appropriate to the situation.
- If required, mediation may occur, however, if the investigation confirms that harassment, discrimination or bullying has occurred, Whispers will take action, including such discipline, up to and including immediate termination of employment as is appropriate.
- Claims of assault or the threat of assault, if proven, can result in immediate discharge.

Reporting instances of harassment, discrimination or bullying:

- Whispers is not able to address an issue unless the complainant or observer brings it to the attention of the employer. Any person (including board members, staff or volunteers) who witnesses harassment in the workplace is required to report it.
- In such cases whereby an employee is being bullied by their supervisor, the employee may take the complaint to their supervisor's employer (or, if necessary, the Board of Directors).
- The person who witnesses the bullying is required to report it to their supervisor.
- If it is the supervisor that is doing the bullying, the individual being bullied may report it to their supervisor's superior, which may also include the board of directors if the complaint is about the Coordinator. In such cases, the designated director/s shall meet with the Coordinator to determine the issue reported, and in such cases, may investigate further to verify the legitimacy of the complaint, but shall not do so without first meeting with the staff member.
- The designated director shall then meet with the complainant to hear their story to get full details of alleged abuse.
- Mediation may take place if unable to resolve.
- Depending on the situation, disciplinary action or termination may occur if found to be a legitimate complaint.

Resolving Disputes (BC Employment Standards Act)

Employers and employees are encouraged to resolve disputes themselves. The Director of Employment Standards can refuse to investigate a complaint if an employee has not taken steps to resolve the problem with the employer. This includes using a Self-Help kit that is available online and at all Employment Standards offices.

<http://www.labour.gov.bc.ca/esb/esaguide/welcome.htm#16>

The organization's obligation to investigate:

- Whispers Coordinator will thoroughly and promptly investigate all claims of harassment, discrimination and/or bullying. The Coordinator has an obligation to immediately inform the board of directors of the complaint.
- The Coordinator will meet with the individual who has made the complaint, will investigate, and where appropriate review the proposed resolution.
- If the investigation confirms that bullying / harassment / or discrimination has occurred, immediate action, including discipline as appropriate or immediate termination of employment may ensue.

NOTE:

This section (of the BC Employment Standards Act) prohibits an employer from mistreating an employee once a complaint has been filed or an investigation undertaken.

83. (1) An employer must not:

- (a) refuse to employ or refuse to continue to employ a person,

(b) threaten to dismiss or otherwise threaten a person,

(c) discriminate against or threaten to discriminate against a person with respect to employment or a condition of employment, or

(d) intimidate or coerce or impose a monetary or other penalty on a person, because a complaint or investigation may be or has been made under this Act or because an appeal or other action may be or has been taken or information may be or has been supplied under this Act.

<http://www.labour.gov.bc.ca/esb/igm/esa-part-10/igm-esa-s-83.htm>

5.0 Introductory Period / Probationary Period

POLICY

All new hires of Whispers are placed on a 90-day (3-month) probationary period starting on the first day of placement.

Purpose – The purpose is to ensure that the new employee has adequate time to adjust to their new role and learn the responsibilities and tasks associated to their position giving the organization opportunity to determine whether the employee is performing to expected standards.

Scope of Responsibility

- If it is deemed, that the new employee requires further time to adjust and learn the job, the organization can then reassess the suitability of the new employee by retaining them for a further length of time, or terminate their employment before the end of the 90-day probationary period.
- It is normal to assume that the new employee require support, training and orientation to their new role to ensure their success in their job. To be fair, there is an expected period of time that is required to adjust and to learn their new responsibilities and duties, however, it does not mean that the employee is home-free.
- There is an obligation of the organization to ensure accountability and that employees continue to monitor their own performance, and for the organization to monitor the employee to ensure good quality assurance for the organization in the delivery of services and programs.

PROCEDURE

- The new employee shall be given a 90-day probationary period in which he/she will be aware that they are on probation.
- During the on-set of the probationary period, the employee shall receive an orientation and be supported in their role to ensure success.
- During the probationary period, the supervisor is expected to monitor and give feedback as necessary. This will help the new employee to change any behavior or to modify and make adjustments where required.

- Upon the completion of the 90-day probationary period, the organization will inform the new employee of the status to continue in the work placement assigned.
- If adjustments are required, the organization shall inform the new employee and a further extension of the probationary period may be given.

6.0 Orientation, Training and Staff Development

POLICY

Whisper's encourages opportunities for growth and learning through orientation, training & development opportunities.

Scope of Responsibility

Orientation – New employees shall be given an orientation to Whispers. A well planned orientation to Whisper's and the specific job shall be provided by the Coordinator (or another person assigned). An orientation provided to new employees will ensure a smoother transition and will help to make the new employee feel welcomed and comfortable in the organization. An orientation checklist will be followed to ensure that the new employee has received all of the information needed to begin their new job with adequate information and that they will be able to proceed with appropriate expectations to their new role.

A tour of the facility; a review of expectations to the job; responsibilities & tasks performed; policy review will be conducted; and the new employee shall complete and sign an orientation package within the first two weeks of work. They will also be required to complete all the necessary paperwork for payroll during the first two days of employment.

Training – The requirements for training specific to a certain job function may be required. For example if an employee is expected to work in the kitchen, they will require a Foodsafe certificate.

Staff Development – Staff may express an interest to take a course in a specific area of interest - (for example – Leadership or Volunteer Management Training) – The staff development shall be negotiated based on the cost of the training, budget and funds available. In some cases, the costs may be cost shared and/or negotiated taking into consideration the time away to learn.

- Staff request** – Staff members may request to take specific courses or workshops. It will be left to the discretion of the board to determine whether costs associated with the course and/or time away to attend the course will be covered by the organization.
- Request for staff to attend training & development opportunities** –When staff members are requested to take specific training the organization shall consider covering the costs associated with the training, however, special commitments or requirements might first be made.(i.e. that the staff member make a presentation to board/staff; or that a maximum amount of funding might be available etc.)

7.0 Employee Recruitment, Selection Process & Guidelines

POLICY

Whispers shall recruit, select and hire applicants based on qualifications of previous work history, and/or volunteer experience, education, dependability, character, aptitude and criteria pertaining to the vacant position and shall make available first to internal candidates before looking externally.

Purpose – The purpose of this policy is to ensure that the organization has met its expectations to hire the most qualified candidate for the position.

Scope of Responsibility

- The vacant position shall be posted internally and if a suitable candidate has not been found, the position will then be posted externally.

DEFINITIONS:

- a. Internal refers to: Staff, Board Members; Volunteers
- b. External refers to: The public, outside the domain of the organization
- c. Job Title; reporting; duties & responsibilities; expectations of education, experience, qualifications; employment hours (permanent, temporary, full-time, part-time, casual etc.) and will also include a closing date/time.

PROCEDURE

Internal Recruitment

- A suitable candidate will first be sought through internal recruitment methods ensuring that all internal applicants have the opportunity to apply. Internal recruitment methods may include:
 - Posting sent by email to Board Members, all staff, and volunteers; word of mouth; posting on bulletin board (if available)
 - Hiring committee will short list and interview.
 - Recommendations will go to the board for final approval.
 - A recommendation may be sent to the board via email
 - Board Members will be asked to respond within 48 hours.
 - Temporary or piece work under \$500 will be at the discretion of the Board Chair or designate.

External Recruitment

- If an internal candidate has not been found, Whispers shall promote through external recruitment methods. External Internal recruitment methods may include:
 - External recruitment methods may include: advertising (paid/unpaid) means; flyers; newspaper; social media such as Facebook; twitter and through employment agencies or other means of advertising.

Hiring / Personnel Committee

- A selection / hiring process will be determined before advertising & selection process begins to ensure equal opportunity practices are followed.
- The Hiring / Personnel Committee shall consist of a minimum of two directors and the Coordinator

- When hiring a Coordinator, the Personnel Committee shall consist of a minimum of three directors
- Members of the hiring committee shall only involve directors who do not have a perceived conflict of interest in the hiring process
- Members of the hiring committee shall be a diverse group, and shall not be related to one another, nor related to the person being interviewed

8.0 Conflict of Interest

POLICY

Whispers seeks to refrain and eliminate being involved in perceived conflicts of interest wherever possible through its Board Members & Employees.

Purpose – The purpose of this policy is to ensure that the organization and its representatives remain transparent. Board Members / Staff are obligated to express intentions for what might be considered perceived conflicts of interest. Using good judgement and discretion may be required to determine perceived conflict of interest.

Scope of Responsibility

- The responsibility lies with the individual to whom the perceived conflict might arise, and/or where the organization might be in conflict. If necessary, where there might be a perceived conflict of interest, the organization will request the individual to remove themselves from the conflict. For example, if a director is related to a staff member and the conversation is about the staff member, the relative will be required to leave the room so that discussion may take place. There may be the perception that decisions are being made on behalf of Whispers that promote the personal interests of the Director or Staff member.

PROCEDURE

DIRECTORS:

- Board Members shall serve on the board of Whispers without remuneration and he/she shall not receive any profit from his / her involvement. However, board members may be reimbursed out of pocket expenses incurred while performing duties on behalf of the organization.
- Directors must disclose any potential conflicts of interest regarding an agenda item that could potentially put themselves or the organization in a conflict situation.
- That disclosure of the conflict be noted in the minutes of the meeting
- That if a board member has disclosed a conflict of interest the board member shall leave the meeting room while the board discusses the item.
- The Board member's departure from the meeting room shall be noted in the minutes, and there shall be no discussion of that agenda item until the Board member has left the meeting room
- The board shall decide whether the item is in fact a conflict of interest.
- Following the discussion the board member shall be invited back to the room and the discussion and/or recommendations noted in the minutes
- There shall be no further discussion with the board member about the disclosed conflict, either before or after the board of directors meeting

- In the case where the board member refuses to leave the room, the board shall decide the appropriate course of action.
 - To postpone the item indefinitely until such time that the board member agrees to leave the room

STAFF:

In the case of a staff member being involved in a potential conflict, he/she must first bring the item to the attention of their supervisor to determine whether there might be a conflict. For example, if a staff member is fundraising on behalf of the organization and is also fundraising on behalf of another organization. If the staff member is going around the community collecting items for donation on behalf of both organizations, this could be perceived as a conflict of interest.

9.0 Confidentiality and Privacy

POLICY

All representatives of the organization, including board members, staff and volunteers shall be required to uphold and maintain confidentiality. All board members, staff and volunteers must complete and sign an Oath of Confidentiality.

Purpose – The purpose of the Confidentiality Policy is to ensure that compliance to the policy is respected and adhered and that NO personal information of (Staff, Board Members, Volunteers or Guests) shall be given to a third party without their consent. Confidential information shall be respected and held in confidence by Whispers and its employees and representatives and will take reasonable steps to safeguard and protect the privacy of confidential organizational information.

Scope of Responsibility

- It is the responsibility of ALL representatives of Whispers (Board, Staff, Volunteers & Consultants) to safeguard information such as the names and contact information of its employees, volunteers and guests, as well as, any other information that might be deemed personal information such as financial or non-disclosed information. There may be times however, that information may be collected with written consent for publication or photos used to benefit the organization.

Personal Information:

- a. Name, address, phone number, electronic mail addresses
- b. Employee files and any information pertaining to that individual including personal information of banking, salary, performance reviews, disciplinary actions etc.
- c. Information regarding conflicts & resolutions between staff, service providers, guests etc.
- d. Medical or health information
- e. Ethnic origin, religious or philosophical views / beliefs or political views

All personal information shared with a third party shall only be passed on for processing and will be protected by contractual agreements or otherwise. Before sensitive or confidential information is passed onto a third party, consent will be obtained by the individual to whom information is being collected and used. Personal information may be **disclosed without knowledge or consent** only in the following circumstances and exceptions to this policy may include but not be limited to:

- In the event of an emergency (for health, injury etc.)
- Situations that might arise where information may not be obtained in a timely manner
- A lawyer representing the organization
- Information that is publically available
- As required by law such as a subpoena

PROCEDURE

- Personal Information of staff and volunteers will be held in a locked filing cabinet at all times.
- Individuals who may have access to the information will ONLY be those individuals who have the right to access the information with consent to do so by the person whose information is being accessed. This consent may be implicit, such as, processing payroll.
- Documentation shall be noted in the file, to which information is accessed
- All requests or complaints regarding the use, retention or disclosure of personal information will be documented by the person investigating
- All complaints regarding the use, retention or disclosure of personal information will be investigated and if the complaint is justified, appropriate corrective action shall be taken as deemed appropriate.

10.0 Hiring and Screening

POLICY

Whispers shall hire qualified individuals based on their education, experience and qualifications and will ensure that all screening procedures have been performed and met before accepting the individual as an employee of the organization. During the negotiation of the position, the organization will offer the job based on a positive outcome of the screening requirements.

Purpose – The purpose of this policy is to ensure that the candidate has met the requirements for the job prior to placement to ensure quality standards are being met.

Scope of Responsibility

- Screening Requirements include the provisions of an interview, a resume that contains relevant contact information and correct information contained, (3) work related or character references – two which are required to be past employment references, criminal record check and verification of certifications (i.e. Foodsafe, etc).
- Upon hiring the candidate ensure that all necessary forms are completed and placed in a secure & locked filing cabinet.
- Forms & information required – TD1BC & TD1 Federal; Social Insurance Number; Contact information including full name (first & last); CRC; Application form or resume; copies of qualifying certificates / diplomas; Driver’s License, Abstract, insurance records – required only if the applicant is required to transport persons or make deliveries on behalf of the organization

PROCEDURE:

- The qualifying candidate shall be offered the position, based on successful completion of the screening.
 - The offer shall first be offered verbally, and then in writing.

SCREENING PROCEDURES:

- The candidate shall be required to undergo a criminal records search prior to commencement of work
- The candidate shall provide a minimum of three (3) work related references.
- An individual from the hiring committee shall conduct the reference checking and shall have at least a basic level understanding and/or training of human resources and awareness of current legislation of hiring practices.
- The information collected about the candidate will remain confidential only to the hiring committee.
- Upon successful completion of the screening, the candidate will be contacted to confirm impending employment.
- A formal offer of employment will be made in writing and shall include the following:
 - Employment start date
 - Any special conditions or requirements
 - Hours to be worked
 - Schedule, vacation, confidentiality and terms of employment
 - The employee & a witness shall sign and date the Letter of Offer
- Once the employee has become employed he/she will be given:
 - An Employee Handbook
 - A copy of the Personnel Policy Manual
 - A signature will be required on both the Employee Handbook and the Personnel Policy Manual indicating that the employee has read and agreed to the contents.
 - A copy of the front cover of each document will be placed in their personnel file.

11.0 Organizational Structure (Flow Chart)

POLICY

The Centre Coordinator shall report to the Board of Directors and all other staff shall report to the Centre Coordinator. Volunteers shall be recruited and placed by the Centre Coordinator, but designated staff may be assigned to oversee the volunteers in their specific area. (i.e. Kitchen)

Purpose – The purpose of this policy is to ensure that all Staff / Board Members / Volunteers understand and respect the lines of authority and do not overstep the boundaries.

Scope of Responsibility

- Employees will be required to report directly to their supervisor in regards to concerns about work responsibilities, tasks, schedules, hours, operations, interpersonal concerns and other related matters.
- The term ‘Staff’ and ‘Employee’ is used interchangeably for the purpose of this policy.
- The term “Volunteer” refers to unpaid staff ‘volunteers’.
 - a. Volunteers do not report to the board at any time but to the staff member who has been charged to oversee and supervise the volunteer.

- b. Board members working in the capacity of a direct-line volunteer report to the Coordinator or designated staff member as they are not working in their role as a board member. (For example, the board member may be working in the thrift store or the kitchen, thus, they report to the designated staff member overseeing the area.)

11a. (See Organizational Structure Flowchart)

PROCEDURE

- When / if the supervisor is unable to resolve the issue or if the concern needs to be redirected, it is required that it then be brought to the attention of the Centre Coordinator.
- The Centre Coordinator shall be advised of any concerns brought forward
- Board of Directors shall be advised of any major concerns that might hold the organization legally responsible (financial, harassment, discrimination, bullying, problems with maintenance related issues of the building etc.)

12.0 Attendance - Absenteeism & Tardiness

POLICY

Excessive absenteeism or tardiness can affect productivity, morale, and can disrupt the overall performance and effectiveness of the organization. Excessive absenteeism or tardiness shall be considered grounds for disciplinary action, up to and including termination and occurrences shall be based on a 12-month period.

Purpose – The purpose of this policy is to ensure that the employee understand the guidelines and their responsibility and expectations to comply with the policy.

Scope of Responsibility

- There shall be two classifications of absenteeism – Authorized and unauthorized. If the employee has repeat occurrences, the employee may be subject to disciplinary action and / or be terminated with cause. (See Disciplinary Action Policy 25.0)

PROCEDURES

- Punctuality & Attendance Control
 - Occasionally it may be necessary for an employee to be absent or late for work due to illness, injury or other emergency. In such cases, the employee is required to notify the organization (designated supervisor) with as much notice as possible so that other arrangements may be made to ensure that there is limited disruption to the organization.
 - If the employee will be late for work, the employee is expected to notify the organization no later than at least a half-hour prior to their starting time. Punctuality is important to the efficient operations of the organization. It is the responsibility of the employee to be punctual and be ready to start at the scheduled time.

- Authorized Absenteeism – These may be situations whereby the employee has received prior authorization for such things as leaves of absences; holiday time; sick leave to look after a family member, vacation or flex time off.
- Unauthorized Absenteeism – These may be times / or not where an employee has not been authorized to be away from work. Situations may vary, but any unauthorized absence of any duration shall be considered an occurrence. Employees may receive disciplinary action for each occurrence up to but not limited to three occurrences. If deemed, repetitive beyond three or more occurrences in a 12-month period, the employee may be terminated as a result. Two consecutive days in which an employee does not show up for work and the absence has not been authorized will be deemed as voluntary resignation.
- Absenteeism - There may be times when an employee might be absent from work. The situation may vary, but for any reason, the employee is required to obtain authorization prior to absenteeism. Approved authorization may be granted under special circumstances; however, any unauthorized absences can result in disciplinary action or termination.

Approved Absences:

The following absences will not count as occurrences of absenteeism:

- Approved leaves of absence
 - Jury duty / subpoenaed to appear in court
 - Approved periods of bereavement leave
 - Approved periods of taking care of an ill/terminal family member
 - Approved medical leave (illness or injury)
 - Approved vacation or extended vacation
- Illness / Injury – Employees are entitled up to a maximum of twelve (12) sick days a year with full pay within a twelve month period and shall be prorated as such if required. (This time may be used to look after an ill family member if necessary i.e. a child that may be at home ill).
 - Regular fulltime employees shall be eligible for 12 sick days per year (equivalent to one day per month)
 - Regular part-time employees shall be eligible for prorated sick time off
 - Employees missing 3 consecutive days from work may be required to submit a doctor's note.
 - Misuse of this policy can result in disciplinary action if the employee is found to use sick time in ways other than its intended purpose.
 - Leaves of Absence

Approved leaves of absences may be taken depending on the reason due to illness or injury. Other circumstances may arise whereby an employee requests a leave of absence. Unpaid leaves of absence may be applied, only in special circumstances and if warranted.
 - Compassionate Leave - to attend to a gravely ill / terminally ill family member

- An employee may take Compassionate Leave up to a maximum of eight (8) weeks off to care for a gravely ill/terminal family member.
- The *Employment Standards Act* requires employers to allow employees to take unpaid compassionate care leave to provide care and support to a family member in situations where the family member is gravely ill with a significant risk of death. (See Compassionate Care Leave legislation)

Entitlement to the Leave

- All employees are entitled to up to 8 weeks of unpaid leave within a period of 26 weeks to care for a gravely ill family member. The right to compassionate care leave under this Part is available to all eligible employees regardless of how long they have been employed.
- An employee must, as soon as practicable, provide the employer with a certificate from a medical practitioner or nurse practitioner stating that the family member has a serious medical condition with a significant risk of death within 26 weeks.
- If the employee takes leave under this Part and the family member does not die within the 26 week period, the employee may obtain a new certificate. This will entitle the employee to a further 8 weeks of leave within a subsequent 26 week period.
- For the purposes of this section, the definition of "week" in section 1 of the Act says that a week starts on Sunday. So if an employee begins a leave in the middle of a week, and ends it in the middle of the following week, the employee will be deemed to have used up two weeks of leave. The 26 week period begins on the Sunday of the week in which the certificate is issued or the first leave is taken, whichever comes first.

<https://www.labour.gov.bc.ca/esb/igm/esa-part-6/igm-esa-s-52-1.htm>

- **Parental Leave**
Birth of a child may warrant parental leave up to a maximum of thirty-five (35) consecutive weeks of unpaid leave as per legislation.

<http://www.labour.gov.bc.ca/esb/igm/esa-part-6/igm-esa-s-51.htm>

- **Leave for preparing to adopt**

Employees may request a leave at 85% pay for up to seven weeks (35 seven-hour days or 245 hours) every calendar year when they prepare to adopt a child or children. The leave is to be taken as needed which may be intermittently or at one time prior to placement.

<http://www2.gov.bc.ca/myhr/article.page?ContentID=b4393c63-0b31-ee79-e306-2d36ecadc14e>

- **Bereavement Leave**

An employee shall be entitled to three (3) days of paid leave on the death of a member of the employee's immediate family.

Policy Interpretation

An employee is entitled to a paid leave of absence of up to 3 days to grieve, attend a funeral, and take care of issues relating to the death of a member of their “immediate family”.

Definition of “Immediate family”

Under BC Employment Standards act - “immediate family” means the spouse, child, parent, guardian, sibling, grandchild or grandparent of an employee, and any person who lives with an employee as a member of the employee’s family. It includes common-law spouses, step-parents, and step-children, and same sex partners and their children as long as they live with the employee as a member of the employee’s family.

Duration of leave

Employees may only be paid for (3) days bereavements leave, however, if more time off is required, extended time may be granted without pay. Days of unpaid leave do not have to be consecutive and there is no requirement for payment unless agreed to by the employer and the employee. An employee may choose to take less than 3 days’ leave. In the event of a dispute, it would be reasonable for an employer to request that an employee provide proof of death and the nature of the relationship.

<http://www.labour.gov.bc.ca/esb/igm/esa-part-6/igm-esa-s-53.htm>

http://www.labour.gc.ca/eng/standards_equity/st/pubs_st/bereavement.shtml

13.0 Hours of Work

POLICY

Whispers shall maintain work hours for its employees in accordance to the British Columbia Labour Standards Act.

<http://www.labour.gov.bc.ca/esb/igm/igm-toc.htm>

Purpose –The organization shall ensure that a record of hours is kept for the purposes of substantiating an employee’s record of employment

Scope of Responsibility

- This shall apply to all employees (fulltime, part-time, temporary, and casual)

PROCEDURE

- The Coordinator is responsible for tracking hours of employees and submitting to payroll as required.
- Employees shall also track their own hours to ensure that, if any discrepancy over hours worked or pay differences occur, that he/she will be able to substantiate their hours worked.

14.0 Overtime

POLICY

An employee shall be paid overtime if they are requested to work past a maximum of 8 hours in a day and/or 40 hours in a week.

PROCEDURE

- Whispers shall provide overtime pay of time-and-a-half after eight hours worked in a day and double time after 12 hours worked in a day.
- Whispers shall provide overtime pay of time-and-a-half after 40 hours worked in a week. Only the first eight hours worked in a day count towards weekly overtime.

15.0 Deductions

POLICY

Whispers shall take appropriate deductions from wages as required by law (e.g., income tax, EI, CPP). Other deductions may be made if the employee agrees in writing. Whispers shall not deduct any of the employee's business costs from wages. This includes cash shortages, breakage, and damage to property or loss resulting from a customer leaving without paying.

<http://www.labour.gov.bc.ca/esb/igm/esa-part-4/igm-esa-s-40.htm>

16.0 Minimum Daily Pay

POLICY

Whispers shall pay employees a minimum daily pay. (As per BC Employment Standards Act)

Purpose – The purpose for this policy is to recognize that when staff for their efforts to come to work.

Scope of Responsibility

- An employee who reports for work must be paid for at least two hours, even if the employee works less than two hours.
- If an employee who is scheduled for more than eight hours reports for work, he or she must be paid for at least four hours.
- If work stops for a reason completely beyond the employer's control, the employee must still be paid for two hours or the actual time worked, whichever is the greater.
- An employee who reports to work but is unfit for work only has to be paid for time actually worked.
- An employee who is not in compliance with WorkSafe BC occupational health and safety regulations only has to be paid for the time actually worked.

17.0 Meal Breaks

POLICY

PERSONNEL POLICIES Adopted 06/15/15

Employees shall be provided unpaid meal breaks as appropriate to time worked.

Purpose – Whispers provides opportunity for the employee to take occasional breaks through their scheduled shift for the purpose of nourishing their bodies and rejuvenating themselves. Whispers believe that employees will become more loyal and work harder if treated fairly with benefits of occasional breaks.

Scope of Responsibility

- Employees who works five hours shall receive a 30-minute unpaid meal break
- Employers are not required to provide coffee breaks

PROCEDURE

- An employee shall not work more than five hours in a row without a 30-minute unpaid meal break. An employee who is required to work or be available for work during a meal break shall be paid for the meal break.
- Whispers will (when possible) allow one 10 minute break during work periods of 4 hours or more. This break is to be flexible and accommodated around job duties.
- In the case of employees who work in excess of 7 hours per day, an additional 10 minute break may be provided. There will be no loss of pay for these breaks.
- All personal business, including smoking and cell phone use and other personal calls are to be done during break periods.

18.0 Statutory Holidays

POLICY

Employees are entitled to extra pay or time off in lieu of hours worked on statutory holidays.

Scope of Responsibilities -

- Employees who work on a statutory holiday are entitled to extra pay or time off in lieu.
- Part-time employees are entitled to the day off work with pay on statutory holidays. Instead of being paid for a full 7-hour day, they receive a pro-rated amount based on the number of hours worked prior to the holiday.

To be eligible for statutory holiday pay, auxiliary and statutory term employees must have worked:

- The day before and the day after the holiday,
- 15 of the 30 days prior to the holiday, or
- At least 105 hours in the 30 days previous to the holiday.

(Definition of Auxiliary – short term employment or where it is not expected to continue)

The ten statutory holidays in British Columbia are as follows:

- New Year's Day

- Family Day
- Good Friday
- Victoria Day
- Canada Day
- B.C. Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day

Easter Sunday, Easter Monday and Boxing Day are not statutory holidays.

To qualify for statutory holiday pay employees must:

- Have been employed for at least 30 calendar days,

And

- Have worked on at least 15 of the 30 days before the statutory holiday.*

*Employees who worked under an averaging agreement any time in the 30 days before the statutory holiday do not have to meet the 15-day minimum.

Qualified employees who are given a day off on a statutory holiday must be paid an average day's pay. Qualified employees who work on a statutory holiday must be paid:

- Time-and-a-half for the first 12 hours worked and double-time after 12 hours

Plus

- An average day's pay.

An average day's pay is the total regular earnings divided by the number *of days worked* in the previous 30 calendar days.

Regular earnings include wages and vacation pay received for vacations taken, but does not include overtime pay.

Days worked includes all days where wages were earned as well as any days of annual vacation taken in the 30 calendar days before the statutory holiday.

Employers and a majority of employees can agree to substitute another day for a statutory holiday. The substitute day must be treated the same as a statutory holiday.

19.0 Paydays and Payroll Records

POLICY

Records of employees will be kept in accordance to the Labour Standards Act.

Scope of Responsibility

- All employees excluding contract workers shall be paid twice monthly.

PROCEDURE

- All employees must be paid at least twice a month.
- A pay period shall be no longer than 16 days.
- All wages earned in a pay period must be paid within eight days after the end of the pay period.
- Employees shall receive a written or electronic pay statement (pay stub) each pay day that gives all details about hours worked, rate(s) of pay, earnings and deductions.
- Whispers will keep payroll records for each employee for two years after employment ends.
- An employee shall be paid in full within 48 hours, should the employer terminate the employment or within six (6) days if the employee quits. This time is by the clock and the calendar – not business hours or business days.

The employer must keep the following records for each employee:

- The employee's name, date of birth, occupation, telephone number and residential address;
- The date the employment began;
- The employee's wage rate, whether paid hourly, by salary, commission, flat rate, piece rate or on some other basis;
- The hours worked on each day, regardless of how the employee is paid;
- The benefits paid to the employee;
- The employee's gross and net wages for each pay period;
- The amount of and reason for each deduction made from the employee's wages;
- The dates of the statutory holidays taken by the employee and the amounts paid;
- The dates of the annual vacation taken, the amounts paid, and the days and amounts owing;
- The dates taken and amounts paid from the employee's time bank, and the balance remaining.

BC Labour Standards Act – Guidelines

28 (1) For each employee, an employer must keep records of the following information:

- (a) the employee's name, date of birth, occupation, telephone number and residential address;
- (b) the date employment began;
- (c) the employee's wage rate, whether paid hourly, on a salary basis or on a flat rate, piece rate, commission or other incentive basis;
- (d) the hours worked by the employee on each day, regardless of whether the employee is paid on an hourly or other basis;
- (e) the benefits paid to the employee by the employer;

- (f) the employee's gross and net wages for each pay period;
- (g) each deduction made from the employee's wages and the reason for it;
- (h) the dates of the statutory holidays taken by the employee and the amounts paid by the employer;
- (i) the dates of the annual vacation taken by the employee, the amounts paid by the employer and the days and amounts owing;
- (j) how much money the employee has taken from the employee's time bank, how much remains, the amounts paid and dates taken.

(2) Payroll records must:

- (a) be in English,
- (b) be kept at the employer's principal place of business in British Columbia, and
- (c) be retained by the employer for two years after the employment terminates.

<https://www.labour.gov.bc.ca/esb/igm/esa-part-3/igm-esa-s-28.htm>

20.0 Compensation for Length of Service upon termination

POLICY

Employees who are terminated from service will be compensated as determined by the guidelines set out in the Employment Standards Act. Whispers is not required to compensate an employee if they quit, retire or are terminated for just cause.

Scope of Responsibility

After three months of consecutive employment an employee may be eligible for compensation, written working notice, or a combination of the two as follows:

- a. After three months – one week;
- b. After 12 months – two weeks;
- c. After three years – one week for each completed year of employment, to a maximum of eight weeks.

21.0 Dress Code, hygiene & Personal Appearance

POLICY

All employees of Whispers shall be required to dress appropriately and have a clean personal appearance in the work environment.

Purpose – The purpose of this policy is to ensure that the standards of appropriate dress code are being met. Staff members are expected to engage with the general public while performing their duties and it is therefore expected that individuals representing the organization manage their personal grooming habits and attire to reflect a casual yet professional level of dress code and appearance.

Scope of Responsibility

- Certain types of clothing can be hazardous to the employee and others around them. Due to the type of business that Whispers provides to the community (customer service) it is relatively important not to offend others (customers) with what could be perceived as inappropriate dress. Developing customer respect and confidence is paramount to establishing repeat business.

PROCEDURE

Dress Code:

- Employees may wear: company clothing that may / may not be supplied as a uniform such as a Whispers T-shirt, sweat-shirt or jacket.
- Employees are not allowed to wear baseball caps or t-shirts with logos, diagrams or words that depict or display profanity, religion, flagrant or satanic words, or anything that promotes hatred, racism or cynicism.
- Long pants may be worn and clean jeans in good condition are acceptable, however, pajama pants are not acceptable
- Rubber soled, non-scuffing shoes are required. No open-toed shoes or sandals are permitted.
- Employees engaged in working around machinery with moving parts or cooking appliances must not wear shirts with wide cuffs.

22.0 Hygiene & Hand-washing

POLICY

Employees and volunteers are required to maintain good hygiene and hand-washing while performing duties in the workplace. Personal hygiene will reduce the risk of colds and prevent the spreading of infectious diseases.

Scope of Responsibility

- Personal appearance & hygiene: Kitchen (rubber gloves handling meat or serving food; apron; hair net or tie their hair back into a ponytail; caps acceptable in the kitchen;
- Men must be cleanly shaven or trimmed beard (and not scruffy looking)
- Hair must be cleaned and groomed – if working in the kitchen, long hair must be tied and pulled back off the face
- Strong body odor may require additional hygiene measures and therefore, the employee/volunteer may be requested to wash & freshen-up.
- Hand-washing: Hands must be washed regularly
- Strong odors of aftershave or scented perfumes are not allowed – Scent free zone

PROCEDURE

- Hand-washing:
 - Even if your hands appear to be clean, they may carry germs. Hands pick up micro-organisms (germs) in a number of ways. When people who are sick sneeze or cough, the germs that are making them sick are expelled into the air in tiny droplets. If these droplets get onto your hands, and then you touch your mouth, eyes or nose without washing away the germs, you can pick up the infection.

You can also get sick if you don't wash your hands before and after preparing food, after handling raw meat, and after using the toilet.

Washing your hands not only prevents you from getting sick, but it also reduces the risk of infecting others. If you don't wash your hands properly before coming into contact with others, you can infect them with the germs on your hands. Other people can also get sick from the germs unwashed hands leave on shared objects like doorknobs, keyboards, and other equipment in the home or workplace.

<http://www.bccdc.ca/prevention/HandHygiene/default.htm>

23.0 Reviews & Performance Evaluations

POLICY

Whispers shall provide Reviews and Performance Evaluations to employees.

Purpose – The purpose of a review and/or performance evaluation is to provide feedback to the employee to acknowledge the work that they have completed / or not completed and to ensure that appropriate support has been provided in order to obtain the best possible performance from the employee.

Scope of Responsibility

- Definition of Review – A review is determined to be a short evaluation or summary of ones' performance, skills or behavior during the first three months of employment. A review is less formal than a performance evaluation and may not necessarily be completed in writing. This for example could be done at the 6-week point with a new employee, but is expected that closer monitoring and support be provided on an on-going basis.
- Staff members who have completed a 3-month probationary period shall receive an evaluation in writing noting successful completion of their first 3 months and any recommendations for improvements, if required.
- Definition of a Performance Evaluation – A Performance Evaluation is a formal process where an employee is given feedback on their performance in a written format. The performance evaluation shall be conducted annually and the employee has an opportunity to respond and provide feedback.

PROCEDURE

- Regular monitoring and informal feedback shall be provided to new employees.
- A written evaluation or letter of acknowledgement shall be provided new employees who have successfully passed their probationary period.

- An annual performance evaluation shall be provided to all regular (fulltime and part-time) employees, and shall be provided in writing.
- The Centre Coordinator shall conduct the performance evaluations with input from the supervisor who oversees the volunteer.

24.0 Misconduct

POLICY

Employees of Whispers must adhere to appropriate and professional conduct at all times.

Purpose – The purpose of this policy is to ensure that employees are aware and give guidance as to those actions that would be considered misconduct. Misconduct can result in disciplinary action or termination, depending on the nature of the situation.

PROCEDURE

The following is a list of behaviors of misconduct:

- Theft
- Intentional destruction of organization property
- Profanity or use of inappropriate language, slurs, racial, sexual comments
- Intentional falsification of organization records including time sheets, medical records, employment records or expense records
- Threats , insults, assaults or abuse of any employee or customer / visitor
- Failure to follow policies and procedures of the organization
- Insubordination including refusal to follow directions
- Intoxication / Drug use
- Excessive absences or breaks
- Failure to adhere to the scheduled work schedule
- Sleeping during work hours
- Neglecting duties
- Proselytizing or pushing ones religious beliefs onto others

25.0 Disciplinary Action Policy

POLICY

Progressive disciplinary action measures may be applied to employees whose performance or work-place conduct is below satisfactory.

Purpose – The purpose of this policy is not intended as punishment, but to be used as a means for dealing with work-related behavior that does not meet the standards expected and communicated to the employee. Using the progressive disciplinary process is an opportunity for the employee to understand that their performance could be improved.

PROCEDURE

- Three (3) occurrences – Starting with a chat for the first and second occurrences; and a verbal warning on the third occurrence that suggests the next time there is an occurrence the staff member will receive a letter in their file
- Fourth & fifth occurrences – Each occurrence shall receive a written warning and placed in the employees file
- The sixth occurrence shall be subject to termination and a final letter placed in the employees file
- All disciplinary letters shall require a signature by the employee stating that they acknowledge receiving the letter.

<http://www.labour.gov.bc.ca/esb/facshts/termination.htm>

26.0 Termination of Employment

POLICY

The case where an employees' work performance is poor, progressive disciplinary measures may be applied. In situations whereby misconduct has occurred the following guidelines shall be followed and the employee may be terminated for 'Just Cause' if proven.

(BC Labour Standards Act Guidelines):

The Employer's Right to Fire

An employer has the legal right to terminate an employee. The Act does not affect this right. It does require that an employer who wishes to terminate an employee must give the employee an appropriate amount of written working notice, compensation in lieu of such notice, or a combination of the two. What is appropriate is determined according to the employee's length of service. For this reason the Act refers to compensation paid in lieu of notice as "compensation for length of service." More information is available in the factsheet [Termination of Employment](#).

An employer does not have to give written notice or compensation for length of service to an employee who is dismissed for "just cause."

Burden of Proof

In order to be relieved of the requirement to give written notice or to pay compensation for length of service upon terminating an employee, the onus is on the employer to prove that just cause for termination exists.

What Constitutes Just Cause?

Following are some examples of what may constitute just cause:

- Theft;
- Fraud and dishonesty;
- Assault or harassment of co-workers;

- Breach of duty;
- Serious wilful misconduct;
- Conflict of interest, especially if it involves provable loss to the employer;
- Serious breach of company rules or practices;
- Serious undermining of the corporate culture;
- Chronic absenteeism or tardiness;
- Unsatisfactory performance.

Serious Infractions

Serious infractions which involve things like theft, fraud, dishonesty, conflict of interest or wilful misconduct may require only one provable incident to justify dismissal without written notice or compensation for length of service.

The extent to which employment misconduct constitutes just cause must be considered on a case-by-case basis. One test is whether it can be said that the employee behaved in a manner totally inconsistent with the continuation of employment.

Wilful misconduct can be defined as a situation where the employee knew what to do and did not do it, or knew what not to do and deliberately did it. A mistake or error in judgment, especially if due to inexperience or lack of training, is not wilful misconduct.

DEFINITIONS:

Voluntary Termination Definition - Voluntary and other terminations are those NOT initiated by Whispers and may include:

- Resignation
- Retirement
- Death
- Unauthorized absences of two or more consecutive days without sufficient reason

Involuntary Termination Definition – Involuntary Termination are those initiated by Whispers and may include:

- Layoff
- Separation due to failure to return from approved leave of absence
- Separation due to exhaustion of leave of absence entitlement
- Release from organization due to inability to perform job responsibilities, and when all other methods have been exhausted to try and support the employee to meet the minimal standards expected

<http://www.labour.gov.bc.ca/esb/facshts/termination.htm>

27.0 Substance Abuse & Drug-free Workplace Policy

POLICY

Whispers will not tolerate substance abuse of alcohol or drugs in the workplace.

Scope of Responsibility

- If we are to continue to fulfill our responsibilities to provide reliable and safe programs and services to our customers & cliental, it is required that all staff / volunteers be able to perform their duties and responsibilities in an efficient and safe manner without the effects of alcohol or drugs. Therefore, no employee / volunteer shall work or report to work while under the influence of alcohol, illegal drugs, or drugs that would affect his/her ability to perform their job to the best of their ability. To do so, could jeopardize the safety of others' including employees, volunteers, customers or the guests that are served, and could be cause for immediate termination.

PROCEDURE

- Any employee / volunteer found to be in possession of or utilizing illegal drugs or alcohol prior to, or during work time will be subject to disciplinary action up to and including termination.

28.0 Paid / Unpaid Vacations

POLICY

All employees are entitled to a vacation pay. Vacation pay shall be paid out to employees on each pay period. Therefore, when the employee takes their vacation, they will not be paid any additional funds.

Purpose – The purpose of this policy is to recognize and honor employees for their length of service by providing vacation time.

Scope of Responsibility

- After the first year of employment Whispers will pay according to the annual vacation rate of 4% of the employee's total earnings from the previous year.
- After five consecutive years of employment, vacation pay shall increase to 6%.
- A person who is employed for less than one year is not entitled to take vacation, although 4% vacation shall be paid either prior to or on termination of employment.
- Vacation pay is not payable if a person is employed for five calendar days or less.

PROCEDURE

- Whispers shall give its employees an annual vacation of at least 2 weeks, after 12 consecutive months of employment, or at least 3 weeks, after 5 consecutive years of employment.
- Whispers shall ensure the employee takes an annual vacation within 12 months after completing the first year of employment entitling the employee to the vacation.
- The employee shall be entitled to an annual vacation and to take it in periods of one or more weeks.
- The annual vacation shall be exclusive of statutory holidays that an employee is entitled.

29.0 Reporting Violations Policy

POLICY

Employees shall be required to report any violations or incidences that occur.

Purpose – Whispers is responsible for its actions incurred by employees / staff. To ensure a safe working environment and efficient and productive workplace, Whispers elicits the support of others to inform their supervisors if they witness occurrences of violations or any incidence that would jeopardize the safety or well-being of individuals or whereby would cost the organization any potential loss or damage to property.

Scope of Responsibility

- Violations or incidences are defined as situations that occur that might cause concern later. Examples of a violation or incidence might involve arguments with potential to become physical; witness of theft, damage to property etc.
- Violation is defined as a breach or infringement
- Incidence is defined as the rate or range of occurrence or influence of something unwanted.

PROCEDURE

Should a violation or incidence occur, it is the responsibility of the employee / volunteer to report it to the organization.

- The employee shall report the incidence to their supervisor or the Board of Directors
- A written accounting of the situation shall be documented by the staff, signed off and witnessed, if necessary.

30.0 Employee Expenses

POLICY

Employees may be reimbursed for acceptable business related expenses, under condition and only with prior approval.

Purpose – The purpose of this policy is to provide guidelines for reimbursing employees for out of pocket expenditures. Prior approval is required for all expenses incurred before reimbursement can be provided.

PROCEDURES

- Gas / Mileage Expenses – Employees required to conduct business on behalf of the organization outside the Grand Forks area shall be paid either \$.49 per km or to a maximum amount determined or whatever is the lesser amount if travelling by other form of travel. Wherever possible, the employee is required to carpool with others from the organization who may be attending (i.e. meetings, conferences etc.)
- Other Expenses - The employee shall be required to show verification of all expenditures by providing receipts for purchases before reimbursement can be provided.

31.0 Professional memberships

POLICY

Whispers encourages involvement through professional memberships, social clubs or civic organizations regardless of whether they are eligible for reimbursement of expenses under this policy. Only regular full-time employees may be eligible to apply for funding support for professional memberships to an association and will be considered for reimbursement only if the Board of Directors deems it beneficial for the whole of the organization, and not only the person applying.

Purpose – The organizations recognizes that professional memberships enhance an employee’s level of professionalism, credibility in their field of expertise and strengthen their knowledge.

Scope of Responsibility

- Whispers may consider supporting employees who are professional association that supports the employee in their development and staying current with information related to their field of expertise. For example, it may be substantiated to have a professional relationship with an association that supports volunteerism, and it would be necessary for the employee to stay current with standards of practice when utilizing volunteers.

PROCEDURE

- No approval is necessary for an employee to become a member of a professional organization, social club or civic organization, should the employee wish to involve themselves without financial support of the organization.
- Should reimbursement be sought, the employee must first submit a request to their supervisor for consideration, appropriateness and how their involvement might benefit the whole of the organization.
- Only regular full-time employees may be considered to receive reimbursement for professional memberships.

32.0 Resignations / Exit Procedures

POLICY

Employees shall provide a minimum of two (2) weeks written notice of resignation to the organization.

Purpose – The purpose of this policy is to ensure that appropriate transition occurs for the organization to recruit and hire a replacement for the person leaving the position to ensure efficiency and as little disruption as necessary.

Scope of Responsibility

- This policy applies to all employees if an employee voluntarily quits, resigns or retires.

PROCEDURE

- The employee must submit in writing their resignation, giving a minimum of two (2) weeks notice. The organization would prefer four (4) weeks wherever possible; however, two-week’s notice (2) is acceptable.

- The employee is required to return all items belonging to the organization prior to the last day of employment.

33.0 Employee Records

POLICY

The employee file shall be established upon date of employment and will be permanently retained by Whispers for seven (7) years after termination of employment. Personnel records shall be stored in a locked filing cabinet at all times and be limited only to select individuals who may need access to the information for confidential purposes.

Scope of Responsibility

The contents of the employee's personnel file shall include but not limited to:

- The employees' resume and application
- Letters or reference from previous employers and any correspondence and/or discussions with individuals who have been references for the employee
- Offer of employment and/or an employment agreement/contract
- Training, certifications or staff development / conferences attended
- Performance evaluations / Reviews
- Commendations / Awards / Certificates
- Communication documents pertaining to a suspension, disciplinary action and/or termination or resignation letter
- Communication documents related to retirement; leave of absences or other related communique
- Salary; pay raises and financial information such as bank account number; tax related information
- Criminal Records Check
- Oath of Confidentiality
- Signed Personnel Policy (Original copy)

Rights to the Personnel Records:

Employees have a right to view information in their personnel file. The employee's personnel file shall only contain information that the employee has seen or is at least aware about. Each item in the file shall be true and accurate to the best of one's knowledge. An employee may review their personnel file upon request, however, the employees' file must remain on the premises. No person other than the employee, his or her supervisor, and/or someone with a definite need to know may look in an employee's file at any time. If any information in the employees' file is requested by a third party, the employee must consent and provided written permission for release of the information.