



**Team Member
And
Human Resources Manual
For
197 Talbot Street West, Suite #101
Leamington, Ontario Location**

Reviewed: May 1st, 2014

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Team Member and Human Resources Manual

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DATE: April 2010		REVISED: 04/01/2010
APPROVED BY:	Executive Director, Board of Directors	
DISTRIBUTION:	Leamington and Area Family Health Team	
SUBJECT:	PURPOSE AND SCOPE	

INTRODUCTION

This manual explains the policies and practices governing the management of the Leamington and Area Family Health Team human resources.

It is designed to provide information and guidance regarding the working conditions and expectations of the Family Health Team and the programs and benefits available to eligible team members. Further objectives are to ensure a consistent and equitable approach to employment matters and provide a work environment that is conducive to both personal and professional growth.

The Leamington and Area Family Health Team (LAFHT) believes in a cohesive approach to team member relations.

APPLICATION

The policies in this manual apply to all individuals employed by the LAFHT. Certain policies also apply as indicated to volunteers of the LAFHT, individuals whose employment relationship is with another agency but who have been seconded to work with the LAFHT and independent contractors.

REVISIONS AND ADDITIONS

As circumstances change the Family Health Team reserves the right to revise, add to or rescind any policies it deems appropriate.

The Executive Director will monitor the need for policy changes. Staff members are empowered to participate in and contribute to this process through the Executive Director.

Changes to the Manual will be effected following approval by Executive Director of the Family Health Team. Team members, seconded persons, volunteers and students, as applicable, will receive notification of such changes as they are approved and adopted.

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SUBJECT:	EQUAL EMPLOYMENT OPPORTUNITY	

POLICY STATEMENT

In order to ensure equal employment and advancement opportunities, employment decisions at the Leamington and Area District Family Health Team will be based on merit, qualifications and abilities. The Family Health Team does not discriminate in employment opportunities or practices because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed/religion, sex, sexual orientation, age, marital status, family status or handicap, or any other characteristic protected by the Ontario Human Rights Code.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any questions or concerns about discrimination should be brought to the attention of the Executive Director promptly. Complaints will be investigated and dealt with in accordance with the Discrimination and Harassment Policy.

APPLICATION

This policy applies to practices in the LAFHT work context as they pertain to team members, volunteers, seconded individuals, students and independent contractors.

RELATED POLICIES

Policy 1-3, Selection and Recruitment of Staff

REFERENCES

The Ontario *Human Rights Code*

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DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: SELECTION AND RECRUITMENT OF STAFF		

POLICY STATEMENT

The Leamington and Area Family Health Team is committed to employ, in its judgement, the most suitably qualified candidates for job vacancies while engaging in recruitment and selection practices that are:

- fair and equitable for all persons
- promote representation of the communities served by the Family Health Team
- Promote the development and best use of the Family Health Team's human resources.

APPLICATION

This policy applies to the recruitment, selection and appointment of team members with the Leamington and Area Family Health Team.

PROCEDURES

Recruitment shall be in accordance with the Human Rights Code regulations of the Province of Ontario unless an official request has been made to deviate from the regulations.

In the interests of patients/clients of particular sex or race, it may be necessary to make such a request from time to time.

1.01 Job Postings and Advertisements

Notices of all regular full-time and part-time vacancies will be posted and sent by email within the Family Health Team prior to, or concurrent with any external advertising, for a period of 7 calendar days. Positions will be advertised externally based upon need and budget requirements. Job postings and advertisements will include the dates of the posting period, the job title, qualifications and key responsibilities.

Team members may apply to posted vacancies by submitting a letter requesting consideration and a current resume to the Executive Director by the deadline date indicated on the posting.

1.02 Interview Process

Applications will be screened by the Executive Director prior to scheduling interviews. Interviews will be conducted by the Executive Director and/or designates using a structured interview process. The Executive Director will be responsible for final hiring decisions.

The Executive Director will be responsible for:

- identifying appropriate recruiting strategies.
- screening and interviewing applicants according to the requirements of the job and the applicant's qualifications and ability to perform the job
- recommending a final candidate
- providing a current job description
- ensuring approval for recruitment advertising expenditures
- developing interview questions
- ensuring that the selection process is consistent with the Ontario *Human Rights Code*
- recommending a final selection

1.04 Selection Criteria

Applicants will be assessed on the basis of their skill, ability, qualifications and experience in relation to the requirements of the job. Each person interviewed for a particular job vacancy shall be subject to the same hiring procedure, i.e., the interview process will be uniform for every candidate. This means that the interviewing procedure, i.e. questions will be developed prior to any interviews taking place.

Where in the opinion of the Executive Director two or more final candidates are relatively equally qualified, preference will be given to LAFHT members. Where two or more team members are considered relatively equally qualified, preference will be given to the team member with the longest service.

1.05 Reference Checks

Reference checks will be conducted by the Executive Director prior to extending an offer of employment to an external candidate. The candidate will be asked to provide at least two employment references. Subject to satisfactory references, the Executive Director will compile the details of a job offer.

1.06 Criminal Records Check

Successful external applicants are required to provide a criminal records check before commencing employment. The costs associated with the criminal records check will be paid for by the LAFHT for volunteers only.

1.07 Job Offers

Job offers may be extended verbally by the Executive Director or designate of the ED. Where applicable, the offer will be made conditional on proof of credentials, e.g. degree, diploma, certificate, TB Skin Test and a criminal reference check. The Executive Director will issue a written offer of employment outlining the terms and conditions of the offer. The written offer will be signed by the candidate as evidence of acceptance before employment commences.

1.08 Notification

All candidates who are interviewed for a position will be notified of the outcome of their application.

1.09 Feedback

Upon request, the Executive Director or designate will discuss an unsuccessful candidate's application with him or her for the purpose of providing constructive feedback and career guidance.

1.10 Documentation

Interview records will be kept in a competition file retained by the Executive Director for a period of one year following the selection. The application and references of the successful candidate will be filed in the team member's Human Resources file along with a copy of the posting.

1.11 Responsibility for Hiring

Hiring of FHT staff is the responsibility of the Executive Director or designate. Hiring to fill vacant positions may take place, subject to the authorization by the Executive Director.

1.12 Orientation

The Executive Director is responsible for orienting new team members to the Leamington and Area Family Health Team as a whole - to its history, philosophy, decision-making structures, LAFHT human resources policies and LAFHT safety policies. Orientation plans will be divided among current staff members for orientating each new member of the team upon their commencement of employment.

1.13 Conflict of Interest

Members of the selection committee must declare a conflict of interest in the event of an application from an immediate family member or from any applicants where there may be a real or perceived conflict of interest.

1.14 Hiring of an Executive Director

The hiring of the Executive Director is the responsibility of the Board of Directors.

RELATED POLICIES

Policy 1-2, Equal Employment Opportunity

Policy 1-9, Orientation

Policy 1-15, Police Records Check

Policy 2-4, Conflict of Interest

REFERENCES

The Ontario *Human Rights Code*

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DISTRIBUTION:	Leamington and Area Family Health Team	
SUBJECT:	EMPLOYMENT CATEGORIES	

POLICY STATEMENT

All individuals who are employed by the Leamington and Area Family Health Team will be classified according to their type and status of employment as determined by the Family Health Team. Team members' terms and conditions of employment are governed by their employment status and type, except that individual terms of employment may be established for positions that are funded by sources other than the Ministry of Health and Long-Term Care. All employment categories are subject to a probationary period.

APPLICATION

All Team Members of the Leamington and Area Family Health Team

PROCEDURE

1.00 Employment Type

Regular: Regular Team Members are employed as part of the Family Health Team's continuous and ongoing operations. **Regular Team Members are funded by the core FHT budget annually.**

Temporary: Temporary Team Members are employed by the Family Health Team in any status for a specified period of time. Temporary Team Members, including contract Team Members, will be advised in writing of the expected term of their employment and will receive written confirmation of any extension or shortening of the term.

2.00 Employment Status

Full-Time: A full-time Team Member is one who regularly works at least thirty-seven and one-half (37.5) hours per week, excluding unpaid meal breaks and is **core funded**.

Part-Time (with Benefits): A part-time Team Member with benefits is one who is regularly scheduled and works less than thirty-seven and one-half (37.5) hours per week but thirty (30) or more hours per week on a regular basis, excluding unpaid meal breaks and is **core-funded**.

Part-Time: A part-time Team Member is one who is regularly scheduled and works less than thirty (30) hours per week, but more than fifteen (15.0) hours per week on a regular basis, excluding unpaid meal breaks.

Full Time & Part-time (Other Sites): A full-time or part-time Team Member that does not regularly work at 197 Talbot Street West, Leamington, Ontario Location.

Casual Relief: A casual Team Member is one who may be scheduled or called into work on a relief and intermittent basis, as required by the Family Health Team to meet fluctuating staffing needs. Casual Team Members may accept or decline offers of work provided they maintain reasonable standards of availability for work.

Contract: A contract Team Member is one who may be scheduled or called into work on a relief and intermittent basis, as required by the Family Health Team to meet fluctuating staffing needs. Contract Team Members may accept or decline offers of work provided they maintain reasonable standards of availability for work. Contract Team Members have a specific employment contract with contractual dates of employment. Employment terminates at the end of the employment contract. Contract Employment Contractual Agreements are not automatically renewed. If a contract team member is to continue employment with LAFHT, a new Contract Employment Agreement must be negotiated and signed.

Casual Relief (Other Sites): A casual Team Member that does not regularly work at 197 Talbot Street West, Leamington, Ontario Location.

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APPROVED BY:	Executive Director, Board of Directors	
DISTRIBUTION:	Leamington and Area Family Health Team	
SUBJECT:	EMPLOYMENT AGREEMENT	

POLICY STATEMENT

All persons employed by the Leamington and Area Family Health Team will have an individual Employment Agreement setting out the general terms and conditions of employment in writing. Employment Agreements for new and Team Members transferring positions will be in the form of a letter of offer signed by the Executive Director. The Team Member's signature will indicate his/her acceptance of the terms of the offer.

APPLICATION

This policy applies to all Leamington and Area Family Health Team Members.

PROCEDURE

1.5.1 General Provisions

Employment Agreements will include the following provisions:

- Position
- Type and status of employment
- Commencement date
- Duration of agreement for all temporary (definite term) appointments
- Normal hours of work for full-time or part-time Team Members
- Compensation, including holiday pay, vacation and health benefits as appropriate
- Probationary period
- Work standards
- Conflict of interest prohibition
- Terms of termination and resignation
- Employer Property, including Intellectual Property
- Confidentiality

1.5.2 Execution of Agreements

Employment Agreements will be executed by signature of the Executive Director and the Team Member. A signed copy will be retained on the Team Member's HR file.

RELATED POLICIES

Policy 1-13, Team Member Records

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APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: SECONDED WORKERS POLICY		

POLICY STATEMENT

As part of its integrated approach to health care, the Family Health Team may participate in secondment arrangements with other organizations whose mandate/mission is served through participation in the Family Health Team's programs and services. The selection of individuals for secondment will be subject to the approval of the Executive Director or designate. Throughout the period of their secondment, seconded workers will maintain their employment relationship with their employer and will continue to receive their salary and benefits from their employer. The employer will maintain responsibility for the seconded worker's liability, workplace safety and insurance coverage, and terms and conditions of employment.

Seconded workers will be required to operate in accordance with the Family Health Team's standards and policies, including applicable Human Resources policies. Day to day attendance and performance will be managed by the Coordinator/Team Leader responsible, while the Executive Director will be responsible for handling any specific concerns between the Leamington and Area Family Health Team and the seconded worker's employer and providing performance feedback.

APPLICATION

This policy applies to seconded workers and the Leamington and Area Family Health Team management.

RELATED POLICIES

All Human Resources and Health/Safety policies that apply to seconded workers.

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APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: VOLUNTEERS		

POLICY STATEMENT

The Leamington and Area Family Health Team has developed a volunteer program that serves the Family Health Team's clients by complementing and enhancing the work of paid staff and providing a valuable link to the Community. The Family Health Team recognizes that volunteers are integral members of its human resources and is committed to providing a safe and supportive environment for its volunteers. Volunteers will make a commitment to and be accountable to the Leamington and Area Family Health Team.

APPLICATION

This policy applies to all volunteers, Team Members, students and other persons acting on behalf of the Leamington and Area Family Health Team.

PROCEDURES

Individuals who wish to volunteer within the Family Health Team will be provided with information about the roles and responsibilities of volunteers and will be appropriately screened before being placed.

Volunteers will receive orientation and training on general information about the Family Health Team and specific information about their positions, including health and safety procedures. Volunteers will be required to have a Police Records Check and a TB Skin Test.

Staff will provide volunteers with appropriate on-the-job direction and supervision. Evaluations will be conducted to assess the placement and the volunteer's satisfaction and performance.

The Family Health Team will recognize the contribution of volunteers.

Volunteers are agents of the Family Health Team while performing assigned duties. Therefore, all volunteers will be orientated to and are expected to abide by LAFHT policies that govern their actions, including but not limited to the policies regarding Discrimination and Harassment, Dress and Personal Appearance, Confidentiality, and Health and Safety. Volunteers will sign a Confidentiality Agreement and have a TB skin test. Projects or assignments that a volunteer/student works on or creates for the LAFHT while volunteering at the LAFHT will become the property of the LAFHT.

Volunteers who fail to meet their responsibilities or adhere to the Family Health Team's policies may be released at the discretion of the Executive Director.

Volunteers will assist in the development and review of the Family Health Team's Volunteer Policies and Guidelines.

REFERENCES

Policy 1-15: Police Records Check
 Volunteer Policies and Guidelines

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APPROVED BY:	Executive Director, Board of Directors	
DISTRIBUTION:	Leamington and Area Family Health Team	
SUBJECT:	STUDENTS POLICY	

POLICY STATEMENT

As part of its integrated approach to health care, the Family Health Team may participate in student arrangements with other organizations or educational institutions/organization whose mandate/mission is served through participation in the Family Health Team's programs and services. The selection of students will be subject to the approval of the Physician Lead or the Executive Director or their designate. Throughout the period of their student term the students will maintain their relationship with their educational institution/organization and will continue to receive whatever benefit that institution/organization offers. The educational institution/organization will maintain responsibility for the student's liability, workplace safety and insurance coverage, and terms and conditions of placement.

Students will be required to operate in accordance with the Family Health Team's standards and policies, including applicable Human Resources policies. Day to day attendance and performance will be managed by the Coordinator/Team Leader/Physician/NP/RN responsible, while the Executive Director/Lead physician will be responsible for handling any specific concerns between the Leamington and Area Family Health Team and the student's educational institution/organization and providing performance feedback.

APPLICATION

This policy applies to students and the Leamington and Area Family Health Team Staff & Physicians.

RELATED POLICIES

All Human Resources and Health/Safety policies that apply to students.

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APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: ORIENTATION		

POLICY STATEMENT

It is the policy of the Family Health Team to provide all new Team Members with an orientation to ensure they have the necessary information, materials and supplies and to assist them to understand the culture and feel part of the team. Orientation is a shared responsibility between the Team Member's Team Leader/Coordinator, the Executive Director or their designate, co-workers and the Team Member.

APPLICATION

All new Team Members, Volunteers, Students and Seconded Workers of the Family Health Team

PROCEDURE

The following activities or information are included in the orientation process as applicable, shown under the person normally responsible:

Executive Director or designate:

- Overview of the Family Health Team mission, values and vision
- Review of key finance and Human Resources policies; Team Members will be asked to read the policies and sign an acknowledgement of same
- Orientation to Health and Safety policies and practices of the LAFHT
- Obtain signed Confidentiality Agreement and Acknowledgement of Email and Internet Policy
- Review and enrolment of benefit plans if applicable
- Telephone and email protocols and set up of access
- Issue keys, identification badge, business cards where applicable
- Create a personnel file for team member

Team Leader/Coordinator

- Introduction to co-workers and tour of physical facilities, parking areas
- Work schedule, including absence reporting protocols
- Protocols for breaks and lunch, and covering each others' absence
- Orientation to job specific Health and Safety policies and practices
- Job description, job duties and expected outcomes
- Probationary performance review processes

Team Members

- Job Procedures
- Job Specific Health and Safety policies and procedures

New Team Member/Volunteer/Student/Seconded Worker

- Directed readings and various forms of self-initiated learning.

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APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: PROBATIONARY PERIOD		

POLICY STATEMENT

All full-time Team Members hired by the Leamington and Area Family Health Team are employed on a probationary basis for the first three months of their employment. All part-time and casual relief Team Members hired by the Family Health Team are employed on a probationary basis for the first three months of their employment or the first 300 hours worked, whichever occurs later. During the probationary period, the LAFHT will evaluate the Team Member's work habits, capabilities and overall performance and determine the Team Member's suitability for ongoing employment. Employment may be terminated at any time during the probationary period. **At the end of a successful probationary review the Team Member will be given permanent status and notified in writing by the Executive Director.**

APPLICATION

All Team Members of the Leamington and Area Family Health Team

PROCEDURES

The Executive Director or delegate will conduct performance reviews with probationary Team Members at approximately:

- Prior to three months and One year of service for full-time Team Members, and
- Prior to 300 hours and One year worked for part-time and casual relief Team Members.

The probationary period will be suspended for a full-time Team Member during an absence of more than two weeks. The balance of the probationary period will be completed upon the Team Member's return to work.

The probationary period may be extended if, in the opinion of the Executive Director, additional time is required to evaluate the Team Member's suitability. An extension of the probationary period will be confirmed in writing.

The outcome of a probationary period will be approved by the Executive Director and discussed with the Team Member prior to the end of the probationary period.

REFERENCES

Appendix B: Team Member Performance Review

NUMBER: 1-11	<i>Page 1 of 2</i>	REVIEWED: 05/01/2014
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APPROVED BY:	Executive Director, Board of Directors	
DISTRIBUTION:	Leamington and Area Family Health Team	
SUBJECT:	TEAM MEMBER BENEFITS	

POLICY STATEMENT

Group Benefits

The Leamington and Area Family Health Team provides group benefits to eligible **regular (permanently funded) Team Members** following completion of three months of continuous service. All full-time Team Members and part-time Team Members working over 20 hours per week, who are employed on a regular basis as part of the Family Health Team's permanently funded operations, are eligible for the Family Health Team's group benefit program.

Core funded regular full-time and regular part-time Team Members working 30 hours and over per week will participate in the benefit program as a condition of employment. Exemption from the Health Services and Dental Plans is permitted upon proof of equivalent spousal or other coverage. **Core funded** regular part-time Team Members working between 20 and 29.99 hours per week may opt to participate in the benefit program but may not opt in or out of any individual benefit plans.

Premium sharing is based on the Team member's status and regular hours of work as shown below:

CORE FUNDING OR OTHER FUNDING WHICH HAS INCORPORATED FUNDING FOR BENEFIT COSTS	COMPULSORY PARTICIPATION	OPTIONAL PARTICIPATION
	<ul style="list-style-type: none"> Regular FT (Core Funded) Regular PT (Core Funded) 30 hrs and over 	<ul style="list-style-type: none"> Regular PT Over 20 to 29.99 hrs/wk
BENEFIT PLANS	BENEFIT PREMIUMS	BENEFIT PREMIUMS
Basic Group Life Insurance Accidental Death & Dismemberment Health Services Dental Short Term Disability	<i>Paid 100% by the Family Health Team</i>	<i>Paid 50% by the Family Health Team and 50% by the Team Member</i>
Long Term Disability	<i>Regular FT and PT only: Paid 100% by the Team Member</i>	<i>Regular FT and PT only: Paid 100% by the Team Member</i>

Lieu Benefit Program

Core funded Team members of the Family Health Team who are entitled to benefits (full and part-time as depicted in chart above) will not receive pay in lieu of benefits should they choose not to participate.

Full-Time and Part-Time (Other Sites): Are not considered Core Funded.

APPLICATION

This policy applies to all full-time and part-time Team Members who work 20 hours per week or more. Contract Team Members are not eligible for benefits, but will be compensated as per their individual employment agreement.

PROCEDURES

1. Benefit enrolment is administered by the Executive Director's office. Benefit booklets will be provided at the time of enrolment.
2. Team Member premiums are paid through payroll deduction.
3. Team Members must contact the LAFHT Executive Director within 30 days of a life event, i.e. spousal or dependent change, to update their benefit coverage.
4. Subject to the terms of the master benefit contract, a Team Member who is on a leave of absence without pay may continue benefit coverage by paying the applicable contributions to the Family Health Team as set out in the policy governing the specific type of leave.
5. All coverage ceases upon termination of employment or as otherwise specified in the master benefit contract.

RELATED POLICIES

Policy 1-4, Employment Categories
All Leave of Absence policies

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DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: PERFORMANCE REVIEWS		

POLICY STATEMENT

Performance review is a cyclical process of planning, monitoring, assessment and re-planning. It promotes a shared understanding of responsibilities and expectations, and commitment to personal and organizational goals. It also provides an opportunity to recognize achievements, identify opportunities for growth and improvement, and communicate changing goals and plans for the future. The Team member's active participation throughout the cycle is fundamental to the success of the process.

Formal documented performance reviews will be conducted during the probationary period of a new Team Member as outlined in the Probationary Period policy. Performance goals and objectives will be mutually set in the March/April time period annually. A semi annual review will be conducted in the October/November time period with a final annual Performance Review conducted in April of each year. A formal review may also be conducted on an as needed basis for purposes of individual performance coaching and development.

APPLICATION

All Team Members of the Leamington and Area Family Health Team

PROCEDURES

Formal performance evaluations will be conducted by the Executive Director and/or designate. The evaluation will include an assessment of competencies and performance results, contributions and achievements, and goals and objectives for the upcoming year. Team Members will be encouraged to contribute to and participate in the assessment and planning process.

Where mutually agreed, the Executive Director or designate will solicit performance feedback from peers, clients and external colleagues as input to the evaluation.

Team Members will have the opportunity to provide written comments on the performance evaluation.

The completed performance evaluation form will be signed by the Executive Director and the Team Member. The Team Member's signature does not necessarily indicate agreement, but acknowledges that the appraisal has been discussed with him/her. The signed performance appraisal will be retained in the Team members HR file and a copy provided to the Team member.

Throughout the performance cycle, Team Members and leadership will monitor and discuss performance on an informal day-to-day basis, identify opportunities and problems, participate in coaching and appropriate interventions, and review goals as necessary due to changed conditions.

RELATED POLICIES

Policy 1-9, Probationary Period

REFERENCE MATERIAL

LAFHT Performance Review Form: Appendix A

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APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: TEAM MEMBER RECORDS		

POLICY STATEMENT

A file for each Team Member is maintained in a confidential manner by the Executive Director's office. The Leamington and Area Family Health Team will collect only information about Team Members that is necessary for business reasons or as requested by law and will use it for those purposes only. Team Members may review the information in their Team member files, except confidential reference information, in the Administration offices and in the presence of an individual appointed by the Executive Director through a pre-arranged meeting.

APPLICATION

This policy applies to all Team Members of the Leamington and Area Family Health Team.

PROCEDURE

1.13.1 Written Records

Team Members files will include hiring documentation, records of credentials and training, benefits and salary records, correspondence and agreements between the Team Member and the Family Health Team, performance evaluations, confidentiality forms, attendance information, disciplinary records, annual attendance records and any other legitimate employment records.

1.13.2 Confidential Information

The following information is considered confidential: social insurance number, home telephone number, home address, age, marital status, number of dependents, health conditions, reference information, medical reports, salary, performance evaluations and discipline reports, and any document that may contain one or more individual Team Member names (ex. Salary increases, benefit increases, etc, where more than one submission takes place together)

1.13.3 Requests for Information

Requests for information concerning current or former Team Members will be handled by the Executive Director's office or the Chairperson of the Board in the case request is regarding the Executive Director. The person making the request will be asked to provide the Team member's written consent or the authority under which the request is being made.

1.13.4 Request to View Files

Current Team Members who wish to review their own file should submit a request to the Executive Director and allow reasonable advance notice.

1.13.5 Minimum Retention

The following written Team Member records will be maintained for a minimum of three years

- Team Member's name, address and starting date of employment
- Daily and weekly hours worked by the Team Member
- Vacation time taken by the Team Member
- Information contained in and Team Member's wage and vacation pay statements
- Documents relating to a Team Member's pregnancy, parental or emergency leave

RELATED POLICIES

Policy 1-5, Employment agreement

NUMBER: 1-14	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: Group RRSP		

POLICY STATEMENT

The Leamington and Area Family Health Team provides Sun Life Group Registered Retirement Savings Plan to assist Team Members with their financial security for retirement.

All regular status full-time Team Members and part-time Team Members with Benefits who are employed as part of the Family Health Team's core-funded operations will join the Plan upon completion of three months continuous service.

The employer and Team Member contributions are identified in the plan on an annual basis.

APPLICATION

All regular status full-time Team Members and Part-time with Benefits who are employed as part of the Family Health Team's permanently funded operations.

PROCEDURE

1.14.1 Enrolment

Mandatory enrolment for eligible Team Members will be effective upon completion of three months' service.

1.14.2 Contributions

Contributions to the Plan are made through payroll deduction. Basic LAFHT (employer) contributions will be defined in the RRSP Contract with Sun Life Group. Exceptions to LAFHT (employer) contributions will be defined in the Letter of Employment (contract). Team Member (employee) contributions will be defined by the Team Member.

1.14.3 Leave of Absence

Team member and employer contributions to the Plan will cease when a Team Member is not receiving earnings. However, during a pregnancy or parental leave of absence, the normal contributions will be maintained unless the Team Member advises the Family Health Team in writing that he/she will not continue to pay his/her contributions. Team Member contributions are maintained by submitting the appropriate payment to the Family Health Team during the period of the pregnancy or parental leave of absence.

NUMBER: 1-15	<i>Page 1 of 3</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 09/09/2011
APPROVED BY:	Executive Director, Board of Directors	
DISTRIBUTION:	Leamington and Area Family Health Team	
SUBJECT:	POLICE RECORDS CHECK	

POLICY STATEMENT

Police Records Check (PRC) must be completed for

- all successful candidates for full-time, part-time, contract or casual work
- all contractual staff
- all students and service volunteers working with our clients
- all staff or volunteers responsible for handling the money

PROCEDURE

In offering candidates a job or volunteer position, the Executive Director or the Coordinator of Volunteers notifies them that they must undergo a police records check (PRC). Candidates must understand:

- the steps in the records check, including the possibility that they may be asked to go to a police station to be fingerprinted if their name and date of birth are the same as those on file for a criminal offence anywhere in Canada;
- that the candidate, not the LAFHT will be told the nature of any criminal offence that appears on a records check; however, the LAFHT will receive a letter from the Police stating either that the check was negative or that “documentation was sent to the applicant,” i.e. informing us that the candidate is being asked to come in for fingerprinting;
- that we may still hire candidates with a criminal record, depending on the nature of the offence, the job they are to fill and other references supplied;
- that a criminal offence will appear on a computer check, no matter how long ago or where in Canada it was committed, unless they have applied for and received a pardon; that a charge currently pending but not disposed of (by conviction or acquittal) will appear on a computer check; and that drunk driving and other offences they may consider minor are criminal offences and will appear on a PRC.

A previous successful PRC will not be acceptable. The new police records check must be obtained specifically for the Leamington and Area Family Health Team before commencing employment or participating as a volunteer with our organization.

We do not close a staff hiring competition until the results of the criminal reference check are obtained. Once employment or the volunteer position has commenced, any changes in status must be reported to the Executive Director or their designate.

1.15.1 Positive records checks

If a candidate has a criminal record, the Police will send him/her a letter stating the date and nature of the conviction. If there are outstanding charges not yet dealt with, these would also appear on a records check. It is

up to candidates whether to bring this letter to the Leamington and Area Family Health Team and discuss whether or not the record is a barrier to their employment.

In deciding whether or not to hire the applicant (or accept the volunteer), the responsible Manager and the Executive Director will consider:

- the duties for which the applicant is being considered
- the nature of the offence
- when it was committed
- circumstances surrounding the charge and conviction, as described by the applicant and, if necessary, verified by other references
- references from past employers
- rehabilitative efforts made by the candidate

The final hiring decision is up to the Executive Director.

If it is judged that the offence is such that there is a potential for harm to a Leamington and Area Family Health Team client, the person will not be hired and will be advised accordingly.

1.15.2 Record-keeping

The Human Resources file for Team members will contain the PRC. A separate central file for volunteers will also note whether or not a PRC was performed. If the Leamington and Area Family Health Team decides to hire a person with a criminal record, the documentation surrounding the decision will remain in the Team Member's confidential HR file. Information about the record will not be disclosed to other Leamington and Area Family Health Team staff.

1.15.3 Reimbursement for Police Records Check

Volunteers who are not completing a placement for school will be reimbursed for a PRC. Individuals seeking employment with the Leamington and Area Family Health Team will not be reimbursed for a PRC. A student who is doing a placement for an educational institution/organization (including high school, college or university), is responsible for payment to the police department providing the PRC.

The PRC is kept in the staff HR file at the Leamington and Area Family Health Team and the Team Member retains the duplicate.

1.15.4 Medical Resident exemption

The LAFHT goal is to ensure the safety of our clients through proper screening of volunteers/students. It is also important not to present unnecessary obstacles to facilitating the education of Medical Residents.

Medical Residents from the Schulich School of Medicine & Dentistry, SWOMEN Windsor or other designated/accredited medical school are exempt from the PRC procedure.

Residents have to undergo a police clearance as part of granting of certificate of registration for postgraduate education through the College of Physicians & Surgeons (CPSO). All trainees provide consent to undergo a police records check from CPIC (Canadian Police Information Centre).

In keeping with the policy outlined above, we will accept the CPSO registration as proof of police clearance for one year only. Year 2, 3 or 4 Residents will have to obtain a recent PRC prior to coming to the LAFHT.

However, exceptions to this may include:

- when the number of days the Resident will be at LAFHT is 2 weeks or less
- when the placement is a shadowing experience and a staff person is always in the room with the client

In these circumstances and since the LAFHT medical clinic is not isolated and the Residents usually work in close supervision with other LAFHT physicians, CPSO registration will be adequate, regardless of the year.

1.15.5 Criminal Convictions after Employment

The LAFHT requires the disclosure of any criminal convictions which occur after employment or volunteerism. Failure to disclose may result in disciplinary action.

1. Visit the CPSO website for information posted regarding PRC for Medical Clerks at
<http://www.cpso.on.ca>
2. Policy 1-6
3. Policy 1-8

NUMBER: 2-1	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010	REVISED: 04/01/2010	
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: CODE OF CONDUCT		

POLICY STATEMENT

The successful operation and reputation of the Leamington and Area Family Health Team is built upon the highest standards of service and the conduct and integrity demonstrated by the Team Members and representatives* of the Family Health Team. Each Team member is accountable for his or her actions. The Family Health Team has explicitly set out some of its expectations around personal conduct and behaviour in its policies. In addition to complying with these policies, the Family Health Team relies on each Team Member to use good judgement and ethical behaviour to promote the best interests of the Family Health Team. Following are some of the ways in which this is achieved:

- Respecting the rights, dignity and feelings of others
- Cooperating as a team member at all levels
- Maintaining positive personal interactions with clients and team members
- Supporting and assisting in planning for change
- Using time and resources wisely
- Demonstrating honesty and integrity
- Carrying out duties in a professional and conscientious manner
- Accepting direction and carrying out decisions positively
- Taking responsibility for personal and professional development
- Using good etiquette in all forms of communication
- Sharing information at all levels
- Adhering to legislation and professional codes of conduct where applicable
- Reporting to management any improper conduct
- Cooperating with Family Health Team investigations

APPLICATION

All LAFHT Team Members, Students and Seconded Workers and representatives*

VIOLATION OF POLICY

Any violations of this policy may be cause for disciplinary action up to and including dismissal, or other sanctions appropriate to the nature of the individual's engagement with the Family Health Team.

NUMBER: 2-2	<i>Page 1 of 1</i>	REVIEWED: 08/12/2014
DATE: April 2010	REVISED: 08/12/2014	
APPROVED BY:	Executive Director	
DISTRIBUTION:	Leamington and Area Family Health Team	
SUBJECT:	DRESS AND PERSONAL APPEARANCE	

POLICY STATEMENT

Each member of the Leamington and Area Family Health Team is expected to maintain an appearance that is appropriate to the requirements and nature of the work being performed in terms of both safety protection and the professional image of the Family Health Team.

APPLICATION

This policy applies to all Team Members, Students and Volunteers of the Family Health Team and representatives¹.

PROCEDURES

2.2.1 Guidelines

The following guidelines indicate the general expectations regarding personal appearance. Any requirements for accommodation must be directed to the Executive Director.

Footwear: Footwear must provide safe, secure footing and offer protection against tripping and other hazards associated with the job.

Jewellery: Jewellery should be conservative and kept to a minimum.

Personal attire: Clothing should be clean and appropriate to the position and work. Tank tops, tube or halter tops, bib overalls, jeans and sweat pants are not appropriate for any position.

Grooming: Good personal hygiene habits must be maintained.

Scents: Fragrances, Cologne, perfume or scented products must be kept to the absolute minimum or avoided altogether.

2.2.2 Casual Attire

The standard guidelines remain in effect, except for an occasion where casual attire may be worn at the discretion of the Executive Director. The Executive Director will provide counselling when attire does not meet policy.

2.2.3 Casual Friday

An exception has been made for "Dress Down for Hospice". A separate procedure has been created for this program. The program can be amended, revised or cancelled at the discretion of the Executive Director. The Executive Director will provide counselling when attire does not meet this program's outlines.

¹ Representatives include 3rd party contracts, seconded workers, casual relief, volunteers, and any other person acting for or on behalf of the Family Health Team.

NUMBER: 2-3	<i>Page 1 of 2</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: CONFIDENTIALITY		

POLICY STATEMENT

Team Members and others who act or provide services on behalf of the Leamington and Area Family Health Team are entrusted with safeguarding the confidentiality of information which they may acquire or have access to in the course of their duties. Information about patient/clients and their families,

- Medical and/or personal information about patients/clients and their families,
- Information about the Family Health Teams business operations,
- Personal information about the Family Health Team's members or individuals who perform work at or on behalf of the Family Health Team,
- Any other information which in good faith and conscience ought to be treated as confidential.

As a condition of their employment or engagement, Team Members and individuals, organizations and agencies engaged by or acting on behalf of the Family Health Team will be required to sign and abide by a Confidentiality Agreement. A breach of confidentiality may result in termination of employment for cause or termination of a contractual relationship or other involvement with the LAFHT.

Confidentiality obligations continue beyond the termination of employment howsoever caused, or any other relationship with the Leamington and Area Family Health Team.

Confidential information is not to be disclosed, accessed or discussed except as is necessary in the proper discharge of duties in accordance with professional standards, or with the written consent of the person to whom the information relates, or as required by law.

Confidentiality must be safeguarded in the handling, transmission, storage and disposal of information. All confidential documents and other materials must be returned to the Family Health Team promptly upon termination of employment or other relationship with the Family Health Team.

Any questions concerning confidentiality should be directed to the Executive Director or their designate.

APPLICATION

This policy applies to all Team Members, volunteers, seconded workers, students, contractors, and agencies or organizations providing services to the Leamington and Area Family Health Team.

PROCEDURES

2.3.1 General

Confidential information will be shared and accessed within the workplace only as a necessary for the effective delivery of LAFHT programs and services, and only in a private manner.

2.3.2 Storage/Removal/Disposal

The Family Health Team's records at all sites shall be held and stored in and organized, safe and secure

manner. Security from unauthorized access will be protected by means of locked files, locked offices and password protection of electronic data.

Confidential information will be disposed of by shredding paper files or deleting electronic records.

Official records will not be removed from the workplace(s) or disposed of except with the permission of the Executive Director.

2.3.3 Electronic Transmission

Confidential information will be transmitted by fax or email only when it must be received immediately. Confidential faxes will be sent and received in a manner that prevents unauthorized viewing of documents. Fax numbers will be double checked before transmission. A completed cover sheet will accompany faxes, clearly identifying both sender and intended receiver. The sender and receiver will ensure privacy is maintained at both locations.

Fax cover sheets and emails transmitting confidential information will include a warning that the information is intended for the named recipient only, as well as a request to contact the sender if the transmission is misdirected.

2.3.4 Internal/External Mailing

Confidential material being mailed through internal or external mail will be clearly marked as confidential and contained in a sealed envelope.

2.3.5 Release of Client Information

Requests for client information will be referred to the primary care clinical team. Client information will not be released except in accordance with legal and professional requirements. The Executive Director shall be consulted in the event of any legal processes regarding client information.

2.3.6 Release of Non-Client Information

All inquiries and request for personal information concerning Team Members, volunteers or associates, including reference requests, will be referred to the Executive Director. On request, the Executive Director may release information to the individual to whom it relates except where the information could reasonably be considered to have been provided on a confidential basis. In all other circumstances, any information of a confidential nature and which identifies the individual will not be released except:
As required by law; or

- a) With the written consent of the person to whom the information relates (“Consent to the Release of Information for” or equivalent) or that person’s authorized representative, except that the Executive Director or his/her delegate may confirm employment and dates of employment without a written consent; or
- b) In cases of emergency, as authorized by the Executive Director or his/her appointed delegate.

2.3.7 Public Domain

Information which is in the public domain is not considered confidential. This includes names, titles and business address or telephone number of Team Members and individuals or agencies engaged to provide services on behalf of the Family Health Team, information about the Family Health team which has been officially released or is contained in Family Health Team publications, and information provided on a non-confidential basis by the Board or management of the Family Health Team.

Questions about whether information is confidential should be directed to the Executive Director or their designate.

NUMBER: 2-4	<i>Page 1 of 2</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: CONFLICT OF INTEREST		

POLICY STATEMENT

All decisions and commitments made on behalf of the Leamington and Area Family Health Team are made in an accountable and transparent manner. A conflict of interest exist in any instance where a Team Member is in a position to influence a decision that may result in a personal gain for the Team Member, the Team Member's family or business associates, or cause an adverse affect on the Family Health Team's interests.

Accordingly, it is the policy of the LAFHT that Team Members will not participate in any way or realize a personal gain from any transaction in which the Family Health Team has an interest, or use of information gained in connection with their employment for personal advance or gain, or accept any offer to serve as an officer, director, partner, consultant, manager, or to be employed in a service capacity by a person or entity which does business with the LAFHT except as specifically approved in writing by the Executive Director.

APPLICATION

All Team Members and Board of Directors of the Leamington and Area Family Health Team. For the purposes of this policy Board of Directors are consider the same as Team members.

Conflict of interest situations may include but are not restricted to the following:

- Using one's position with the Family Health Team to offer or promote goods, services or facilities in which the Team Member has a private interest;
- Participating in the appointment or promotion affecting an immediate relative(spouse, parent, in-law, sibling, child or stepchild);
- Holding responsibilities that directly affect the employment status or responsibilities of an immediate relative;
- Employment or engagement in outside activities which may interfere with the efficient and independent performance of LAFHT duties, or which may place the Team Member under an obligation to any individual or business whose relationship with the Family Health Team involves the Team Member's sphere of responsibilities.
- Accepting gifts, favors or other considerations of more than token value from a patient/client or organization as a consequence of the Team Member's services, role or position with the Family Health Team. Token refers to gifts or favors that are honorary or symbolic in nature and of nominal economic value.
 - This policy is not intended to prohibit the acceptance or giving of common courtesies

associated with accepted business practices, including accepting or giving a meal or other gifts or nominal value which could not be considered as a bribe or other improper payment. However, Team Members should never expect any favors and should tactfully discourage the practice.

- Cash payments in any amount must not be accepted or given as a gift or favor under any circumstances.
- Token gifts from patients/clients may be accepted when the gift giving has been initiated by the patient/client, the gift giving provides therapeutic value to the patient/client, and there is no expectation or obligation regarding the Team member's or Family Health Team's services as a result of the gift giving.

APPLICATION

2.4.1 Disclosure/Declaration

If a Team member is faced with a situation involving an existing or potential conflict of interest or is in any doubt about the application of this policy, he or she shall report the circumstances to the Executive Director or if a Board member the Chairperson. The Executive Director/Chairperson will determine if a conflict of interest exists or might exist, and in such event, provide specific written direction to the Team member as to the means by which that conflict will be removed or avoided, or where necessary, refer the matter to the Board for action.

2.4.2 Employment

Candidates for any position at LAFHT are expected to declare a potential conflict of interest to the Executive Director/Chairperson as part of their application. Relatives will not be appointed where there would be a direct reporting relationship with a relative, i.e. spouse, same-sex partner, child or parent. When this applies, the Executive Director/Chairperson, if it is the reason for not selecting an applicant, will so note in her/ his documentation.

2.4.3 Outside Activity

No Team Member may work for a third party during regular working hours or use the Family Health Team's facilities, equipment, labour or supplies to conduct outside activity. Team Members engaged in any outside work must not be given the impression or make a representation that the work is on behalf of the Family Health Team. The name, address or phone number of the Family Health Team shall not be referred to on any document (i.e. contract, letterhead or business card) which has to do with a Team member's private business or work activity.

2.4.4 Withdrawal

Any person who is considered to be in a real or perceived conflict of interest with respect to a decision of matter of business shall withdraw from the decision-making of business process and shall not seek to influence the process in any way.

2.4.5 Violation of Policy

Any violations of this policy may be cause for disciplinary action up to and including dismissal, or other sanctions appropriate to the nature of the individual's engagement with the Family Health Team.

RELATED POLICIES

Policy 2-3, Confidentiality
Policy 7-2, Hiring of Relatives

NUMBER: 2-5	<i>Page 1 of 2</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: USE OF PERSONAL VEHICLES		

POLICY STATEMENT

Team Members who are required to use personal vehicles for travel on behalf of the Leamington and Area Family Health Team, and at the approval of the Executive Director, are eligible for mileage reimbursement for travelling in their own vehicle from their initial assignment at a LAFHT work site to a subsequent work site, or for the purpose of delivery or receipt of goods/ services as identified and approved by the Executive Director.

Team Members of the Leamington and Area Family Health Team are prohibited from driving patients/clients in their personal vehicles for any reason related to employment at the Family Health Team.

Reimbursement will be at the mileage rate established from time to time by the Family Health Team. The established mileage rate covers all transportation and operating costs of the vehicle, including, but not limited to, gasoline and insurance. Additional reimbursement will be made for highway tolls and reasonable parking fees.

The Family Health Team will not reimburse Team Members for fines for parking violations and traffic offences, vehicle towing charges or vehicle repair costs. The distance travelled from the Team member's home to the work site will not be reimbursed, as this is considered a personal expense by Revenue Canada. If this distance is greater than the distance from the Team Member's home to the Family Health Team, the Executive Director may choose to reimburse the Team Member for the difference.

APPLICATION

This policy applies to all Leamington and Area Family Health Team Members who are required to use their personal vehicles for travel on behalf of the Family Health Team.

PROCEDURE

2.5.1 Team Member Responsibilities

Team Members who use their personal vehicles for LAFHT business travel are required to:

- Have a valid driver's license;
- Maintain appropriate liability insurance on their vehicle(s);
- Maintain their vehicle in safe operating condition;
- Drive in a safe and responsible manner at all times and observe all highway traffic rules.

2.5.2 Driver License and Insurance Status

Team Members are required to notify the Executive Director immediately in the event of a lapse in their automobile insurance or a lapse or restriction in their drivers' license.

2.5.3 Accidents/Incident

Any accidents while traveling on business must be reported as soon as possible to the Executive Director. The Team Members will notify police in the event of an accident while conducting business.

2.5.4 Establishment of Reimbursement Rate and Car Allowance

From time to time the Family Health Team will establish a rate or rates per kilometre (currently \$.42/kilometre) which will be used to reimburse mileage expenses. Mileage will be based on Ministry of Health and Long Term Care guidelines.

2.4.5 Claiming Reimbursement

Mileage records will be submitted for approval to the Executive Director with expense account sheets. A cheque will be produced within ten working days. As with all Family Health Team expenses, mileage claims may be subject to internal audit review.

RELATED POLICIES

Policy 4-1, Travel

NUMBER: 2-6	<i>Page 1 of 2</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: INTERNET AND EMAIL USE		

POLICY STATEMENT

Access to the email and the Internet is provided to the Team Members and associates as a business tool to facilitate the functioning of the Family Health Team's work. It allows access to global information resources and a means of communication with other Team Members and business contacts.

Internet and email conduct using the Family Health team's computer systems reflects on the reputation of the Family Health Team and its Team Members. Therefore, all users have a responsibility to use the Internet and email systems in a productive, ethical and lawful manner which ensures a positive public image for the Family Health Team. Further, the Family Health Team expects all communications to be polite, respectful and concise, and the user properly identified.

All Team Members will be granted their own individual Internet account and are accountable for the activities conducted using their account. Passwords must be kept confidential.

Internet usage is intended for legitimate business purposes. However, incidental and occasional brief personal use is permitted within reasonable limits provided that it does not interfere with productivity.

The equipment, services and technology provided to access the Internet remain at all times the property of the Leamington and Area Family Health Team. All data that is created, sent or received via the Family Health team's computer system is the property of the Leamington and Area Family Health Team and subject to monitoring, access and disclosure by the Family Health Team.

Any suspicion of a virus or security concerns are to be immediately reported to the IT Systems Support person or the Executive Director or their designate.

Abuse of the Internet access provided by the Leamington and Area Family Health Team in violation of law or this policy will result in disciplinary action, up to and including termination of employment. Team Members may also be held personally liable for any violations of this policy.

Unacceptable Use

The following are examples of unacceptable use or misuse of the Family Health Team's Internet and email systems. Any questions concerning the use or misuse of computing resources should be directed to the Executive Director or their designate.

1. Composing, transmitting, accessing or receiving data that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating or disruptive to any Team Member or other person. Examples of unacceptable content include, but are not limited to, sexual

comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religion, ethnic origin, disability, sexual orientation, or any other characteristic protected by law and the Family Health Team's Discrimination and Harassment policy. Individuals who receive messages with unacceptable content will advise the sender to cease any further such transmissions.

2. Conducting any commercial or other business endeavor that is not related to and for the benefit of the Family Health Team.
3. Using the Internet for political or religious causes, or for gambling.
4. Using, installing, copying or distributing any copyrighted, trademarked or patented material.
5. Downloading files from the Internet, other than **work related purposes**.
6. Sending or posting messages that may be considered malicious or defamatory.
7. Using or disclosing someone else's code or password without authorization, or providing computer access to individuals without authorization.
8. Disseminating Proprietary data without permission.
9. Sending or posting a message that could damage the Family Health Team's image or reputation.
10. Compromising the security of the network and the integrity on the content.

APPLICATION

This policy applies to all LAFHT Team members, physicians, volunteers, students and seconded workers who are granted access to the Family Health Team's Internet and email systems.

PROCEDURES

All users of the Leamington and Area Family Health Team's computer technology systems will be required to sign an acknowledgement of this policy (See Appendix E).

RELATED POLICIES

Policy 7-1, Discrimination and Harassment

REFERENCES

Acknowledgement of Internet and Email use policy (See Appendix D)

NUMBER: 3-1	Page 1 of 2	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY:	Executive Director, Board of Directors	
DISTRIBUTION:	Leamington and Area Family Health Team	
SUBJECT:	HOURS OF WORK	

POLICY STATEMENT

Work schedules will be established in accordance with the operational needs of the Family Health Team and may fluctuate from day to day to accommodate different activities. The normal work week for full-time Team Members consists of 37.5 hours exclusive of unpaid meal periods. Work schedules will comply with the minimum time off provisions in the *Employment Standards Act, 2000* as set out in this policy.

APPLICATION

All non-management Team Members of the Leamington and Area Family Health Team

PROCEDURES

3.1.1 Work Day

The normal work day for full-time Team Members is 7.5 hours exclusive of an unpaid $\frac{1}{2}$ hour meal period. Work days for part-time and casual relief Team Members will be based on staffing requirements but will not be less than 2 hours.

A Team Member may work more than 8 hours in a day with written agreement between the Family Health Team and the Team Member.

3.1.2 Rest Periods

All Team Members may take one paid break of 15 minutes in each half of a normal work day or shift. Breaks are subject to the exigencies of service delivery; a break that is not taken does not create a lieu time entitlement.

3.1.3 Meal Periods

An unpaid meal period will be scheduled during shifts that exceed four hours so that a Team Member does not work more than 5 consecutive hours without a meal break.

3.1.4 Work Time

If a Team Member is requested to attend Board or Committee meetings or to participate in special extracurricular functions, the time spent will be considered to be work time. In order to minimize overtime, the Team Member's work schedule will be flexed to accommodate these activities, wherever possible.

3.1.5 Time off Work

a) Between shifts

Team Members will receive a minimum of eight hours off work between shifts. This does not apply where the total time worked on both shifts does not exceed 13 hours, or where the Team Member and the Manager or designate agree in writing to a lesser period.

b) Daily

Team Member will receive at least 11 consecutive hours off in each day (24 hour period). This does not apply to Team Members who are on standby and are called back to work during a period when they would not otherwise be expected to work.

c) Weekly and Bi-weekly

Full-Time Team Members will receive a minimum of 24 consecutive hours off in each work week or 48 consecutive hours off work in every period of two consecutive work weeks.

d) Exceptional circumstances

Under exceptional circumstances, a Team Member may be required to work more than eight hours per day or during a period that is required to be free from performing work without consent, to the extent necessary to avoid serious interference with the operations of the Family Health Team, where:

- There is an emergency;
- Something unforeseen occurs that could interrupt the continued delivery of essential public services, such as those in hospitals, regardless of who delivers those services;
- Something unforeseen occurs that would interrupt work;
- Urgent repair work to the Family Health Team's facilities or equipment is needed.

3.1.6 Flexible Work Arrangements

Flexible work arrangements are permitted and encouraged provided that they do not compromise services or operations and are approved in advance by the Executive Director. Team Members are required to meet productivity targets within the flexible work arrangements. Requests will be considered on an individual basis taking into account workload and the impact on services, operations, and costs and staffing. Flexible work arrangements will be assessed on a regular basis and may be discontinued at the Executive Director's discretion as required.

RELATED POLICIES

Policy 3-3, Overtime

Policy 6-12, Personal Appointments

NUMBER: 3-2	<i>Page 1 of 2</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY:	Executive Director, Board of Directors	
DISTRIBUTION:	Leamington and Area Family Health Team	
SUBJECT:	ATTENDANCE AND PUNCTUALITY	

POLICY STATEMENT:

Regular and prompt attendance at work is the responsibility and obligation of every Team Member and an expectation of employment. The Family Health Team recognizes that there will be times when it will be necessary for Team Members to be absent from work for reasons of illness or injury or personal reasons. Excessive absenteeism and lateness concerns will be identified as early as possible and appropriate intervention and management strategies undertaken. All Team members will be encouraged to support the Family Health Team's efforts to achieve and maintain an optimal attendance level.

Excessive absenteeism and lateness are disruptive to staffing and are not appropriate whether or not banked time is available.

APPLICATION

This policy applies to all Team Members of the Leamington and Area Family Health Team.

PROCEDURE

3.2.1 Absence/Lateness

Team Members are expected to adhere to their scheduled starting and finishing times. Absences from work other than for emergency reasons (such as illness/injury or bereavement) must be approved by the Executive Director.

If an Team Member cannot avoid being late to work or is unable to report for work as scheduled, he/she must notify the Executive Director or designate as far in advance of the anticipated lateness or absence as possible.

If the Executive Director is not available, the Team Member will leave a message for him/her indicating the type of absence (such as illness/accident, workplace injury, family illness, and bereavement), the estimated date of return to work and/or when an update can be provided. The Team Member will also advise reception of the absence or lateness. In emergency situations only, the call may be made by another party.

3.2.2 Special Commitments

Team Members are responsible, whenever possible, for notifying the affected parties when they will be late or unable to attend a scheduled event. Team Members are also required to report to the Executive Director or their designate when they have asked another person on duty to attend a function on their behalf.

3.2.3 Absences Due To Illness/Injury

Team Members who are absent due to illness/injury are required to maintain contact with the Executive Director. The Team Member and Executive Director should agree on time intervals for periodic updates on the expected duration of the absence and return to work restrictions/abilities.

The Family Health Team reserves the right to require acceptable medical verification of illness or injury disabling the Team Member from performing his/her duties. A medical practitioner's statement will normally be required after an absence of 3 days and/or for periodic medical updates.

The Family Health Team also reserves the right to require an independent medical opinion regarding a Team Member's ability or inability to work. Where a medical assessment or examination is deemed necessary by the Family Health Team, the Team Member is required to cooperate as a condition of employment.

3.2.4 Returning To Work From Illness/Injury

Team Members will contact the Executive Director or designate at least 16 hours in advance of an intended return to duty from illness or injury and **may be requested to** provide a qualified healthcare provider's certificate verifying their fitness to return to work, prior to or upon return to work, as follows:

- After an absence of three or more shifts
- After an absence of any length if the absence is due to a work-related illness or injury or communicable disease

3.2.5 Work Restrictions

Team Members returning to work with restrictions are required to meet with the Executive Director or their designate in advance to establish a return to work plan.

3.2.6 Deemed Termination

A Team Member who is absent from scheduled work for a period of three or more consecutive working days without notifying the Family Health Team of such absence and providing a satisfactory reason to the Family Health Team shall be deemed to have terminated his/her employment.

RELATED POLICIES

Policy 6-7, Personal Leave of Absence without Pay

Policy 6-1, Health Leave and Long Term Disability Benefits

Health & Safety Policies on Modified Work and RTW

NUMBER: 3-3	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: OVERTIME		

POLICY STATEMENT

Overtime is time working in excess of the normal full-time work week of 37.5 hours. All overtime must be scheduled by or approved in advance by the Executive Director or his/her designate, **however, in extenuating circumstances it is realized this may not always be possible.**

APPLICATION

All non-management Team Members the Leamington and Area Family Health Team

PROCEDURES

3.3.1 Overtime Compensation

Team Members who work in excess of the normal work week will receive:

- For additional hours worked up to and including 44 hours in the work week, either time off in lieu of pay equivalent to the additional hours worked or pay at the Team member's regular straight time hourly rate for each hour worked, at the discretion of the Executive Director.
- For additional hours worked in excess of 44 hours in the work week, time and one-half the Team Member's regular rate of pay for each hour worked or, where mutually agreed in writing, time off in lieu at the equivalent rate, i.e. 1 ½ hours of lieu time for each hour worked in excess of 44.

Paid holiday time and holidays worked and paid at time and one-half are not included in the calculation of hours worked for purposes of overtime.

3.3.2 Lieu Time

Lieu time must be taken within three months of being earned; however, the Team Member and the Executive Director or their designate may agree in writing to extend the time in which it can be taken to 12 months. Accumulated lieu time hours will be paid out on termination of employment or at the LAFHT fiscal year end (March 31st).

3.3.3 Averaging Agreements

Team Members and the Family Health Team may agree in writing to average the Team member's hours of work over a period of not more than four weeks for the purposes of overtime. In these circumstances, overtime pay will be based on the average hours worked during the averaging period. For example, if the averaging period is four weeks, overtime is at regular pay after working 150 hours, and time and ½ after working 176 hours.

RELATED POLICES

Policy 3-1, Hours of work

NUMBER: 3-4	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY:	Executive Director, Board of Directors	
DISTRIBUTION:	Leamington and Area Family Health Team	
SUBJECT:	INCLEMENT WEATHER AND EMERGENCY CLOSINGS	

POLICY STATEMENT

In the event of emergency circumstances, such as severe weather, fire or power failure, the Executive Director or authorized designate may make the decision to close the Family Health Team.

If the closure occurs during non-working hours, every effort will be made to notify Team Members and associates by means of a telephone chain. If the closure occurs during working hours, Team Members will receive notification from the Executive Director or their designate. Team Members **will** be paid at their regular straight time hourly rate for scheduled hours missed due to closure.

If severe weather conditions prevent a Team Member from reporting for work, the Team Member must notify the Family Health team as soon as possible. Absence from scheduled hours may be paid as vacation time, paid personal leave, or earned lieu time for which the Team Member is eligible, **at the discretion of the Executive Director and or his/her delegate based on individual circumstances.**

APPLICATION

All Team Members of the Leamington and Area Family Health Team

PROCEDURES

Team Members who are unable to attend work due to severe weather conditions must notify the Receptionist and the Executive Director or their designate. Upon return to work, Team Members will submit a request to the Executive Director outlining how they prefer the time missed be coded.

RELATED POLICIES

Policy 3-4, Personal Leave of Absence without Pay

NUMBER: 3-5	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: PERSONAL PHONE CALLS		

POLICY STATEMENT

The Family Health Team recognizes that Team Members will occasionally need to place and receive personal phone calls during the workday. In all cases, personal calls should be kept to a minimum and should not interfere with or distract fellow Team Members or patient/clients. Team Members are responsible for reimbursing the Family Health Team for the costs associated with any personal long distance phone calls.

APPLICATION

All Team Members, students, volunteers, seconded workers and other associates of the Leamington and Area Family Health Team.

PROCEDURES

If a long distance call cannot be placed by personal calling card or collect, an individual will arrange to reimburse the Family Health Team for the associated costs.

It is requested that all cell telephones be placed on vibrate so as not to interfere with the patient/client relationship.

Complaints or abuses will be dealt with on an individual basis by the Executive Director or their designate.

NUMBER: 3-6	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010	REVISED: 04/01/2010	
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: WORKING AT HOME		

POLICY STATEMENT

From time to time, the Executive Director may, in his/her sole discretion, authorize individual to work at home in appropriate circumstances. These are generally informal short-term arrangements designed to enhance productivity within the context of the individual job and/ or overcome space and equipment limitations in the workplace. Team Members who have been authorized to work at home must be available by telephone for consultation and must pick up and respond to their voice mail messages on a regular basis.

APPLICATION

This policy applies to all Team Members of the Leamington and Area Family Health Team to the extent that the individual and the position are considered appropriate for work at home by the Executive Director.

PROCEDURES

3.6.1 Requests to work at home

Work at home arrangements are planned and approved in advance, a completed “**Request for Leave**” is submitted to the Executive Director as far in advance as possible.

3.6.2 Time Records

Team Members must report when they will be working at home to the Clerical Lead for time coding purposes and record the dates/ times in the Reception Monthly Calendar Book in advance.

3.6.3 Reporting on work at home

Team Members must be prepared to provide a detailed report with respect to the tasks performed at home if requested by the Executive Director or their designate.

3.6.4 Files

Office files that are taken home for approved work are the property of the LAFHT and the responsibility of the Team Member. Team Members must request permission to remove files and are responsible for safeguarding the confidentiality of information contained in files taken out of the Family Health Team.

3.6.5 Illness

Working at home is not considered appropriate when a Team Member is ill and unable to report to the Family Health Team for work. This time should be considered as absence due to illness and the Team Member will receive Sick Leave benefits if eligible.

NUMBER: 4-1	<i>Page 1 of 2</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: TRAVEL		

POLICY STATEMENT

The Leamington and Area Family Health Team shall pay for reasonable expenses incurred for authorized travel on Family Health Team business by staff members, subject to the availability of funds. All travel and eligible expenses shall be approved by the Executive Director prior to date of travel by submitting a request for approval form to the Executive Director. Team members are expected to use the most economical means of transportation and accommodation that is available and practical in the circumstances. Mileage reimbursement will be in accordance with the Family Health Team's prevailing rate. Meals and accommodation will be reimbursed as determined in the approval process by submitting an Expense Account Report to the Executive Director within 10 days of the return date for approval.

APPLICATION

All Team members of the Leamington and Area Family Health Team

PROCEDURES

4.1.1 Approval

All business travel and eligible expenses will be approved in advance by the Executive Director. Travel by personal vehicle that is a normal part of a Team Member's work does not require approval for individual trips.

4.1.2 Making Travel Arrangements

Team Members will make their own accommodation and travel bookings, as approved by the Executive Director. Bookings should be made as early as possible to obtain the lowest fares based on advance reservation and coach travel. Cancellations, where necessary, are the responsibility of the Team member.

4.1.3 Advances

With the Executive Director's approval, temporary travel advance may be issued. At least three days notice must be given for a travel advance.

4.1.4 Submitting Expenses

Team Member's, who incur approved mileage and other travel expenses, will submit an itemized expense account sheet to the Executive Director. Original paid receipts or vouchers are required for all expenses being claimed, except for mileage claims, approved deem meal expenses, parking meters, and gratuities paid in cash.

4.1.5 Transportation Expenses

Mileage will be reimbursed at the prevailing rate. Use of private automobile should be limited to those trips where suitable public transportation is not available or where a private automobile is more economical considering all costs and time availability.

4.1.6 Meal and Accommodation Expenses

Reimbursement for hotels, motels and other lodging will be limited to reasonable amounts in the particular circumstances and will not normally exceed the single occupancy rate.

Expenses for meals will be based either on a per diem rate or reasonable actual meal costs, including gratuities and taxes, as approved in advance.

4.1.7 Eligible Expenses

The following are considered eligible travel expenses, as approved by the Executive Director:

- Parking, toll and taxi expenses
- Flight cancellation insurance, with a receipt
- Meal expenses incurred during non-routine travel between 7:00 am and 5:00 pm, where not included in another eligible expense (e.g. conference registration)

The following are considered ineligible for reimbursement:

- Travel insurance
- Personal long distance telephone calls
- Expenses incurred during stop-over's for personal reasons
- Any loss of money or personal effects
- Alcoholic beverages
- Parking and traffic fines

No reimbursement will be made for reception and entertainment expenses related to social events, unless the expense has been approved in advance by the Board of Directors.

RELATED POLICIES

Policy 2-5, Use of Personal Vehicles

NUMBER: 4-2	<i>Page 1 of 2</i>	REVIEWED: 05/01/2014
DATE: April 2010	REVISED: 01/09/2013	
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: SALARY ADMINISTRATION		

POLICY STATEMENT

Team Members of the Leamington and Area Family Health team are paid on the basis of salary scales established by the Ministry of Health and Long term Care **and other revenue sources**. The Executive Director is responsible for ensuring the fair and consistent administration of salaries in accordance with this policy.

APPLICATION

All Team Members of the Leamington and Area Family Health Team

PROCEDURES

4.2.1 Salary Placement and Progression

a) Salary Placement

Salary placement for new Team Members will be determined by the Executive Director based on the individual's qualifications and recent related experience. The Executive Director may grant an increase upon completion of the probationary period based on a final assessment of qualifications and experience.

b) Salary Progression

Progression through the salary range is based on a Team Member's service in the position. Salary increments are granted subject to both availability of funds and a satisfactory assessment of performance as follows:

- Full-time Team Members will progress annually starting on March 31st, 2009.
- Part-time Team Member's and casual relief Team Member's may progress on completion of each 1650 hours worked.

Progression will cease once a Team Member has attained the maximum of his/her salary range.

c) Service for Salary Progression

Service for full-time Team Members for purposes of salary progression will not accrue when a Team Member is on a leave of absence without pay in excess of 3 months. Upon return to work the Team member's annual review date will be prorated by the period of the leave in excess of 3 months.

Service for part-time Team Members for purposes of salary progression will not accumulate for any unpaid time off.

Notwithstanding this provision, services for purposes of salary progression will accrue for all Team Members during pregnancy leave and parental leave.

4.2.2 Transfers/Promotions

a) Status Changes

Credit for purpose of salary progression will be retained if a Team Member transfers from full-time to part-time or casual relief, or vice versa. For purposes of service conversion, one calendar year of full-time service will be considered equivalent to 1650 hours worked for part-time or casual relief service.

b) Position Changes

The Executive Director will determine salary placement upon transfer to a position with a different salary scale, based on an assessment of recent and relevant experience in relation to the new position. If a Team Member is promoted to a higher paid classification, the date of promotion will be prorated at the annual salary review date.

RELATED POLICIES

Policy 6-7, Personal Leave of Absence without Pay

NUMBER: 4-3	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY:	Executive Director, Board of Directors	
DISTRIBUTION:	Leamington and Area Family Health Team	
SUBJECT:	PAYROLL AND DEDUCTIONS	

POLICY STATEMENT

The Leamington and Area Family Health Team operates a bi-weekly pay system with pay being distributed by direct deposit on designated pay days. Deductions will be made from gross wages as required by law or statute, as authorized by the Team Member, and/or for the Team Member portion of applicable benefit premiums and RRSP contributions. The Executive Director or designate will approve the payroll before the pay is deposited.

APPLICATION

All Team Members of the Leamington and Area Family Health Team at the 197 Talbot Street Site.

PROCEDURES

4.3.1 Method of Payment

Wages are paid by direct deposit into an account of a financial institution authorized by the Team Member. Manual pay cheques may be issued at the discretion of the Family Health Team to process corrections and adjustments, or upon termination.

4.3.2 Statements

Statements of earnings and deductions will be distributed each pay week.

4.3.3 Additional Voluntary Deductions

Team Members who wish to have extra income tax deductions may complete the required form available from Administration. Other voluntary deductions, e.g. for charitable contributions, may be initiated or revised on January 1 and July 1 of each year by providing written authorization to the Executive Director.

4.3.4 Wage Assignments

Deductions from wages will be made as required by federal or provincial statutes or court order. If a wage assignment, garnishee or Family Support or Maintenance Order is received, the Executive Director or their delegate will contact the Team Member and advise him/her of the amount to be deducted.

4.3.5 Payroll

Payroll is based on the time records submitted to the office of the Executive Director and approved by the Executive Director or their designate on a biweekly basis. Team members who discover an error in their pay or time coding, or have any questions concerning their pay, should contact the Executive Director or their designate immediately.

NUMBER: 4-4	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010	REVISED: 04/01/2010	
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: LICENCES AND CERTIFICATIONS		

POLICY STATEMENT

Professional licences and certifications, where required, are the responsibility of the Team Member. The Family Health Team requires Team Members to provide proof of certification/licencing upon employment, and to submit a copy of their renewed certificate/licence to the Executive Director each year thereafter. The Family Health Team will maintain copies of current certificates/licences in the Team Member's HR file.

APPLICATION

All LAFHT Team Members who are required by their profession or their position to have a professional license or certificate

PROCEDURES

A new Team Member will present their certificate or licence, where required by their profession or the position, in advance of starting employment or on the first day of employment. A copy will be made for the Team Member's HR file.

Any changes in a Team Member's certification or licencing status must be reported to the Executive Director immediately.

Team Members will provide a copy of their renewed licence/certificate, or any changes, to the Executive Director upon receipt.

NUMBER: 5-1	<i>Page 1 of 2</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: ANNUAL VACATIONS		

POLICY STATEMENT

The Leamington and Area Family Health Team recognizes the importance of providing Team Members with time away from work for rest and recreation, and the resulting benefits to the LAFHT and the Team Member. Vacation benefits are structured to recognize Team Member's service and to ensure that the organization continues to be able to attract, retain and motivate qualified Team Members.

Paid Vacation Time

Vacation benefits of the Executive Director are outlined in the contract with the Board. Regular full-time and part-time Team Members will be entitled to accrue paid vacation time based on their length of service with the Family Health Team. Progression to the next level of vacation entitlement will commence in the year in which Team Members achieve the necessary service milestones prorated to April 1st of the LAFHT fiscal year. Vacation time for part-time Team members will be pro-rated on the basis of the Team Member's regularly scheduled hours.

Full Time Team Members

Full time Team Members will receive a maximum of 2 weeks' vacation or .835 days per month for employment less than two years. A maximum of 3 weeks of vacation or 1.25 days per month will be received for two or more years up to five years of service. A maximum of 4 weeks of vacation or 1.65 days per month will be received for five or more years up to ten years of service. A maximum of 5 weeks' vacation or 2.1 days per month will be received for ten years up to eighteen years of service. A maximum of 6 weeks' vacation or 2.5 days per month will be received for eighteen years up to thirty years of service And a maximum of 7 weeks' vacation or 2.9 days per month for thirty years of service or more.

Part Time Team Members

Part time Team Members will receive a maximum of 3 weeks per year, prorated to regular hours for employment of less than two years. Team Members with two or more years of service will receive 4 weeks per year, prorated to regular hours. *

*Vacation time for part-time Team Members will be pro-rated on the basis of the Team member's regular scheduled hours, e.g. a Team Member whose regular hours of work are 18.75 hours/week; will receive 18.75 hours of vacation time for each week of entitlement.

Vacation time for Team Members who have less than one year of service as at the end of the fiscal year will be prorated on the basis of length of service as follows: For each completed month of service, full-time Team Members will earn 1.25 days (9.375 hours) and regular part-time Team Members will earn hours equal to their regular weekly hours divided by 37.5 times 9.375.

***Vacation Pay**

Part-time and casual relief Team Members will receive vacation pay of 4% of their gross wages and will receive a minimum of two weeks of vacation time per year. As vacation pay has already been received, this

time shall be unpaid. Requests for additional vacation time are subject to the Executive Director's approval.

Vacation Service

Service for purposes of vacation progression for full-time Team members will be based on the Team Member's year of hire as a full-time Team Member. Service for purposes of vacation progression for part-time Team Members will be based on the Team Member's hours worked as a part-time Team Member.

Team Members, who transfer from full-time to part-time or vice-versa, or from a position which is eligible for paid vacation time to one which is eligible for vacation pay or vice versa, will receive credit for their previous unbroken service on the basis of one calendar year equaling 1950 hours worked.

Contractual Vacation Period

Vacation benefits of Team Members that have been negotiated in a Letter of Hire will be outlined in that Employment Contract with the LAFHT. Future progression in the vacation entitlement will be based on the annual vacation policy.

PROCEDURES

5.1.1 Vacation Scheduling

Vacation time may be taken as it is earned, subject to the approval of the Executive Director.

The Executive Director/ delegate will maintain a process for submitting and approving vacation requests. For peak vacation periods, the Executive Director will approve based on ability to meet service needs of the Family Health Team.

5.1.2 Vacation Balances

All vacation time should be taken during the fiscal year in which it is earned. Team Members will be allowed to carry over a maximum of two (2) weeks vacation to the following fiscal year with prior approval of the Executive Director.

Accumulated vacation balances will not be paid out except upon termination or transfer to a position which is not eligible for paid vacation time.

Requests to borrow from future vacation time will be considered on an individual basis by the Executive Director. A Team Member who is granted borrowed vacation time will be required to agree in writing that any negative balance remaining upon termination or transfer to a position which is not eligible for paid vacation time will be deducted from their pay.

5.1.3 Leaves of Absence

Paid vacation time will not accumulate during a leave of absence without pay in excess of 5 days. In addition, full-time Team Members will cease to accrue service for purposes of vacation entitlement after an absence without pay of 3 months. Upon return to work the Team member's service date will be advanced by the period of the absence in excess of 3 months.

Notwithstanding this provision, paid vacation time, where applicable, and service will continue to accrue for all Team Members during a Pregnancy or Parental leave of absence.

RELATED POLICIES

Policy 1-4, Employment Categories

Policy 6-7, Personal Leave of Absence without Pay

REFERENCES

Employment Standards Act, 2000

NUMBER: 5-2	<i>Page 1 of 2</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: PAID HOLIDAYS		

POLICY STATEMENT

The following holidays will be observed each year on the dates established by the Leamington and Area Family Health Team.

Full-time and part-time Team Members who qualify for holiday entitlement under this policy shall receive these holidays off work with holiday pay:

New Year's Day*	Civic Holiday*
Family Day*	Good Friday*
Victoria Day*	Canada Day*
Labour Day*	Thanksgiving Day*
Christmas Day*	Boxing Day*

The ten days marked with an asterisk (*) are statutory holidays under the *Employment Standards Act, 2000*. Should an additional day be legislated, the Family Health Team reserves the right to substitute the new day for one of the non-asterisked holidays, so that the provision for Paid Holidays remains unchanged.

APPLICATION

This policy applies to all full-time and part-time Team Members of the Leamington and Area Family Health Team, 197 Talbot Street West location. Section 5.2.3 also applies to casual relief Team Members.

PROCEDURES

5.2.1 Qualifying for Holiday Pay

To qualify for holiday pay Team Members must work their full regularly scheduled days of work before and after the holiday or show reasonable cause for failing to do so. These days are the last day the Team Member is scheduled to work (excluding days off, vacation, etc.) before the holiday and the first day the Team Member is scheduled to work after the holiday.

A Team Member who is absent without pay will continue to qualify for holidays that occur within 30 continuous calendar days of the commencement of the absence, provided the Team Member works his/her scheduled shifts before and after the leave.

Calculation of Holiday Pay

Holiday Pay for qualified full-time Team Members will be computed on the basis of the Team Member's straight time hourly rate of pay times the Team Member's regular daily hours of work to a maximum of 7.5 hours.

Holiday pay for qualified part-time Team Members will be prorated according to their hours worked in the four weeks preceding the work week in which the holiday occurs, in accordance with the *Employment*

Standards Act, 2000, as follows: The Team Member's regular wages, excluding overtime or premium payments, and vacation pay earned (for Team Members who received % vacation pay) during this period is totaled and divided by 20. For time coding purposes, the amount of holiday pay will be divided by the Team Member's hourly rate of pay and the Team member will be coded holiday pay for the resulting number of hours.

5.2.3 Premium Pay

Under normal circumstances the Family Health Team will be closed on holidays. In the event that a Team Member is requested to work, the Team Member will be paid at the rate of 1 ½ times his/her regular rate of pay for all hours worked on the holiday.

5.2.4 Substitute Holiday

If a holiday occurs on a day that a full-time or part-time Team Member is not scheduled to work, a substitute day off (lieu day) with holiday pay will be designated.

Lieu days must be scheduled within 3 months of the holiday at a time requested by the Team Member and approved by the Executive Director or their designate.

If a holiday falls during a Team member's scheduled vacation, the Team Member will receive holiday pay for the day and the unused vacation time will be reserved in the Team Member's vacation bank.

5.2.5 Payout of Holidays

Upon termination of employment or transfer to casual relief status, a Team Member will be paid for any holiday pay earned but not taken.

RELATED POLICIES

Policy 1-4, Employment Categories

NUMBER: 5-3	Page 1 of 2	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 01/24/2011
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: FLOATING HOLIDAYS		

POLICY STATEMENT

All qualified full-time and part-time Team Members are eligible for two floating holidays per year. One floating holiday must be taken between April 1st and October 1st. The second floating holiday must be taken between October 1st and April 1st prorated to hours worked. Monies will not be credited for floating days not taken within the allowed time period.

APPLICATION

This policy applies to full-time and part-time Team Members of the Leamington and Area Family Health Team, 197 Talbot Street West Location.

PROCEDURES

5.3.1 Qualifying for Floating Holidays

To qualify for floating holidays, Team Members must have worked at least one month of service at the time of crediting and work their full regular scheduled days of work before and after the date the floating holiday is credited or show reasonable cause for failing to do so. These days are the last day the Team Member is scheduled to work (excluding days off, vacation etc.) before the day the floating holiday is credited and the first day the Team Member is scheduled to work after the day the floating holiday is credited.

5.3.2 Absences without Pay

A Team Members who is absent without pay at the time of crediting will continue to qualify for floating holidays that are credited within 30 continuous calendar days of the commencement of the absence, provided the Team Member works his/her scheduled shifts before and after the leave.

If a Team Member is absent without pay for more than 30 continuous calendar days in the six month period prior to these days, his/her floating holiday entitlement will be reduced on a pro-rate basis by the period the absence following the first 30 calendar days.

Notwithstanding this provision, full-time and part-time Team Members will continue to earn floating holidays during a pregnancy or parental leave of absence.

5.3.3 Floating Holiday Pay

Pay for floating holidays for qualified Team Members will be computed on the basis of the Team member's straight time hourly rate of pay times the Team member's regular daily hours of work to a maximum of 7.5 hours.

Holiday pay for qualified full-time and part-time Team Members will be prorated according to their hours worked in the four work weeks preceding the work week in which the holiday occurs, in accordance with the Employment Standards Act, 2000, as follows: The Team Member's regular wages, excluding overtime or premium payments, and vacation pay earned (for Team Member's who receive % vacation pay) during this period is totaled and divided by 20. For the time coding purposes, the amount of holiday pay will be divided

by the Team Member's hourly rate of pay and the Team Member will be coded holiday pay for the resulting number of hours.

5.3.4 Scheduling of Floating Holidays

Floating holidays will be scheduled with the prior approval of the Executive Director or their designate responsible. It is the responsibility of the team member to keep track / monitor their floating days.

5.3.5 Payout of Floating Holidays

Floating Holidays are paid time off only and team members will be paid for the time that they have taken for Floating Holiday whether it is the floating holiday or prorated to hours worked.

RELATED POLICIES

Policy 5.2, Paid Holidays

NUMBER: 6-1	<i>Page 1 of 2</i>	REVIEWED: 05/01/2014
DATE: June 26, 2013		REVISED: 06/26/2013
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: HEALTH LEAVE AND LONG TERM DISABILITY BENEFITS		

POLICY STATEMENT

The Leamington and Area Family Health Team recognizes that a Team Members may occasionally be prevented from working due to disability resulting from injury or illness. The Family Health Team provides access to income replacement benefits during periods of non-occupational disabilities as follows:

- The Family Health Team's Health Leave Plan enables disability benefits for Team Members who are unable to work due to illness or injury²;
- The Family Health Team's Long Term Disability Plan provides access to benefit coverage for regular full-time and regular part-time Team Members (core-funded) who have a long term absence from work due to disability.

Individual Team Members will be responsible for their Short and Long Term Disability premiums.

APPLICATION

This policy applies to all core funded regular full-time and part-time Team Members with respect to non work-related illnesses or injuries.

PROCEDURES

6.1.1 Health Leave Benefits

a) Eligibility

Health leave benefits for absences of a duration less than 7 days, up to a maximum of 6 days per fiscal year (except as covered by insurance carrier) per fiscal year are fully paid and administered by the Family Health Team. The LAFHT will pay up to a maximum 6 sick days per fiscal year. Full-time Team Members will be paid based on 7.5 hours per day (no partial days). Part-time Team Members will be based on the same formula used for Holidays (no partial days). If a Full Time Team Member does not use any of their sick days, the Full Time Team Member will have 3 days added to their vacation allotment for the following fiscal year. If a Full Time Team Member uses only one (1) sick day, they will be eligible for two (2) additional vacation days allotment for the following fiscal year.

Short Term Disability benefits provide a 75 % income replacement on the seventh day of a continuous illness, or first day of an accident or hospitalization when Team Members are unable to work due to disability resulting from non-occupational illness or injury. There is a maximum benefit of \$1000 per week.

b) Verification of Disability

The Family Health Team reserves the right to require acceptable medical verification of illness or injury disabling the Team Member from performing his/her duties at any time as a condition of receiving benefits. The Family Health Team will not be responsible for the expenses associated with any medical documentation required.

² In absence of accumulated sick time benefits, and prior to being eligible for LTD, EI benefits can be applied for.

No Accrual

There is no accrual of unused health leave days or pay out of health leave benefits either upon termination of employment or upon transfer to a status which is not eligible for health leave benefits.

6.1.2 Long Term Disability (LTD) benefits

a) Eligibility

The Family Health Team provides access to Long Term Disability insurance coverage for eligible Team Members who are prevented from working for an extended period due to non-occupational illness or injury.

Regular full-time and regular part-time Team Members working more than 30 hours per week will enroll in the plan upon completion of 3 months of continuous service as a condition of employment. Regular part-time Team Members working 20 to 29.99 hours per week may elect to join the plan in accordance with policy 1-11, Team Member Benefits.

All terms and conditions of the plan are governed by the master contract with the insurance provider as amended from time to time. Plan details are set out in the benefit booklet provided by the insurance provider. In the event of any discrepancy the insurance provider's master contract will take precedence.

b) Qualifying Period

LTD benefits become payable on the 120th day of continuous disability and continue for a two year period if the Team Member is unable to perform the usual and customary duties of his/her occupation. Thereafter, LTD benefits will continue if the Team Member is unable to perform the duties of any occupation, subject to the limitations set out in the master contract.

6.1.3 Leave of Absence

a) Completion of Health Leave benefits

A Team Member who continues to be prevented from working by reason of illness or injury after exhausting his/her Health Leave benefits will request a leave of absence without pay. The Team Member will receive a Record of Employment in order to make an application for Employment Insurance (E.I.) benefits.

b) Effect of Absence

The following provisions will apply with respect to a Team Member's benefits, vacation and holiday entitlement, and service accrual during an absence due to disability:

The Family Health Team will maintain its share of the benefit premiums for any group benefits in which the Team Member is participating for the first 12 months of an absence due to disability, provided that continuation of coverage is permitted by the master contracts with the insurance provider in effect at the time. The Team Member is required to make arrangements with the Family Health Team for payment of any benefit premiums for which he/she is responsible.

Holiday pay entitlement will continue for holidays that occur within 30 continuous calendar days of the commencement of the absence.

Paid vacation time will cease to accumulate after an absence without pay of 5 days.

Full-time Team Members will cease to accrue service for purposes of vacation entitlement after an absence without pay of 3 months. Upon return to work the Team Member's service date will be advanced by the period of the absence in excess of 3 months.

RELATED POLICIES

Policy 6-11, Workers' Compensation

NUMBER: 6-2	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: COMPASSIONATE LEAVE		

POLICY STATEMENT

Regular full-time and regular part-time Team Members may be granted leave for compassionate reasons. Compassionate reasons may include serious illness or injury in the Team Member's immediate family (parent, spouse, same-sex partner, child, brother or sister, step brother or sister, step parent), or a bereavement for which a Team Member requires additional time off work, but does not include personal illness or injury. The maximum compassionate leave that may be granted per calendar year is three (3) days with pay and five (5) days without pay.

APPLICATION

This policy applies to all regular full-time and part-time Team Members of the Leamington and Area Family Health Team.

PROCEDURES

Requests for compassionate leave will be submitted to the Executive Director or their designate as soon as possible and will be considered on an individual basis.

Requests should be made in writing on a "Request for Leave" form. However, in the event of an emergency situation, the request may be made verbally and confirmed in writing afterwards.

Compassionate Leave pay for qualified full-time and part-time Team Members will be prorated according to their hours worked in the four work weeks preceding the work week in which the Compassionate Leave occurs as follows: The Team Member's regular wages, excluding overtime or premium payments, and vacation pay earned (for Team Member's who receive % vacation pay) during this period is totaled and divided by 20. For the time coding purposes, the amount of Compassionate Leave pay will be divided by the Team Member's hourly rate of pay and the Team Member will be coded Compassionate Leave pay for the resulting number of hours.

RELATED POLICIES

Policy 6-3, Bereavement Leave

NUMBER: 6-3	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: BEREAVEMENT LEAVE		

POLICY STATEMENT

In the event of a death of a member of a Team Member's immediate family, the Team Member will be granted up to three consecutive working days off without loss of regular pay for scheduled hours of work. For the purposes of this policy, "immediate family" is defined as the Team Member's spouse, same-sex partner, parent, step-parent, brother, sister, son, daughter, step-child, son-in-law, daughter-in-law, mother-in-law, father-in-law, brother-in-law, sister-in-law, grandparent or grandchild. Spouse will include same-sex and common-law spousal partners.

The Executive Director may grant a paid bereavement leave on a discretionary basis upon the death of persons who are not included within the definition of the Team Member's "immediate family".

Additional leave, with or without pay, may be granted on a discretionary basis by the Executive Director.

Bereavement leave must be taken within seven calendar days following the date of death. In order for the Team Member to attend a delayed interment or a funeral service, however, part or all of the time may be deferred and taken at a later date.

APPLICATION

This policy applies to all regular full-time and part-time Team Members of the Leamington and Area Family Health Team.

PROCEDURES

Team Members who wish to take time off due to bereavement shall notify the Executive Director or their designate as soon as possible.

Bereavement pay for qualified full-time and part-time Team Members will be prorated according to their hours worked in the four work weeks preceding the work week in which the Bereavement occurs as follows: The Team Member's regular wages, excluding overtime or premium payments, and vacation pay earned (for Team Member's who receive % vacation pay) during this period is totaled and divided by 20. For the time coding purposes, the amount of Bereavement pay will be divided by the Team Member's hourly rate of pay and the Team Member will be coded Bereavement pay for the resulting number of hours.

RELATED POLCIES

Policy 6-2, Compassionate Leave

NUMBER: 6-4	<i>Page 1 of 2</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/10
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: PREGNANCY AND PARENTAL LEAVE		

POLICY STATEMENT

Pregnant Team Members, who have been employed by the Family Health Team for at least 13 weeks before the expected birth date, will be granted up to 17 weeks of unpaid Pregnancy Leave.

Team Members becoming new parents, who have been employed by the Family Health Team for at least 13 weeks before the commencement of the leave, are eligible for an unpaid Parental Leave of up to 35 weeks in the case of birth mothers, or 37 weeks for all other parents. For purposes of this policy, “parent” includes a birth parent, an adoptive parent (whether or not the adoption has been legally finalized), or a person who is in a relationship of some permanence with a parent of the child and who plans on treating the child as his or her own, including same-sex couples.

APPLICATION

All Team Members of the Leamington and Area Family Health Team

PROCEDURES

6.4.1 Pregnancy Leave

A Team Member may request a pregnancy leave to commence any time during the 17 weeks before the due date. The leave must commence on the due date, or the date of delivery or the date the Team Member has requested, whichever is earliest.

Pregnant Team Members are required to provide the Executive Director with notice in writing of their intended pregnancy leave. Notice must be provided at least two weeks in advance of the start of the leave and include the expected due date. If requested, the Team Member will provide a certificate from a qualified medical practitioner verifying the pregnancy and due date.

If a Team Member is required to stop working earlier than planned, she will provide written notice within two weeks of stopping work, stating the date the pregnancy leave began or will begin. If requested, the Team Member will provide a certificate from a qualified medical practitioner verifying her medical condition and the actual or expected date of birth.

6.4.2 Parental Leave

A birth mother who takes pregnancy leave must begin her parental leave as soon as the pregnancy leave ends, except where the baby has not come into the Team Member’s care for the first time by the end of the pregnancy leave. In this case, the Team Member can choose to return to work and start her parental leave once the baby comes home.

All other parents may decide when to take parental leave. However, parental leave must begin no later than 52 weeks after the date the baby is born, or the date the child comes into the Team Member’s custody, care and control for the first time. Team Members may take a shorter leave than they are entitled to, but the leave must be taken all at one time.

Team Members are required to provide the Executive Director with notice in writing at least two weeks before the date the leave is to begin. Birth mothers may give notice of parental leave at the same time as notice is given for pregnancy leave, or at least two weeks before pregnancy leave ends.

A Team Member may have to stop working earlier than expected because the child comes into his or her custody, care and control for the first time earlier than expected. In this case, the Team Member has two weeks after stopping work to provide written notice that he or she is taking parental leave. The parental leave begins on the day the Team Member stops working.

6.4.3 Notice to Change Leave Start Date

A Team Member may change the start of a pregnancy or parental leave to:

- An earlier date by giving new written notice at least two weeks before the earlier start date, or
- To a later date by giving new written notice at least two weeks before the date set out in the original notice.

6.4.4 Effect of Absence

The following provisions apply during a pregnancy or parental leave of absence:

- Holiday pay for eligible Team Members will continue for 30 continuous calendar days from the commencement of a leave subject to the qualifying requirements of policy 5-1 Paid Holidays
- The Family Health Team will maintain its share of the group benefit premiums in which the Team Member is participating, unless the Team Member advises the Family Health Team in writing that he/she will not continue to pay his/her own share of the premiums
- Credit for service for all purposes will continue to accumulate
- Paid vacation and other time off accruals will continue for Team Members to whom these apply
- A Team Member, who is on probation at the start of a leave, will complete the probationary period after returning to work.

6.4.5 Notice of earlier or later return to work

A Team Member may change the date a pregnancy or parental leave was scheduled to end:

- to an earlier date, by providing new written notice at least four weeks before the new, earlier date
- to a later date, provided it would not result in a longer leave than he or she is entitled to, by providing new written notice at least four weeks before the date the leave was originally scheduled to end

6.4.6 Return to Work

Team Members who return to work from a pregnancy or parental leave will be reinstated to the position they held before the leave began, or to a comparable position, if it does not.

6.4.7 Notice of resignation

A Team Member on pregnancy or parental leave, who decides not to return to work, must provide at least four weeks' written notice of resignation.

6.4.8 Employment Insurance

Team Members will receive a Record of Employment when their leave of absence starts so that they can make application for Employment Insurance benefits to which they may be entitled.

REFERENCES

Employment Standards Act, 2000

NUMBER: 6-5	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: PAID PERSONAL LEAVE		

POLICY STATEMENT

All regular full-time and regular part-time Team Members are eligible for paid personal leave of up to two days per calendar year. The purpose of paid personal leave is to provide a means of enhancing work/life balance by providing Team Members with the opportunity to have time away from work without loss of income and without using their vacation time for purposes of:

- Attending to personal business including medical and other appointments;
- Attending to family needs;
- School/daycare visits, activities, meetings;
- Observing a holy day;
- Other legitimate personal reasons other than vacation or personal disability.

The Family Health Team will make every reasonable effort to accommodate requests for time off for personal leave.

APPLICATION

This policy applies to all regular full-time and part-time Team Members.

PROCEDURES

Request for personal leave are submitted in writing to the Executive Director or their designate as far in advance as possible. In the event of an urgent situation, the request may be made verbally and confirmed in writing afterwards.

Personal leave may be taken in minimum increments of one half day, at the Team Member's regular hourly rate of pay, to a maximum of the current accrual.

Unused personal leave does not carry over from one fiscal year to another fiscal year and is not paid out upon termination of employment.

Personal Leave pay for qualified full-time and part-time Team Members will be prorated according to their hours worked in the four work weeks preceding the work week in which the Personal Leave occurs as follows: The Team Member's regular wages, excluding overtime or premium payments, and vacation pay earned (for Team Member's who receive % vacation pay) during this period is totaled and divided by 20. For the time coding purposes, the amount of Personal Leave pay will be divided by the Team Member's hourly rate of pay and the Team Member will be coded Personal Leave pay for the resulting number of hours.

RELATED POLICIES

Policy 6-2, Compassionate Leave

NUMBER: 6-6	Page 1 of 1	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: SABBATICAL LEAVE		

POLICY STATEMENT

Team Members may apply for a sabbatical leave of up to twenty (20) working days after each five (5) years of regular full-time or part-time employment. Such leave may be granted for the purpose of engaging in research or study projects or professional development that will have a beneficial effect on the activities and mission of the Family Health Team.

APPLICATION

All regular full-time and part-time Team Members of the Leamington and Area Family Health Team

PROCEDURES

6.6.1 Criteria for Sabbatical Requests

Requests which are eligible for approval will meet the following criteria:

1. Have a direct relationship to the professional development of the Team Member
2. Reflect the needs of the Family Health Team
3. Enhance the skills needed for particular job responsibilities

In addition, the Team Member must agree to provide the family Health Team with a written report of sabbatical leave accomplishments upon return to work.

6.6.2 Application

Applications for sabbatical leave must be submitted in writing to the Executive Director. The application will explain the proposed purpose of the leave, its significance to the applicant, and the expected benefit to the Family Health Team.

Team Members intending to apply for sabbatical leave should inform the Executive Director by February 1st before the fiscal year in which the leave would be taken. Priority will be given to early applications.

6.6.3 Scheduling

Sabbatical leave must be scheduled at a time that is appropriate, in the opinion of the Executive Director, for the Team Member to be absent, taking into account the operational requirements of the Family Health Team. Sabbatical leave may be taken in conjunction with vacation time where operationally feasible.

6.6.4 Benefits and Compensation

A Team Member on approved sabbatical leave will receive 50 % of his/her regular pay to a maximum of 20 working days. Applicable benefits will be maintained, where permitted by the terms of the insurance contract, and service and paid vacation entitlement will continue to accrue.

RELATED POLICIES

Policy 6-7, Personal Leave of Absence without Pay

Policy 6-8, Educational Leave

NUMBER: 6-7	Page 1 of 2	REVIEWED: 05/01/2014
DATE: April 2010	REVISED: 04/01/2010	
APPROVED BY:	Executive Director, Board of Directors	
DISTRIBUTION:	Leamington and Area Family Health Team	
SUBJECT:	PERSONAL LEAVE OF ABSENCE WITHOUT PAY	

POLICY STATEMENT

A personal leave of absence must be approved for any time away from work that is not paid or provided under a specific leave policy. Requests for personal leaves of absence without pay will be considered on an individual basis, taking into account the personal circumstances of the Team Member and the requirements of the Family Health Team, at the **Executive Director's discretion**.

APPLICATION

All Team Members of the Leamington and Area Family Health Team

PROCEDURES

6.7.1 Leave Requests and Approvals

A request for a personal leave of absence shall be submitted in writing to the Executive Director as far in advance as possible, indicating the reason for the leave and the length of absence requested.

If an unexpected situation requires a Team Member to be absent on short notice, the request may be submitted to the Executive Director or Team Leader or their designate verbally and confirmed in writing upon return to work.

Approval of personal leaves of absence shall be confirmed in writing.

6.7.2 General

Unless specifically indicated otherwise prior to the initiation of the leave the Team Member will return to the same position or a comparable job in terms of work setting, responsibility and pay.

A leave of absence may not be split by a period or periods of time, e.g. vacation time. Wherever reasonable, Team Members will be expected to take their vacation time before requesting a leave of absence and, in particular, where a leave is requested for vacation purposes.

Team Members are responsible for verifying their work schedule prior to returning to duty.

An Team Member who fails to return to work upon the expiration of an approved leave of absence without a reason satisfactory to the Family Health Team or utilizes a leave of absence for purposes other than that for which the leave was granted shall be deemed to have terminated his/her employment with the Family Health Team.

6.7.4 Effect of Absence

The following provisions will apply with respect to the Team Member's benefits, vacation and holiday entitlement, and service accrual during an absence:

- a) The Family Health Team will maintain its share of the benefit premiums for any group benefits in

which the Team Member is participating for the first thirty (30) continuous calendar days of a personal leave of absence, provided that continuation of coverage is permitted by the master contracts with the insurance provider in effect at the time. After that time, a Team Member will become responsible for the full costs of the benefits in which he/she is participating. The Team Member is required to make arrangements with the Family Health Team for payment of any benefit premiums for which he/she is responsible to ensure continued coverage.

- b) During a leave of absence due to disability, the Team Member will qualify for holiday pay for those holidays that occur within thirty (30) continuous calendar days of the commencement of the absence, provided the Team Member works his/her scheduled shifts before and after the leave.
- c) If an Team Member is absent without pay for more than thirty (30) continuous calendar days in the six month period prior to the days on which floating holidays are credited, his/her floating holiday entitlement will be reduced on a pro-rata basis by the period of the absence following the first thirty (30) calendar days.
- d) Paid vacation time will cease to accumulate after a leave of absence without pay of five (5) days.
- e) Full-time Team Members will cease to accrue service for purposes of vacation entitlement and salary progression after an absence without pay of three (3) months. Upon return to work the Team Member's service date will be advanced by the period of the absence in excess of three (3) months.

RELATED POLICIES

Policy 5-1, Annual Vacation
Policy 5-2, Paid Holidays
Policy 4-2, Salary Administration
Policy 6-1, Health Leave and Long Term Benefits

NUMBER: 6-8	<i>Page 1 of 2</i>	REVIEWED: 05/01/2014
DATE: April 2010	REVISED: 04/01/2010	
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: LONG-TERM EDUCATIONAL LEAVE		

POLICY STATEMENT

Education Leave without pay may be granted for the purpose of assisting eligible Team Members to pursue further education that will benefit their career development. Regular full-time Team Members who have completed two or more years of continuous employment and maintained satisfactory job performance are eligible to apply for educational leave. One year is the normal maximum period that will be considered; however, an extension may be granted depending on the educational program and subject to evidence of satisfactory process.

APPLICATION

This policy applies to all regular full-time Team Members of the LAFHT.

PROCEDURES

6.8.1 Leave requests and Approvals

Requests for educational leave must be submitted on a “Request for Leave” form to the Executive Director at least four months before the date upon which the proposed leave is to commence. The Executive Director will consider the following factors when deciding whether to approve the request:

- Operational feasibility
- Ease of the replacement
- Length of the leave
- Nature of the proposed educational program
- Alternate programs that may be available without having to take a leave of absence
- Length of service and performance record

Approval of educational leaves of absence shall be confirmed in writing.

6.8.2 General

Unless specifically indicated otherwise in writing prior to the initiation of the leave, the Team Member will return to the same position or a comparable job in terms of work setting, responsibility and pay upon completion of the leave.

An educational leave may not be split by a period or periods of paid time, e.g. vacation time.

The Team Member will confirm in writing his/her intention to return to work at least four weeks prior to the expiry of his/her approved educational leave.

Team Members are responsible for verifying their work schedule prior to returning to duty.

An Team Member who fails to return to work upon the expiration of an educational leave without a reason

satisfactory to the Executive Director or utilize a leave of absence for purposes other than that for which the leave was granted shall be deemed to have terminated his/her employment with the Family Health Team.

6.8.3 Effect of Absence

The effect of Absence provisions in Policy 6-7 Personal Leave of Absence without Pay will govern the Team Member's benefits, vacation and holiday entitlement, and service accrual during an educational leave of absence.

RELATED POLICIES

Policy 6-7, Personal Leave of Absence

Policy 6-6, Sabbatical Leave

Policy 6-9, Educational Assistance

NUMBER: 6-9	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010	REVISED: 04/01/2010	
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: EDUCATIONAL ASSISTANCE		

POLICY STATEMENT

The Leamington and Area Family Health Team recognizes that the skills and knowledge of its Team Members are critical to the success of the organization. All staff are expected and encouraged to take responsibility for their own learning and development, to develop personal goals, to record and reflect on their own development and to assist in developing others. The Family Health Team will provide assistance for Team Members to pursue educational activities that are related to strategic and individual goals to the extent that its resources allow.

APPLICATION

All Team Members of the Leamington and Area Family Health Team

PROCEDURES

6.9.1 Professional Development Days

Team Members will be allocated a maximum of 3 pro-rated paid professional development days per year which must be planned and approved in advance. These days will not be carried over from year to year.

6.9.2 Financial Subsidy

The Family Health Team will budget an amount each year for the purpose of subsidizing the costs of approved educational activities. This amount will not be carried over from year to year.

6.9.3 Approval Process

Requests for financial support and/or professional development days are submitted to the executive Director for approval at least 15 days in advance. Transportation and accommodation expenses will be considered on the basis of the most economical means available. The Executive Director will render a decision based on the availability of staffing and financial resources, and the suitability of the proposed educational activity. Team Members who fail to complete an approved educational program or activity may be required to reimburse the Family Health Team for its costs, in whole or in part, as determined by the Executive Director.

6.9.4 Personal time

Time spent on educational activities requested by a Team Member that is outside the Team Member's normal work hours will not be considered overtime.

RELATED POLICIES

Policy 6-6, Sabbatical Leave
 Policy 6-8, Long Term educational Leave

NUMBER: 6-10	Page 1 of 1	REVIEWED: 05/01/2014
DATE: April 2010	REVISED: 04/01/2010	
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: JURY AND WITNESS DUTY		

POLICY STATEMENT

Team Members will be granted the necessary time off work if they are:

- Summoned to attend a court of law to serve as a juror or be available for jury selection, or,
- Required to attend as a witness in a court proceeding or a Coroner's request.

Eligibility for pay for time lost from scheduled work due to court attendance will be as follows:

- 1) Full-time and part-time Team Members will receive the difference between the pay received by the court and their regular wages for time missed from scheduled work to a maximum of ten (10) days. In the event that a Team Member is required to serve as a juror beyond ten (10) days, the executive Director will have discretion to extend the period of paid leave.
- 2) All Team Members will receive the difference between the pay received by the court and their regular wages for the time missed from scheduled work due to attendance at Coroner's inquest in connection with a case arising from his/her duties at the Family Health Team.

APPLICATION

All Team Members of the Leamington and Area Family Health Team

PROCEDURES

6.10.1 Notification

Team Members must notify the executive Director promptly of their required court attendance and present proof of service.

6.10.2 Scheduling

A Team Member will not be scheduled to work on a day that he/she is scheduled for court attendance. However, a Team Member who is released early from court attendance should seek direction from the Executive Director or their designate as to whether or not to report to work.

Team Members may utilize available paid time off, such as vacation or lieu time, or request a leave of absence without pay for court attendance which is not covered in this policy or for time they are required to attend a court proceeding which is not paid.

6.10.3 Pay and Benefits

Team Members who are eligible to receive pay are required to present a statement of jury service and their jury duty or witness pay received from the court to the Executive Director.

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DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: PERSONAL APPOINTMENTS		

POLICY STATEMENT

Personal appointments, including medical, dental and legal appointments, should be scheduled so as to prevent or minimize time off from scheduled working hours wherever possible. Except in unexpected emergencies, Team Members must first obtain approval from the Executive Director or their designate for their absence from work due to personal appointments. Frequent absences are disruptive to the Family Health Team's operations and, therefore, any unnecessary absences from work should be avoided.

APPLICATION

All Team Members of the Leamington and Area Family Health Team

PROCEDURES

6.11.1 Time Off

Team Members may request necessary time off work using one of the following options:

1. Lieu time earned from overtime worked
2. Paid personal leave (applicable to regular full-time and regular part-time Team Members)
3. Paid vacation time (applicable to regular full-time and regular part-time Team Members)
4. Leave of absence without pay

6.11.2 Scheduling Change

Where appropriate to the particular job, a Team Member may request a change to his/her normally scheduled start to finish times on the shift in question.

6.11.3 Makeup Time

Where appropriate to the particular job, and Team Member may ask to make up the time missed by working additional hours over a period of up to two weeks, provided that the additional hours and regular hours worked in a week do not exceed 44 and meal breaks are not missed.

6.11.4 Appointments for Illness

Regular full-time and regular part-time Team Members may use Health Leave benefits for personal medical care appointments to a non-occupational illness or injury.

RELATED POLICIES

- Policy 6-7, Personal Leave of Absence without Pay
- Policy 6-5, Paid Personal Leave
- Policy 5-1, Annual Vacation
- Policy 3-3, Overtime
- Policy 3-1, Hours of Work

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DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: DISCRIMINATION AND HARASSMENT		

POLICY STATEMENT

The Leamington and Area Family Health Team respects the right of individuals to freedom from discrimination and harassment and is committed to providing a work environment which values and promotes inclusive, respectful and equitable treatment of all persons. The Family Health Team will make every reasonable effort to prevent discrimination and harassment at work and in any employment-related situation.

The Family Health Team expects all relationships to be professional and business-like and all persons who have the authority to prevent or discourage discrimination and harassment exercise that authority.

All complaints under this policy will be fairly investigated without reprisal or threat of reprisal for having made a complaint in good faith.

Any behavior that is found to constitute discrimination, harassment or reprisal under this policy will be considered an infringement of the *Human Rights Code* and will be regarded as a serious offence for which disciplinary action may be taken, up to and including, dismissal.

APPLICATION

This policy prohibits discriminating and harassing conduct on the part of all Team Members, allied professionals, physicians, patients, clients, visitors, contractors, suppliers, students and volunteers whether or not it is made with intent to discriminate or harass. Unwelcome comments or behavior do not have to be directed at a specific person for harassment to occur.

Conduct prohibited by this policy is unacceptable in the workplace and in any work-related setting, or event.

All Team Members, allied professionals, physician, patients, clients, visitors, contractors, suppliers, students and volunteers are subject to this policy and have the right to proceed under this policy without fear or reprisal. All persons entering the LAFHT facility are expected to conduct themselves in accordance with this policy.

PROCEDURES

7.1.1 Definitions and Examples

Prohibited Grounds- The prohibited grounds of discrimination and harassment will be defined in accordance with the definitions set out in the Ontario *Human Rights Code*.

Discrimination - Section 5 (1) of the *Human Rights Code* states:

Every person has a right to equal treatment with respect to employment without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record

of offences, marital status, same-sex partnership status, family status or disability. R.S.O 1190, c.H.19, s.5 (1); 1999, c. 6, s. 28 (5); 2001, c. 32, s. 27 (1).

Equal treatment with respect to employment covers all aspects of the workplace environment and employment relationship including advertising, interviews, promotion, development opportunities, compensation, termination and working conditions.

Harassment - Section 5 (2) of the *Human Rights Code* states:

Every person who is a Team Member has a right to freedom from harassment in the workplace by the employer or agent of the employer or by another Team Member because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, age, record of offences, marital status, same-sex partner status, family status, or disability.

R.S.O. 1990, c. H.19, s. 5 (2); 1999, c. 6, s. 28 (6); 2001, c. 32, s 27 (1).

Harassment may be verbal or physical conduct that is known or ought reasonably to be unwelcome, and that insults or offends an individual on the basis of any of the grounds enumerated in the *Human Rights Code*.

Examples may include but are not limited to:

- Abusive characterizations and slurs
- Threatening, intimidating or hostile acts
- Lack of cooperation with a person

Sexual Harassment – Section 7 of the *Human Rights Code* states:

Every person who is a Team Member has a right to freedom from harassment in the workplace because of sex by his or her employer or agent of the employer or by another Team Member.

R.S.O. 1990, c. H. 19, s. 7 (2).

Every person has a right to be free from,

(a) a sexual solicitation or advance made by a person in a position to confer, grant or deny benefit or advancement to the person where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome; or

(b) a reprisal or a threat of reprisal for the rejection of a sexual solicitation or advance where the reprisal is made or threatened by a person in a position to confer, grant or deny a benefit or advancement to the person.

R.S.O. 1990, c. H. 19, s. 7 (3)

Examples of sexual harassment may include but are not limited to:

- Unwanted sexual advances or propositions, whether implicit or explicit
- Threats, taunting or intimidation
- Unwelcome jokes, remarks or innuendoes of sexual or sexist nature
- Inappropriate staring and unnecessary physical conduct
- Inquires or uninvited disclosure regarding sexual activities

7.1.2 No Reprisal

Any reprisal or threat of reprisal against an individual who make use of this policy or participates in proceedings under this policy is prohibited. Acts of reprisal should be reported to the Executive Director immediately and will be investigated and dealt with as complaints under this policy. Such conduct, if substantiated, will be subject to disciplinary action.

7.1.3 Internal Resolution Procedures

1. Addressing the Offender

An individual who perceives he or she is being subjected to discriminatory or harassing conduct is encouraged to bring the matter to the attention of the offender in a timely manner, and let the person know that the behavior is unwelcome and should stop. The individual should keep a record of the details of the incident and what he/she did to try to resolve it.

2. Reporting

If these efforts do not produce a satisfactory result, or the individual does not wish to address the offender directly, the individual should immediately speak to the Executive Director.

All reports or complaints of harassment or discrimination will be taken seriously. The Executive Director will listen to the circumstances and address any immediate health needs or personal safety concerns as a priority. Interim measures may be instituted as deemed necessary to prevent further occurrences.

Individuals reporting discrimination or harassment will be asked to provide a written account of the incident(s) including dates, times, location, frequency and witnesses as well as a preferred solution.

3. Informal Resolution

In appropriate circumstances the Executive Director may attempt to resolve the matter through informal means by speaking with the person responsible for the behavior or by facilitating a dialogue between the parties.

4. Formal Investigation

A report or a formal complaint of discrimination or harassment will be brought to the attention of the Chair of the Board of Directors. If the Executive Director and the Chair deem that an investigation is warranted, Board Members will be designated to collaborate with the Executive Director.

The Executive Director and the Board Designates will conduct the investigation or appoint a qualified external investigator. Investigations will normally commence within three weeks of the decision being made and will be completed in a timely manner.

Reports that are received more than six months after the alleged incident will be dealt with at the discretion of the Executive Director and the Board Designates. If an individual decides to withdraw a complaint, the Family Health Team may still proceed with an investigation where it feels it is warranted.

The alleged offender will be informed of the allegations and will have the opportunity to respond in writing or orally; both parties may be accompanied by a colleague in meetings and interviews.

An investigation will involve individual interviews with the parties involved and with the persons who may have observed the alleged conduct or have other relevant knowledge. All parties, including witnesses, will be expected to cooperate in the investigation of complaints and in efforts to resolve them.

Detailed notes will be made of interviews and other information obtained in the course of the investigation. All records relating to an investigation will be maintained in a confidential manner by the Executive Director. The investigator(s) will prepare a written report of the findings and conclusions of the investigation.

Where an investigation results in a finding of misconduct constituting discrimination, harassment, or reprisal, the Executive Director and the Board Designates will determine the appropriate corrective action. Such action may include remedial training or counseling, and/or disciplinary action up to and including termination.

The Executive Director will inform the parties of the findings of the complaint and the action taken to resolve the issue, and initiate the appropriate documentation. If the complaint is not substantiated by the investigation, there will be no documentation placed on the file of the alleged offender.

If it is determined that a complaint had been made in bad faith, i.e. frivolously, maliciously, or without any basis, corrective action may be taken against the complainant.

7.1.4 Management Alternate

In the event that the Executive Director is a party to a complaint, the matter should be reported to the Chair of the Board of Directors. If the Chair determines that an investigation is warranted, he/she will appoint a qualified external person to conduct the investigation in accordance with this policy. The outcome of the investigation will be determined by the Board of Directors.

7.1.5 Confidentiality

The Family Health Team will make every effort to maintain confidentiality except as it is necessary to deal effectively with the matter or where disclosure is required by the legal process. Anyone involved in a complaint or an investigation should be mindful of the sensitivities and respect confidentiality.

7.1.6 General

The Family Health Team has adopted this policy to ensure that all Team Members are able to work in an environment free from discrimination and harassment. The Family Health Team will make every reasonable effort to ensure that all concerned are familiar with this policy and that any complaint is investigated and resolved appropriately. A Team Member who has questions or concerns about this policy should speak with the Executive Director.

Notwithstanding this policy or the Family Health Team's procedures respecting discrimination and harassment, individuals have the right to address their complaints to the Ontario Human Rights Commission.

REFERENCES

The Ontario *Human Rights Code*

RELATED POLICIES

Policy 8-2, Corrective Action

NUMBER: 7-2	Page 1 of 1	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY:	Executive Director, Board of Directors	
DISTRIBUTION:	Leamington and Area Family Health Team	
SUBJECT:	HIRING OF RELATIVES	

POLICY STATEMENT

The Leamington and Area Family Health Team will not hire, assign, promote or transfer an individual to a position where he/she should be reporting to or supervising a person who is a Team Member's immediate family. For purposes of this policy an immediate relative is a spouse, same-sex partner, parent, child, brother or sister, step brother or sister, step parent of a Team Member.

PROCEDURES

If a relative relationship is established after employment between Team Members who are in a reporting situation described above, the supervisor involved in the relationship is responsible and obligated to disclose the existence of the relationship to the Executive Director. The Executive Director will Endeavour to find a solution in cooperation with the individuals involved so that the reporting relationship does not continue.

RELATED POLICIES

Policy 2-4, Conflict of Interest

REFERENCES

The Ontario *Human Rights Code*

NUMBER: 7-3	Page 1 of 1	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY:	Executive Director, Board of Directors	
DISTRIBUTION:	Leamington and Area Family Health Team	
SUBJECT:	OCCUPATIONAL HEALTH AND SAFETY	

POLICY STATEMENT

The Leamington and Area Family Health Team will take responsibility for precautions to prevent personal injury or illness by identifying and controlling workplace hazards, considering health and safety in all organizational activities and complying with all applicable health and safety legislation including the *Occupational Health and Safety Act* and Regulations.

Every Team Member and associate of the Family Health Team must protect his or her own safety by working in compliance with the law and with the health and safety policies and procedures established by the Family Health Team. Further, Team Members who have authority over others in the workplace are responsible to ensure that machinery and equipment are safe and that the individuals they supervise are informed, trained and working in compliance with the Family Health Team's health and safety policies and procedures.

Failure to abide by this policy or the requirements, regulations, policies or procedures contemplated herein will result in appropriate sanctions, including disciplinary action up to and including dismissal. Further, a person who contrives or fails to comply with the health and safety laws of Ontario is guilty of an offence, and upon conviction may be liable to a fine or imprisonment.

The Health and Safety Policy is approved annually by the Board of Directors and the administration thereof is delegated to the Executive Director. The Policy will be posted in the LAFHT Staff Room.

APPLICATION

This policy applies to all Team Members and associates of the Leamington and Area Family Health Team.

PROCEDURES

Procedures are provided in the individual Occupational Health and Safety policies which support this Policy and the LAFHT Health and Safety Program.

REALTED POLICIES

The Leamington and Area Family Health Team Occupational Health and Safety policies

REFERENCES

Occupational Health and Safety Act of Ontario

NUMBER: 7-4	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: USE OF DRUGS AND ALCOHOL		

POLICY STATEMENT

The safety of the workplace and the Family Health Team's public reputation and community standing are compromised by the use of and effects of alcohol and illegal drugs. Accordingly, all members of the LAFHT team are expected to report to work, and remain, free from the influence of alcohol and illegal drugs. No Team Member, volunteer, student or associate of the Family Health Team may use, possess, distribute, sell or be under the influence of alcohol or illegal drugs while on Family Health Team premises or while conducting business on behalf of the Family Health Team. Notwithstanding this, there may be occasions, removed from the usual work setting, at which it is permissible to consume alcohol in moderation, with management approval. Team Members who consume alcohol under such circumstances shall not report back to work during that workday. Team Members using prescription medication are required to make their supervisor aware of any potential impairment of their abilities that could affect the safe performance of their duties.

APPLICATION

This policy applies to all Team Members, seconded workers, students, volunteers and other associates of the Family Health Team.

PROCEDURES

Any Team Member or supervisor who recognizes that a team member has an alcohol or drug-related problem should encourage the individual to seek substance abuse counseling.

Team Members who violate this policy are subject to discipline up to and including dismissal, in accordance with existing policies and the Ontario *Human Rights Code*.

Team Members who have a drug or alcohol addiction will be provided with time off work to participate in a rehabilitation or treatment program.

RELATED POLICIES

Policy 8-2, Corrective Action

NUMBER: 7-5	<i>Page 1 of 2</i>	REVIEWED: 05/01/2014
DATE: April 2010	REVISED: 04/01/2010	
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: WORKPLACE THREATS AND VIOLENCE POLICY		

POLICY STATEMENT

The safety and security of Team Members are very important at LAFHT. That is why Leamington and Area Family Health Team holds a “zero tolerance” standard against threats, threatening behavior or acts of violence against Team Members, Physicians, Allied Professionals, Visitors, Guests, Patients, Clients, Contactors, Students, Suppliers, Volunteers or other individuals by anyone on LAFHT property.

First, you need to know that workplace violence is a potential problem and that the Leamington and Area Family Health Team has a Workplace Threats and Violence Policy.

Second, you need to be able to recognize the early warning signs of a potentially violent person.

Finally, you need to prevent any recognized violent or potentially violent behavior by reporting it immediately to your supervisor, Human Resources Manager or a safety officer.

There are two types of workplace violence:

- 1. An individual makes threats of violence and actually intends to carry out physical harm.**
- 2. An individual makes threats of violence but really intends to cause Intimidation, fear and stress in co-workers.**

Acts or threats of violence include conduct, which is sufficiently severe, offensive, or intimidating to alter the employment conditions, or to create a hostile, abusive, or intimidating work environment for one or several employees.

Examples of workplace violence include, but are not limited to, the following:

- All threats or acts of violence occurring on LAFHT property, regardless of the relationship between the company and the parties involved.
- All threats or acts of violence occurring off LAFHT property involving someone who is acting in the capacity of a representative of the company.

Specific examples of conduct, which may be considered threats or acts of violence, include, but are not limited to, the following:

- Hitting or shoving an individual.
- Threatening an individual or his/her family, friends, associates, or property with harm, either verbally or in writing.
- Intentional destruction, or threatening to destruct, LAFHT property.
- Making harassing or threatening phone calls.
- Harassing surveillance or stalking (following or watching someone).
- Unauthorized possession or inappropriate use of firearms or weapons.

Our standard against threats and acts of violence applies to everyone involved in the LAFHT's operation, including but not limited to Team Members, physicians, allied professionals, contractors, visitors, patients, clients, volunteers and temporary workers and anyone else on LAFHT property.

Violations of this standard by any individual on LAFHT property may lead to corrective action, up to and including termination, police involvement and/or legal action as appropriate.

What you should do:

You are empowered with the ability to help protect yourself and co-workers from acts of workplace threats and violence. Most importantly, we must report incidents of threats or acts of physical violence of which we become aware. Any report should be made to your supervisor or the Executive Director. The LAFHT takes threats of this nature seriously.

RELATED POLICIES

Policy 8-2, Corrective Action

NUMBER: 7-6	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: SOLICITATION AND DISTRIBUTION		

POLICY STATEMENT

The Leamington and Area Family Health Team wants our working environment to be free from solicitation and the LAFHT wants to avoid situations where people make use of our captive audience for the purposes of selling or distributing materials to Team Members and other people in the facility. This type of activity usually involves Team Members and others attempting to sell merchandise or raffle tickets to Team Members; soliciting Team Members for contributions to charities, passing out (either in hard copy or electronically) advertisements or other materials. Team Members involved in fund raising activities at work should limit these activities to nonworking time and non-working areas of the facility to avoid disruption of work. The LAFHT recognizes that there may be situations where expressions of sympathy or goodwill for other Team Members may be necessary or desirable and the LAFHT would expect that Team Members and management would determine what action is appropriate. If a Team Member becomes aware of a worthy outside group that wishes to solicit LAFHT for contributions or assistance, they should be referred to the Executive Director. If a Team Member wishes to sell merchandise or raffle tickets, they must contact the Executive Director prior to any form of solicitation.

If a Team Member is approached by an individual or outside group regarding solicitation on LAFHT property, they are to refer them to the Executive Director.

APPLICATION

This policy applies to all Team Members, physician, allied professional, seconded workers, students, volunteers, patients, clients, contractors and other associates of the Leamington and Area Family Health Team.

PROCEDURES

Any Team Member or persons wishing to solicit on LAFHT property must have permission from the Executive Director prior to any solicitation.

Permission for Solicitation is at the Executive Director's discretion.

Examples of Solicitation are: selling of any type of tickets, selling of merchandise (i.e. chocolate bars, candies, etc), any donations to a cause or charity, distribution of any type of literature either verbally, written or electronic form that is not related to LAFHT business.

If a Team Member or other persons are unsure of the policy, they are to contact the Executive Director for direction.

Failure to abide by this policy could result some type of disciplinary action.

RELATED POLICIES

Policy 8-2, Corrective Action

NUMBER: 8-1	Page 1 of 2	REVIEWED: 05/01/2014
DATE: April 2010	REVISED: 04/01/2010	
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: APPEAL PROCESS		

POLICY STATEMENT

It is the policy of the Family Health Team to provide Team Members with the means to have employment concerns reviewed and responded to in a timely and appropriate manner. The appeal procedure is designed to provide an orderly method for receiving and responding to Team Member concerns or differences concerning decisions, policies or practices. The procedure is intended as an in-house mechanism for resolving problems or disputes and does not apply to a complaint which is being pursued through any federal or provincial board, commission or court.

APPLICATION

This policy applies to all Leamington and Area Family Health Team, Team Members and other representatives.

PROCEDURES

8.1.1 Informal Complaint Procedure

The first step in addressing a concern or dissatisfaction is to discuss it as an informal complaint with the immediate supervisor, i.e. Team Leader/ Clerical Lead, Clinical Lead or the Executive Director. The Team Member must initiate the complaint within 10 calendar days after the circumstances that gave rise to it occurred or ought reasonably to come to the immediate supervisor's attention. The Team Member will be provided with a verbal response to his/her complaint within 10 calendar days of the meeting either the immediate supervisor or the Executive Director.

8.1.2 Appeal Procedure

An appeal is a written summary of the Team Member's concerns, and includes a description of the problem, relevant dates and times, parties involved, and a proposed solution. The appeals process involves two steps and is initiated following the complaint procedure if the Team Member is not satisfied and wishes to pursue the matter further.

Step 1: The Team Member presents an appeal to the Executive Director within 10 days of receiving a response to his/her complaint. The Executive Director will meet with the Team Member within 10 days of receiving the Team Member's complaint, or as soon as reasonably possible, to discuss and attempt to resolve the matter. The Executive Director will provide the Team Member with a written response, briefly outlining the decision, within 10 days of the meeting.

Step 2: If the Team Member is not satisfied with the decision of the Executive Director, he/she may submit an appeal to the Chairperson of the Board of Directors within 10 days of receiving the Executive Director's response. The Chairperson will arrange a meeting with the Team Member, the Executive Director and where appropriate, delegates of the Board of Directors within 10 days of receiving the appeal, or as soon as reasonably possible. The Chairperson will provide the Team Member with a written decision within 10 days of the meeting, which shall be considered as the final decision of the Leamington and Area Family Health Team.

8.1.3 General

- a) A Team Member may withdraw a complaint or appeal at any point in the process
- b) A complaint/appeal which is not pursued to the next step within the specified time limits shall be deemed to be abandoned or settled.
- c) The time limits set out in this policy may be adjusted by mutual agreement
- 0
- d) Team Members who participate in meetings during working hours as provided for within this policy will not lose pay for the time spent at such meetings.

8.1.4 Complaints concerning Discrimination and Harassment

A Team Member who has concern or complaint regarding conduct which is perceived as a violation of the Family Health Team's Discrimination and Harassment policy should utilize the Internal Resolution Procedures set out on Policy 7-1, Discrimination and Harassment.

RELATED POLICIES

Policy 7-1, Discrimination and Harassment

NUMBER: 8-2	Page 1 of 2	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: CORRECTIVE ACTION		

POLICY STATEMENT

The Leamington and Area Family Health Team will counsel Team Members and, if necessary, apply disciplinary action for the purpose of correcting conduct or performance, preventing recurrence of problems and preparing the Team Member for satisfactory service in the future. Corrective action may include informal counseling as well as formal disciplinary action.

All decisions regarding disciplinary action will be at the sole discretion of the Family Health Team. While discipline for minor offences will follow a progressive disciplinary procedure, the Family Health team reserves the right to implement discipline in accordance with the seriousness of the offence and the particular circumstances. The appropriate response in each situation will be determined after a full investigation and consideration of the relevant factors. Disciplinary termination will be undertaken where other measures have failed or are considered inadequate.

APPLICATION

This policy applies to all Team Members of the Leamington and Area Family Health Team below the level of Executive Director.

PROCEDURES

8.2.1 Authority

Responsibility for disciplinary action rests with the Executive Director. Counseling is the responsibility of the immediate supervisor or the Executive Director. The Executive Director is accountable to The Board of Directors.

8.2.2 Investigation

Before any disciplinary action is imposed, the Executive Director or their designate will investigate the incident or circumstances in question. The investigation will include an interview with the Team Member and with others who may have the knowledge of the issue. Interviews and other details of the investigation will be documented.

8.2.3 Counseling

Counseling is a non-disciplinary meeting in which the Team Member is given verbal feedback, direction and guidance on a performance or behavior deficiency and expected improvement. Counseling is conducted privately and documented on the Team Member's file, but do not form a part of the Team Member's disciplinary record.

8.2.4 Progressive Discipline

With progressive discipline the severity of disciplinary action increases with repeated misconduct. Minor offenses normally result in a verbal warning for a first offence, progressing to a written warning, a suspension and, ultimately, termination if the performance or behaviour fails to improve to a satisfactory level.

In all cases, the level of disciplinary action imposed will be determined on the basis of the particular circumstances, including the severity of the misconduct as well as the Team Member's record, length of service and any mitigating factors. Accordingly, one or more steps in the usual progression may be repeated or bypassed and, very serious offences may result in immediate termination.

8.2.5 Examples of Unacceptable Behavior

Team Members are responsible at all times for conforming to generally accepted standards of conduct and LAFHT policies. While it is not possible to list all the forms of behaviour that are considered unacceptable in the workplace, the following are some examples of conduct that may result in disciplinary action up to and including termination of employment: (not all inclusive)

- Unauthorized absence from duty
- Lateness
- Tardiness, (on the job breaks)
- Acts of fraud and dishonesty
- Theft
- Insubordination including disrespectful conduct toward a supervisor
- Discrimination or harassment
- Abusive or violent behavior
- Breach of Confidentiality
- Violation of safety or health procedures
- Poor work performance
- Working under the influence of alcohol or illegal drugs
- Smoking in prohibited areas

8.2.6 Carrying out Disciplinary Action

Disciplinary action will be communicated by the Executive Director in a private interview. The Team Member will receive a letter stating the reason for the action, the nature of the disciplinary taken and a warning that future occurrences will result in further disciplinary action up to and including termination. A copy of the letter will be placed on the Team Member's file.

Where appropriate, the Executive Director and the Team Member will jointly develop an action plan for correcting the performance or behavior and will meet to follow-up on the results.

8.2.7 Suspensions

A suspension is a disciplinary measure in which the Team Member is advised not to report to work for a defined period of time, normally without pay. A Team Member may also be suspended (with or without pay) pending the outcome of an investigation if it is considered that the Team Member's presence at work presents a risk or could undermine or impede that investigation.

8.2.8 Appeal Process

A Team Member may appeal disciplinary action by utilizing the procedures in the Policy 8-1, Appeal Process.

RELATED POLICIES

All Human Resources Policies

NUMBER: 8-3	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 09/09/2011
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: TERMINATION OF EMPLOYMENT		

POLICY STATEMENT

Authority to terminate employment is vested in the Executive Director. All terminations will be carried out in a manner which respects and preserves the Team Member's dignity to the fullest extent possible.

APPLICATION

This policy applies to all Team Members of the Leamington and Area Family Health Team below the level of Executive Director.

PROCEDURES

8.3.1 Termination without Cause

Termination without cause includes termination for reasons of permanent layoff due to workforce reductions, lack of funding, reorganization or any other reasons related to the Team Member's position, not to an individual's performance or conduct.

A Team Member who is terminated without cause is entitled to written notice or payment in lieu of notice in accordance with the Family Health Team's employment agreement with the Team Member except where the Team Member is:

a) Employed on a casual relief basis:

The Family Health Team may terminate the employment of a casual relief Team Member who has not worked in 6 months or more, or has not been reasonably available for work as per communicated expectations. It is not necessary to give notice of termination to casual relief Team Members.

b) Employed for fewer than 3 months:

If a Team Member is released in the probationary period during the first three months of employment it is not necessary to give notice of termination.

c) Employed on a temporary basis:

If a Team Member is released at the end of a period of temporary employment it is not necessary to give notice of termination.

d) Employed on a Contract basis:

If a Team Member is released at the end of a contractual employment agreement it is not necessary to give notice of termination.

8.3.2 Termination with Cause

Team Members who are terminated for cause are terminated for reasons related to their performance and/or conduct and are not eligible for notice or payment in lieu of notice. Cause may arise from a single act or incident, or from a course of conduct or several incidents involving misconduct or performance such that the Family Health team believes that the contract of employment has been fundamentally breached. In such cases, termination will only be considered when a Team Member has engaged in serious misconduct or all other disciplinary measures have failed or are considered inadequate. Any gratuitous payment made to a Team Member who is terminated for cause shall not be taken as evidence of forgiving or condoning the conduct giving rise to the termination.

RELATED POLICIES

Policy 8-4, Layoff

NUMBER: 8-4	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: LAYOFF		

POLICY STATEMENT

A layoff may occur if a Team Member's position becomes redundant due to workforce reductions, lack of funding, reorganization or any other reasons related to the Team Member's position and not to the individual's performance or conduct. Authority to layoff is vested with the Executive Director.

APPLICATION

This policy applies to all Team Members of the Leamington and Area Family Health Team below the level of Executive Director.

PROCEDURES

8.4.1 Alternative Measures

Prior to instituting a layoff the Family Health Team will canvass any opportunities to redeploy a Team Member whose position is redundant and consider any alternatives to layoff.

8.4.2 Notice of Termination

A Team Member who is permanently laid off will receive written notice or payment in lieu of notice in accordance with the Family Health Team's employment agreement with the Team Member.

8.4.3 Vacancies

A Team Member who has received notice of layoff will receive, if requested, priority consideration for any vacancies which arise in the six month period following the layoff, for which the Team Member is considered qualified.

8.4.4 Payouts

All payouts of time and monies owing will be made as of the effective date of the layoff. Benefits cease as of the date of termination.

RELATED POLICIES

Policy 8-3, Termination of Employment

NUMBER: 8.5	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010	REVISED: 04/01/2010	
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: RESIGNATION AND RETIREMENT		

POLICY STATEMENT

Team Members who are resigning or retiring are requested to submit a letter confirming same to the Executive Director. To facilitate a smooth transition, this letter should be submitted at least one month before the last day of employment. A Team Member's vacation entitlement shall not be considered part of the required notice unless specifically agreed to by the Executive Director.

APPLICATION

This policy applies to all Team Members of the Leamington and Area Family Health Team.

PROCEDURES

8.5.1 Retirement

The Family Health Team has no formal retirement age. There are significant changes to the medical Insurance benefit and certain government program (i.e. WSIB) that does affect a Team Member when they are 65 years of age or older.

8.5.2 Resignation

Once a letter of resignation has been received and the effective date agreed to, the date cannot be changed except by mutual agreement. In the event of a verbal resignation, the Executive Director will acknowledge and accept the resignation in writing.

8.5.3 LAFHT Property

Team Members will return their keys, Access Card and any other property of the Family Health Team to the Executive Director or their designate on their last day of work.

8.5.4 Final Payouts

The Executive Director or their designate is responsible for requisitioning final payouts of vacation and overtime, where applicable, issuing the Record of Employment and providing benefit counseling to the Team Member.

8.5.5 Change of Address

Team Members are responsible for notifying the Executive Director of any change of address for one year period to ensure receipt of any follow-up correspondence as well as government T4 slips.

NUMBER: 9-1	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: PRIVACY POLICY-GENERAL INFORMATION		

This statement is in effect as of April 1, 2010. The LAFHT will from time to time review and revise its privacy practices and this Policy Statement. In the event of any amendment, an appropriate notice will be communicated to Clients and others in an appropriate manner. Policy changes will apply to the information collected from the date of the revised Policy Statement as well as to existing information held by the LAFHT.

NUMBER: 9-2	<i>Page 1 of 1</i>	REVIEWED: 05/01/2014
DATE: April 2010		REVISED: 04/01/2010
APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: PRIVACY POLICY STATEMENT		

The Leamington and Area Family Health Team (“LAFHT”) is committed to respecting your privacy and has prepared this Policy Statement to inform you of our policy and practices concerning the collection, use and disclosure of personal information.

This Policy Statement governs Personal Information collected from and about individuals who are or may become Patients/Clients and those other individuals outside of LAFHT with whom we work with. It does not govern Personal Information LAFHT collects from and about our Team Members or volunteers, the protection of which is governed by another LAFHT policy. This policy also does not cover aggregated data from which identity of an individual cannot be determined. LAFHT retains the right to use aggregated data in any way that it determines appropriate.

In the event of questions about: (i) access to your Personal Information; (ii) LAFHT’ collection, use, management or disclosure of Personal Information; or (iii) this Policy Statement; please contact:

The Executive Director
 Leamington and Area Family Health Team
 197 Talbot Street West
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APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: PRIVACY PROCEDURES		

The LAFHT permits access to and review of Personal Information held by LAFHT about an individual by the individual concerned.

If an individual believes any Personal Information concerning that individual is not correct, that person may request an update of that information by sending a request to the person indicated in Section 1 of this Policy. LAFHT reserves the right to not change any Personal Information but will append any alternative text the individual concerned believes appropriate. An individual may also request that LAFHT delete an individual's personal Information from the LAFHT system and records, however, due to technical constraints and the fact that LAFHT backs up its system, Personal Information may continue to reside in LAFHT systems after deletion. Individuals, therefore, should not expect their Personal Information would be completely removed from LAFHT systems in response to an accepted request for deletion.

LAFHT reserves the right to decline access to Personal Information where the information requested:

- a) would disclose the Personal Information of another individual or of a deceased individual
- b) is subject to solicitor-client or litigation privilege
- c) Could reasonably result in: (i) serious harm to the treatment or recovery of the individual concerned; (ii) serious emotional harm to the individual or other individual; or (iii) serious bodily harm from another individual;
- d) May harm or interfere with law enforcement activities and other investigative or regulatory functions of a body authorized by statute to perform such functions;
- e) is not readily retrievable and the burden or cost of providing would be disproportionate to the nature or value of the information or
- f) does not exist, is not held, or cannot be found by LAFHT

Where information will not or cannot be disclosed, the individual making the request will be provided with the reasons for non-disclosure.

Where the information will be disclosed, LAFHT will endeavor to provide the information in question within a reasonable time and not later than 30 days following the request. A LAFHT Team must be present at all times during disclosure.

LAFHT will not respond to repetitious or vexatious requests for access. In determining whether a request is repetitious or vexatious, it will consider such factors as the frequency with which information is updated, the purpose for which the information is used, and the nature of the information.

To guard against fraudulent requests for access, LAFHT will require sufficient information to allow it to confirm the identity of the person making the request before granting access or making corrections.

For the purposes of the Policy:

“Patient/Client” means an individual who may or had used services of the LAFHT

“Personal Information” means any information, recorded in any form, about an identified individual, or an individual whose identity may be inferred or determined from such information.

Your provision of Personal Information to LAFHT means that you agree and consent that we may collect, use and disclose your Personal Information in accordance with this Privacy Policy. If you do not agree with these terms, you are requested not to provide any Personal Information to LAFHT. Unfortunately, certain services can only be offered if you provide Personal Information to LAFHT. Consequently, if you choose not to provide us with any required Personal Information, LAFHT may not be able to offer you those services.

LAFHT uses the Personal Information provided verbally or in writing by Patients/Clients in order to:

- Provide Patient/Clients with medical services and treatments;
- Provide counseling services to Patient/Clients;
- Provide Patient/Clients with person and community health promotion services;
- Provide Patient/Clients with mental health treatment, rehabilitation and support services;
- Manage our relationship with Patient/Clients
- Meet any legal or regulatory requirement; and
- Such other purposes consistent with the foregoing purposes.

LAFHT use of Personal Information is limited to these purposes. LAFHT does not sell, trade, barter or exchange for consideration any Personal Information it has obtained. Unless permitted by law, no personal information is collected about a Patient/Client or Team Member, without first obtaining the consent of the individual to the collection, use and dissemination of that information.

Personal Information will be collected, to the extent possible, directly from the individual concerned.

In order to meet Patient/Client needs, Personal Information provided by Patient/Clients may be shared between personnel of the various service areas of the LAFHT.

Where a Patient/Client is referred or transferred to another health care provider, the Patient/Client’s written consent will be obtained prior to disclosing the Patient/Client’s Personal Information.

LAFHT may disclose Personal Information of Patient/Clients and Team Members to organizations or individuals that perform services on behalf of LAFHT. Using, contractual or other arrangements, LAFHT shall ensure that agents, contractors or third party service providers, who may receive Personal Information in the course of providing services to LAFHT, agree to use such information solely for purpose of providing services to LAFHT and under the instruction of LAFHT and, with respect to that information, to act in a manner consistent with the relevant principles articulated in this Policy.

Please note that there are some circumstances where the use and/or disclosure of Personal Information may be justified or permitted or where LAFHT is obliged to disclose information *without* consent. Such circumstances may include:

- Where required by law or by order or requirement of a court, administrative agency or other governmental tribunal;
- Where LAFHT believes, upon reasonable grounds, that it is necessary to protect the rights, privacy, safety or property of an identified person or group;
- Where it is necessary to permit LAFHT to pursue available remedies or limit any damages that LAFHT may sustain; or

- Where information is public

Where obliged or permitted to disclose information without consent, LAFHT will not disclose more information than is required.

Use and Disclosure

Personal Information may be used and/or disclosed for the purposes described above and in connection with, the administration, planning and management of an individual's employment relationship with LAFHT and disclosed to third parties that may, from time to time, assist LAFHT in the administration, planning and management of an individual's employment relationship with LAFHT, including, but not limited to, pension plan companies, health insurance companies or agencies, credit card companies, background verification providers and others that have entered into agreements with LAFHT for the provision of their services to LAFHT and its Team Members.

The collection, use and limited disclosure of a Team Member's personal information will only be done in a manner consistent with this Statement and LAFHT' Team Member Privacy Policy, a copy of which has been provided or otherwise made available to Team Members.

When an individual applies for employment with LAFHT or chooses to become or remain a Team Member of LAFHT that individual consents to the collection, use and disclosure of personal information as set out in this Statement and LAFHT Team Member Privacy Policy.

Subject to applicable laws and with specific exceptions to protect the privacy of third parties, Team Members may access their personal information held by LAFHT and may submit comments on or corrections to such information for inclusion with the personal information held by LAFHT.

Where Team Members do not have a copy of the Team Member Privacy Policy, a copy may be requested from their immediate supervisor.

Sample provisions concerning the discloser of personal information by the LAFHT:

These will be applicable in relation to the existing agreements between LAFHT and the third party service providers such as Life Insurance companies and Health Benefits administrators.

Clause A

“Where (name of receiving organization or individual) receives personal information from LAFHT and with respect to such personal information, (name of receiving organization or individual) represents and warrants the;

- (Name of receiving organization or individual) has no reason to believe that the date protection legislation applicable to (it/him/her) prevents (it/him/her) from fulfilling (its/his/her) obligations to LAFHT under this contract
- All personal information disclosed by LAFHT to (name of receiving organization or individual) will be used only in the manner and for such purposes the LAFHT has agreed upon
- (Name of receiving organization or individual) will not disclose personal information provided by LAFHT without the consent of LAFHT or the person whose personal information is in question
- in the event (name of receiving organization or individual) cannot comply with *Clause C (b)*, (name of receiving organization or individual) will promptly inform LAFHT which shall be entitled to suspend the transfer of personal information to (name of receiving organization or individual) and/or terminate this agreement
- (Name of receiving organization or individual) has implemented appropriate security measures to protect the personal information provided by LAFHT

- f) (Name of receiving organization or individual) shall promptly provide notice to LAFHT about
 - i) any request for the disclosure of personal information, including requests by law enforcement authorities, without responding to the request unless required by law or judicial order'
 - ii) Any accidental or unauthorized access of personal information
- g)(name of receiving organization or individual) will (identify/serve as) a contact authorized to respond to LAFHT enquiries concerning the personal information provided by LAFHT and promptly address all enquiries from LAFHT with respect to (name of receiving organization or individual)'s use of that personal information
- h)(Name of receiving organization or individual) will conform to any reasonable recommendations made by governmental privacy authorities with respect to the protection of personal information provided by LAFHT

Clause B

“For the purposes of *Clause A ((e))*, “appropriate security measures” means technical, physical and procedural controls to protect personal information against destruction, loss, alteration, unauthorized disclosure to third parties or unauthorized access or otherwise, especially where such personal information is transmitted over electronic networks under the control of or as authorized by (name of receiving organization or individual)”.

Clause C

“Name of receiving organization or individual) will indemnify, defend and hold LAFHT harmless from any cost, charge, damages, expense or loss which it causes as a result of a breach of (sections of agreement concerning data protection).”

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DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: CONFLICT RESOLUTION		

INTRODUCTION

No organization, especially one as dynamic as Leamington and Area Family Health Team, can be free of problems. The LAFHT will have them. The best LAFHT can do is try to work through them and reach resolutions that are sensitive to Team Members' needs, yet consistent with LAFHT practices and business needs. To do this, the LAFHT has a problem resolution process and encourages its use. No supervisor/manager or any other Team Member should discourage or discriminate against, or in any way compromise, a Team member who uses these problem resolution practices.

APPLICATION

Team Members, Physician Staff, volunteers, students, seconded staff, independent contractors and others involved with the LAFHT are expected to behave in a professional manner putting the needs of the patient/client at the forefront.

PROCEDURES

If a Team Member (s) has a work-related problems or concerns, they should follow this process:

- 1) Discuss the problem with their supervisor who will attempt to find a solution that meets the Team Members needs and the needs of the LAFHT. If the circumstances are such that Team Member is uncomfortable or apprehensive about discussing this with their supervisor, they should seek counsel from the Executive Director.
- 2) If the supervisor cannot resolve the problem, or if the problem is especially sensitive, the Team Member should meet with the Executive Director. As a part of the process, the Team Member may be asked to submit a written summary of the problem or concern and include what action, if any resulted from the informal meeting with your supervisor. This Executive Director will then work to find a solution, which will be presented to the Team Member as quickly as possible.
- 3) If the problem has not been resolved, or if the Team Member finds the recommended solution not acceptable, the Team Member may meet with the Chair- Board of Directors and/or a Committee of the Board or their designate. At this level of the process, a decision on how to resolve the conflict will be final. We encourage all of our Team Members to follow this practice to resolve any work-related problems or concerns. Under no circumstances will a Team Member's job status, security, working conditions or any other aspect of their employment be jeopardized as a result of using this procedure.

RELATED POLICIES

Policy 8-1, Appeal Process

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APPROVED BY: Executive Director, Board of Directors		
DISTRIBUTION: Leamington and Area Family Health Team		
SUBJECT: TRAINING		

POLICY STATEMENT

The Leamington and Area Family Health Team recognizes that the skills and knowledge of its Team Members are critical to the success of the organization. All staff are expected and encouraged to take responsibility for their own learning and development, to develop personal goals, to record and reflect on their own development and to assist in developing others. The Family Health Team will also provide specific job related training in house or offsite.

APPLICATION

All Team Members of the Leamington and Area Family Health Team

PROCEDURES

11.1.1 Education & Training Onsite

Team Members will be paid for onsite training provided by the LAFHT. The Team Members who are selected for the training are expected to participate in the training. All training material and attendance is to be documented. All attendees are to sign the Education & Training Sign In Sheet.

11.1.2 Education & Training Offsite

Team Members will be paid for offsite training provided by the LAFHT at the daily rate for the position. Travel expenses will be paid by the LAFHT. Participants requiring payment of travel expenses must submit their Travel Expenses to the Executive Director for approval. The Team Members who are selected for the training are expected to participate in the training. All training material and attendance is to be documented. All attendees are to sign the Education & Training Offsite Sign In Sheet.

11.1.3 Record of Training

All Training must be recorded on either the Onsite or Offsite Education & Training Sign In Sheet. These sheets are to be submitted to the Executive Director or their designate. The Executive Director or their designate will record the Education or Training in the Education & Training Log Book.

RELATED POLICIES

Policy 6-6, Sabbatical Leave
 Policy 6-8, Long Term educational Leave
 Policy 6-9, Educational Assistance

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SUBJECT: INSURANCE COVERAGE		

POLICY STATEMENT

The Leamington and Area Family Health Team will provide Property and Liability insurance for 197 Talbot Street West, Leamington, Ontario, N8H 1N8. Insurance coverage for the Professional licenses and certifications, where required, are the responsibility of the Team Member.

The Family Health Team requires those specified Professional Team Members to provide proof of insurance coverage upon employment, and to submit a copy of their renewed certificate to the Executive Director each year thereafter. The Family Health Team will maintain copies of current insurance certificates in the Team Member's HR file.

APPLICATION

All LAFHT Team Members and those specified Team Members, who are required by their profession or their position to have professional insurance coverage.

PROCEDURES

The Family Health Team will annually negotiate coverage for Property and Liability Insurance. The insurance coverage will encompass the following:

1. Property Insurance for Contents and Equipment
2. Professional Liability \$5,000,000
3. Legal Expense per claim \$25,000
4. Commercial General liability \$5,000,000
5. Umbrella Liability \$5,000,000
6. Employment Practice Liability \$250,000
7. Non-Profit Director's & Officers' Liability \$5,000,000
8. Cyber & PIPEDA Liability \$250,000

Any changes in a Team Member's insurance status must be reported to the Executive Director immediately.

Those specified Team Members who are required to have Professional Insurance coverage will provide a copy of their renewed insurance, or any changes, to the Executive Director upon receipt.

Appendix A

LAFHT Performance Review Program Form

Appendix B

Confidentiality Agreement

Appendix C

Health and Safety Policy

Appendix D

Internet and E-Mail Use



INTERNET AND EMAIL USE

POLICY NUMBER: 2-6

POLICY STATEMENT

Access to the email and the Internet is provided to the staff members and associates as a business tool to facilitate the functioning of the Leamington and Area Family Health Team's work. It allows access to global information resources and a means of communication with other Team Members and business contacts.

Internet and email conduct using the Family Health team's computer systems reflects on the reputation of the Family Health Team and its Team Members. Therefore, all users have a responsibility to use the Internet and email systems in a productive, ethical and lawful manner which ensures a positive public image for the Family Health Team. Further, the Family Health Team expects all communications to be polite, respectful and concise, and the user properly identified.

All Team Members will be granted their own individual Internet account and are accountable for the activities conducted using their account. Passwords must be kept confidential.

Internet usage is intended for legitimate business purposes. However, incidental and occasional brief personal use is permitted within reasonable limits provided that it does not interfere with productivity.

The equipment, services and technology provided to access the Internet remain at all times the property of the Leamington and Area Family Health Team. All data that is created, sent or received via the Family Health Team's computer system is the property of the Family Health Team and subject to monitoring, access and disclosure by the Family Health Team.

Any suspicion of a virus or security concerns are to be immediately reported to the IT Systems Support person.

Abuse of the Internet access provided by the Leamington and Area Family Health Team in violation of law or this policy will result in disciplinary action, up to and including termination of employment. Team Members may also be held personally liable for any violations of this policy.

Unacceptable Use

The following are examples of unacceptable use or misuse of the Family Health Team's Internet and email systems. Any questions concerning the use or misuse of computing resources should be directed to the IT Systems Support person and the Executive Director.

1. Composing, transmitting, accessing or receiving data that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating or disruptive to any Team Member or other person. Examples of unacceptable content include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religion, ethnic origin, disability, sexual orientation, or any other characteristic protected by law and the Family Health Team's Discrimination and Harassment policy. Individuals who receive messages with unacceptable content will advise the sender to cease any further such

transmissions.

2. Conducting any commercial or other business endeavor that is not related to and for the benefit of the Family Health Team.
3. Using the Internet for political or religious causes, or for gambling.
4. Using, installing, copying or distributing any copyrighted, trademarked or patented material.
5. Downloading files from the Internet, other than **work related purposes**.
6. Sending or posting messages that may be considered malicious or defamatory.
7. Using or disclosing someone else's code or password without authorization, or providing computer access to individuals without authorization.
8. Disseminating Proprietary data without permission.
9. Sending or posting a message that could damage the Family Health Team's image or reputation.
10. Compromising the security of the network and the integrity on the content.

APPLICATION

This policy applies to all LAFHT Team Members, volunteers, students and seconded workers who are granted access to the Family Health Team's Internet and email systems.

Acknowledgement: I understand and agree to comply with this Internet and Email Use Policy, and in particular I understand and agree that the Leamington and Area Family Health Team may access, read, monitor, intercept, copy and delete my communications if it deems appropriate. I understand that my failure to comply with any of the provisions in this policy may lead to disciplinary action, up to and including termination of my employment.

Signed: _____
Name: _____
Date: _____

Appendix E

Miscellaneous Forms