

HUMAN RESOURCES POLICY MANUAL

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Sunset Country Family Health Team – Personnel Policy Manual

PURPOSE:

The *Sunset Country Family Health Team* will make every effort to ensure that all employment experiences will be positive and personally rewarding

It is the intention of the *Sunset Country Family Health Team* to:

Competitively compensate each employee in accordance with assigned responsibilities, professional ability, dedication, and development

Give first consideration to internal applicants for vacancies or new positions

Discuss willingly and frankly any problems, complaints, or questions on policy

Provide equal opportunity to all applicants and employees regardless of race, color, religion, national origin, gender, age, height, weight, marital status, or disability/handicap.

The information on the following pages is a compilation of the policies, procedures and benefits covering employees of the *Sunset Country Family Health Team*. Please become familiar with the Personnel Policy Manual as it was designed to enable you to easily reference the policies affecting your professional life.

The personnel policies adopted by the *Sunset Country Family Health Team* are intended to inform employees, and to guide the actions of the *Sunset Country Family Health Team* in areas specifically addressed by the policy. These policies are not intended to be a complete statement of how the *Sunset Country Family Health Team* is to be managed nor are they to be construed as the sole source of administrative authority with respect to personnel matters.

The *Sunset Country Family Health Team* will inform employees of changes, additions, or termination of personnel policies by appropriate means.

Code of Ethics

- Staff shall be expected to abide by the following Code of Ethics:
- Act in the best interest of the people you serve
- Act in a professional manner at all times by performing to the best of your abilities and not letting personal issues affect your work
- Dress in an appropriate and professional manner at all times
- Follow the policies of the Sunset Country Family Health Team
- Honour your own work commitments
- Practice within the guidelines of your own profession
- Be consistent in following work objectives based on the strategic plan
- Commit to own healing and to work on unresolved personal issues
- Maintain confidentiality at all times

Professional Development Statement

The *Sunset Country Family Health Team* encourages all staff to stay current in their professional area, to acquire new skills, which support the programmatic emphasis or development of the *Sunset Country Family Health Team*, or to retrain themselves to help meet program needs.

Occupational Health and Safety

The *Sunset Country Family Health Team* is committed to providing a safe work environment for its employees. Employees have a responsibility for their own safety as well as that of their co-workers, in order to help minimize injuries, promote a healthy workforce, and protect the health of patients.

The *Sunset Country Family Health Team* is committed to a modified work program to help injured workers get back to their pre-injury jobs as soon as possible. Injured workers qualifying for the program will be given work and hours that they can comfortably perform, relative to the nature and seriousness of their injury.

Dress Code

Employees are expected to dress neatly and conservatively while maintaining good daily personal hygiene. Professional health care staff is expected to dress professionally.

- No faded or torn jeans or shorts,
- No tank tops
- Appropriate Footwear (no flip flops; no hard heeled shoes or boots)

Housekeeping and Care of Office / Medical Equipment

Cleanliness, sanitation and good housekeeping are extremely important to the image and effective operations of the SCFHT. It is the responsibility of all staff members to make certain that their areas of work are kept clean and tidy

Employee File

Files for each employee shall be kept in a secure location in the SCFHT. They shall contain:

- Resume
- Current contract or letter of offer, including employment conditions
- Performance appraisals, including current appraisal
- Emergency contact information and employee contact information
- Payroll information (e.g. Anniversary date, salary level, approval of pay decisions, leave records, benefits information) and any related correspondence
- Current professional credentials (i.e. Copy of license, verification of malpractice insurance)
- Documents relating to disciplinary action, if any
- Criminal Reference Check
- Sign Oath of Confidentiality Policy
- Signed Anti-Harassment Policy

- Signed Patient Abuse Policy
- Ongoing Educational Certificates
- Any other information respecting employment and performances

The employee shall have access to his or her own employment file, in the presence of the Program Assistant, and may copy any materials from it.

The contents of the employment file may be viewed by the Executive Director, Program Assistant, the employee and the auditors or accountants as appropriate.

The employee may provide a written response for all types of discipline. The written response shall become part of the employee file.

It is the responsibility of the employee to ensure all personal information is current and all changes are reported to the Program Assistant within 30 days of change.

A. Conditions of Employment

SCFHT Policies (as appended)

All employees will sign and adhere to the following policies as a condition of their employment:

- Confidentiality Policy
- Patient Abuse Policy
- Anti-Harassment Policy
- Internet & Email Policy

All patient information is to be kept strictly confidential. All new employees shall be orientated to the above noted policies. Disciplinary action will be taken in connection with any violation of these policies. A signed copy of these policies will be placed on their employee file.

Definitions/Hours of Work

Hours of work shall be determined with recognition of the following basic definitions:

Regular Full-Time Employee - An employee having paid hours of 2080 hours per year. .

Regular Part-Time Employee - An employee who regularly works less than the normal full time hours, as described above and who offers to make a commitment to be available for work on a regular predetermined basis.

Casual Employee – An employee whose employment is irregular and may vary in length from day to day and week to week in accordance with the *Sunset Country Family Health Team* needs.

Licences and Registrations

It is the responsibility of the employee to submit proof of all certification and licensure required by the Regulated College of their occupation to the satisfaction of the *Sunset Country Family Health Team*. This written documentation will be placed on the personnel file of the individual concerned. Failure to provide the required documentation could mean suspension pending proof of qualifications. All required documents are to be submitted to the Program Assistant by March 31st each year.

Employee Performance Appraisals

The *Sunset Country Family Health Team* uses a Performance Development Process (PDP) approach to employee performance appraisals. The process is an opportunity for self-examination. It is a tool to identify your individual strengths, weaknesses and goals. It is also an excellent mechanism to communicate effectively with your manager.

The process of the PDPs is divided into three steps:

The employee completes the PDP independently
The Executive Director completes the PDP independently

The employee and the Executive Director meet and together complete the PDP Summary.

Probationary employees shall be evaluated once before the end of their three-month (260 hours for an employee whose hours are less than full-time) probationary period, with a PDP.

All employees shall go through the entire PDP process at least once annually following the end of their three-month probationary period.

B. Compensation

All employees of the SCFHT will be compensated on a regular basis according to a pre-determined pay scale for each classification of employee. Remuneration for each employee is set according to the criteria for each level in the pay scale.

Movement along the scale to a higher level of pay depends on a combination of the employee's years of service, performance evaluation and budgetary resources as set by the MOHLTC.

Payroll Processing

a. Time Reporting

Time for employees is reported on forms provided by the Program Assistant. Employees are responsible for accurately filling in and signing timesheets, and having the Executive Director approve any exception to their schedule. Completed timesheets are due by 0900 Monday morning prior to the biweekly Friday payday.

b. Pay Schedules

Employees are paid on the following Friday following the end of a pay period. Pay periods are two (2) weeks. Paystubs and cheques are distributed by email on the Monday prior to pay Friday unless that day falls on a holiday, in which case paystubs are normally distributed on the immediately preceding workday. Employees are responsible for checking the accuracy of their pay stubs so that any errors can be corrected.

c. Overtime

It is the policy of the *Sunset Country Family Health Team* to avoid overtime as much as possible. When circumstances arise that in the opinion of the employee, overtime is necessary, compensation for this time will be arranged with the Executive Director in the form of time off in lieu. The Executive Director must approve all overtime and compensatory time. No overtime shall be accumulated for a period of fifteen (15) minutes or less. If overtime amounts to greater than fifteen minutes, overtime shall be accumulated for the total period.

Approved overtime will be compensated with straight time banked after 8.0 hours worked in a day. Employees who work in excess of forty-four (44) hours in a one-week period shall receive time and one-half banked time for all hours worked in excess of forty-four (44).

Banked time will be taken at a time agreed to both by the Executive Director and the employee.

Payment to an employee for overtime will not be made under any circumstances.

Employee Benefits

FT Employees

The following are brief descriptions of the employee benefit plans that are available to FT employees and are subject to change. Detailed descriptions and plan brochures can be found in the Program Assistant's office.

Group Benefits

Group Benefits become effective after three (3) months of employment, or in exceptional circumstances at the discretion of the Executive Director. (The insurance company will be notified at the time of employment.). Employee contributions for the benefits plan shall be paid by salary deductions. Employee and SCFHT contributions shall each be 50% of the premium costs to be deducted biweekly for Life and AD&D, Health and Dental. The employee shall pay 100% of the premium for STD and LTD

Healthcare of Ontario Pension Plan (HOOPP)

Effective Sept 1 2013 there will no longer be an RRSP plan. It will be replaced by the HOOPP pension plan. Each new full time employee is obligated to enter into HOOPP immediately. Part time employees will enter into HOOPP once they have achieved the requirement set by HOOPP as follows:

You can join in the year following the calendar year in which you:

- Work at least 700 hours, or
- Earn at least 35% of the year's maximum pensionable earning (YMPE), a figure set by the federal government for Canada Pension Plan contributions.

Note that if you work for more than one HOOPP employer, the hours and earnings at all employers can be used to meet the eligibility criteria.

During the probationary period an employee earns, from the date of employment, annual vacation time. If the employee is terminated during or at the end of the probationary period, the vacation time will be compensated for at the rate of 4% of gross earnings.

Similarly, sick/emergency leave is accumulated from the date of employment according to SCFHT sick time policy.

Where an employee is on an unpaid leave, which allows for continuing contributions, payment for employee contributions shall be made by the employee to the SCFHT at the times and in the form specified by the SCFHT.

% in Lieu of Benefits

Employees hired prior to Sept 1 2013, will be allowed to maintain their existing Benefit package or switch to one of the following:

Full Time employees hired after Sept 1, 2013 will have the following options:

- HOOPP + Group Benefits
- HOOPP + 4% in lieu of benefits

At the discretion of the Executive Director, and upon proof that the employee is covered for health and dental benefits through their spouse, FT employees may receive 4% of their gross wages earned in lieu of fringe benefits. A Benefit Waiver form must be signed by the FT employee.

PT Employees DRAFT

All employees not employed on a regular full-time basis shall receive 13% of their gross wages earned) in lieu of benefits (including sick time and stats) or HOOPP + 4%.

Statutory Holidays

The following days will be observed as Statutory Holidays. Employees, who are required and designated by the Executive Director to work on these holidays, will be paid at the rate of time and one-half.

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

Where a day designated as a holiday coincides with a regular full-time employee's regular day of rest, the SCFHT shall allow another day off in compensation, to be scheduled at a mutually agreeable time.

Regular full-time employees who work on these days, with the exception of Remembrance Day, will be paid at the rate of time and one-half, and are entitled to a day off in lieu, time to be taken at a mutually agreeable time. To facilitate efficient functioning of the Paterson Medical Centre, employees who work on Remembrance Day shall be paid straight time for all hours worked, and full time employees will be entitled to time off in lieu, equivalent to the hours worked. Employees shall not have more than three (3) Statutory Holidays banked at any particular point in time.

Compensation for statutory holidays for PT and Casual staff is included in the % in lieu of benefits.

Vacation

Employees may make, to the Executive Director, vacation requests of up to 2 weeks at a time, beginning January 1 of each calendar year. All vacation requests shall be considered and approved subject to the staffing availability and requirements of the SCFHT. In certain circumstances, vacation requests during some peak demand times such as summer, Christmas and March Break, may have to be denied in order to provide adequate service during these times.

Vacation entitlement year for the calculation of number of years of service will include time the employee spends away from work because of:

- Layoff
- sickness or injury, pregnancy, parental, family medical leave, organ donor, personal emergency, declared emergency and reservist leaves
- any other approved leaves (i.e. where there is no break in the employment relationship)

The vacation year is the fiscal year commencing January 1 and terminating December 31. In the 1st year of employment, vacation will be prorated to the employee start date.

Employees are expected to take all their vacation leave during the fiscal year in which it is earned. However, employees may, with the approval of the Executive Director carry over to the next year up to 5 days of annual vacation leave time (pro-rated for less than full time)

A vacation period shall not be approved until the probationary period is satisfactorily completed, but may be accrued.

All FT employees will earn vacation leave with pay at a rate of twenty (20) days per year in the first and second year of employment.

All FT employees will earn vacation leave with pay at the rate of twenty-five (25) days per year in year's three (3) to five (5) of employment.

All FT employees will earn vacation leave with pay at the rate of thirty (30) days per year in their sixth (6) years of employment.

All part-time employees shall be entitled to vacation pay equivalent to 4% of their gross salary. Unpaid vacation entitlement shall be pro-rated based on 2080 hours of work equivalent to 1 year of service.

All vacation leave must be approved in advance by the Executive Director

Employees may not draw on the next fiscal year's vacation leave entitlements for additional vacation time.

On termination of employment, any unearned vacation must be repaid to the SCFHT. Any unearned vacation taken shall be deducted from amounts owed by the SCFHT to the employee.

All employees shall take their vacation leave. Except at termination, no payment shall be made for earned vacation.

Illness During Vacation

Where an employee's scheduled vacation is interrupted due to serious illness, which either commenced prior to or during the scheduled vacation period, the period of such illness shall be considered sick leave.

Serious illness is defined as an illness which require the employee to receive on-going medical care and/or treatments resulting in either hospitalization or which would confine the employee to their residence or to bed rest for more than 3 days.

The portion of the employee's vacation which is deemed to be sick leave under the above provisions will not be counted against the employee's vacation credits.

Bereavement During Vacation

Where an employee's scheduled vacation is interrupted due to a bereavement, the employee shall be entitled to bereavement leave. The portion of the employee's vacation which is deemed to be bereavement leave will not be counted against the employee's vacation credits.

Call Back During Vacation

Where an employee's scheduled vacation is interrupted due to call back, which either commenced prior to or during the scheduled vacation period, the employee shall be entitled to time off at a later date equivalent to T & ½ (e.g. 1.5 days off (vacation) for every day worked on call back from vacation).

Leaves of Absences

Personal Days

Employees will be entitled to three (3) personal days per year on approval in advance by the Executive Director. Entitlement to this leave is on the basis of 1 day for every 4 months worked at the SCFHT. It is expected that staff will use all personal days prior to Dec 31. Personal days may be carried over to the next year with prior approval from the Executive Director. Personal days do not accumulate on maternity leave.

Sick Leave

All FT employees shall be entitled to 15 paid days for sick leave per year. Entitlement to this leave is on the basis of 125 days per month of employment at the SCFHT.

PT employees shall be entitled to sick leave pro-rated to their usual work hours.

Unused sick leave may not be accumulated beyond year-end of December 31st. At the beginning of each fiscal year, employees will be entitled to 1 additional personal day for every 5 unused sick days from the following year.

Sick leave may be used for any of the following reasons:

- Personal injury, illness, or medical emergency;

If any absence exceeds three (3) days for medical reasons, a report from a qualified medical practitioner authorizing the time off work may be required.

Unused sick leave will not be paid out under any circumstances upon termination of employment.

Leave for Medical Appointments

Leave for out-of-town medical appointments will be reasonably granted and require approval of the Executive Director in advance. You will need to sign the attestation on the leave of absence form before approval is granted.

Note: Medical Leaves for cosmetic or lifestyle choice procedures may not be eligible.

Leave for all other medical appointments should be scheduled considering workload and responsibilities of the employee.

Bereavement Leave

In the event of a death in the "Immediate family", (i.e. father, mother, brother, sister, spouse, child, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, grand-parent, grandchild, step-mother, step-father, step-child, grandparent of spouse, grandchild of spouse) up to five (5) consecutive working days may be granted with pay. An employee shall be granted one (1) day bereavement leave without loss of regular earnings to attend the funeral or equivalent for his/her aunt, uncle, niece or nephew.

Additional time-off without pay may be granted at the discretion of the Executive Director.

Where an employee's scheduled vacation is interrupted due to bereavement, the employee shall be entitled to bereavement leave and will not be deducted from the employee's vacation entitlement.

Court Leave

Court leave with pay shall be given for periods of absence from work because of jury duty or attendance as witness at the judicial proceeding as a result of being served with subpoena or being compelled as a witness by a duly authorized body.

Excluding travel expenses, any monies received shall be delivered to the SCFHT.

Professional Development and Training

Professional development budgets negotiated annually will reflect the organization(s) commitment to staff development within the funding envelope provided.

It is recognized that flexibility is required to ensure an appropriate balance between individual development needs, professional college expectations and organizational requirements. However, the following guidelines will be used for approval of time off for conferences, seminars and events:

FT employees: up to 5 days per year

PT employees (working at least 7.5 hours per week): pro-rated by % of week worked (e.g. an employee working two days per week will be eligible to take 2 days per year for continuing education)

Travel time to and from CME events will not be compensated for with pay or time off in lieu.

At the discretion of the Executive Director, hours attending approved CME events outside normal working hours may be banked as straight time.

Maternity Leave

Pregnancy leave shall be granted in accordance with the provisions of the Employment Standards Act as amended.

The employee shall give written notification one (1) month prior to the commencement of the leave of her request for leave together with the expected date of return.

The employee shall re-confirm her intent to return to work on the date originally provided to the SCFHT by written notification at least four (4) weeks prior thereof.

Parental Leave

Parental leave shall be granted in accordance with the provisions of the Employment Standards Act as amended.

The parental leave of an employee who takes a pregnancy leave must begin when the pregnancy leave ends unless the child has not yet come into the custody, care or control of the parent for the first time.

Parental leave may begin no more than thirty-five (35) weeks after the day the child is born or comes into the custody, care, or control of a parent for the first time.

The employee shall give written notification one (1) month prior to the commencement of the leave of the request for leave together with the expected date of return. In the case of adoption, the employee shall advise the SCFHT as far in advance as possible of having the qualified to adopt a child and shall request the leave in writing upon receipt of confirmation of the pending adoption.

The employee shall re-confirm the intent to return to work on the date originally provided to the CFHT by written notification at least four (4) weeks prior thereof.

Maternity and Parental leave count towards length of service of employment.

Benefits while on Maternity/Parental Leave

Employees will have the option to continue their benefits while on maternity/parental leave, and as per ESA the Employer shall continue to pay its share of the premiums unless the employee tells the employer in writing that he or she will not continue to pay his or her share of the premiums.

HOOPP

If you are enrolled in HOOPP you have the option of continuing to contribute to HOOPP while on maternity/parental leave. If you choose to continue contributing during your maternity/parental leave, the employer will pay their portion of the contributions.

If you choose not to keep contributing to your HOOPP pension plan, you will have the option to buy back the service upon your return. You will have to pay both the employee and the employer portion.

Extended Leaves of Absence

If an employee's absence, without pay, from the SCFHT exceeds thirty (30) continuous calendar days, he/she will not accumulate service for purposes of vacation entitlement and sick leave benefits for the period of absence. In addition, the employee will become responsible for full payment of all subsidized employee benefits in which he/she is participating, for the period of the absence. The employee must make arrangements with the SCFHT to prepay the premiums so that coverage will not be interrupted.

Resignation/Retirement

The employee is encouraged to give sixty (60) days written notice of resignation or retirement. However, considering the operational requirements of the SCFHT, employees are strongly encouraged to extend this notice to three (3) months or more. Letters of resignation shall be addressed to the Executive Director.

Dismissal

An employee may be terminated without notice if the person is paid regular wages for the period to which there was an entitlement.

SCFHT may terminate employees in the following manner and according to the following circumstances:

Termination With Cause

This includes, but is not limited to: wilful misconduct; disobedience or wilful neglect of duty; failure to adequately perform position responsibilities, etc.

Termination Without Cause

Termination with notice may occur in relationship to, but not limited to: reorganization, downsizing, or termination of funding.

During the notice period, medical benefits will be maintained.

All decisions to termination shall be subject to the approval of the Executive Director.

Payment or Recovery of Funds

Upon termination of employment an employee will be compensated for accrued and unused vacation leave, but not for any other category of leave.

Should an employee, who has already taken full vacation time, leave the service of the FHT before the end of the fiscal year, the SCFHT shall recover the applicable funds from the employee or the employee will work an amount of time equal to the excess leave taken as repayment.

Disciplinary Action

Overview

The primary objective of the disciplinary process is to encourage an employee to correct unacceptable behaviour or conduct. Given this, all disciplinary measures should be corrective rather than punitive in nature. The nature of the employee(s) conduct may determine the type of discipline required. In a case of alleged harassment or alleged abuse of a client, student staff or volunteer the Executive Director has the right to suspend the alleged harasser/abuser with or without pay.

Types of Discipline

- (a) **Verbal Reprimand**
The Executive Director has the authority to issue a verbal reprimand to the employee. A written record of a verbal reprimand will become part of the employee file and the employee will be so advised. Any verbal reprimand may be attended by a third person at the discretion of the Executive Director. The verbal reprimand must include unacceptable behaviour, the actions required to correct the behaviour, the timeline within which approval must be made, and notice that if this behaviour or other unacceptable behaviour continues further disciplinary action will follow.
- (b) **Letter of Reprimand**
If misconduct persists, a letter of reprimand is usually the second step in the disciplinary process. A written reprimand or warning would normally apply if there were a continuation of minor infractions. The Executive Director has the authority to issue a letter of reprimand. The letter should:
- give dates and nature of reprimand
 - state the unacceptable behaviour
 - the actions required to correct the behaviour
 - the timeline within which positive behaviour change must be made
 - give a warning against repetition
 - notice that if this behaviour or other unacceptable behaviour continues further disciplinary action will follow

- (c) **Suspension**
If misconduct persists after a letter of reprimand, the employee may be suspended. Suspension involves the time for which he/she may not be paid. The Executive Director has the authority to carry out this form of disciplinary action. The employee should be notified in writing stating the reason for the suspension and the length of the suspensions.
- (d) **Dismissal**
Dismissal should only be considered when all other disciplinary measures have failed or are considered inadequate. Authority to carry out this form of disciplinary action is vested with the Executive Director who will notify the Board of Directors.

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