

# CHILD'S VIEW CHILD CARE SERVICES CORPORATION

STAFF POLICY MANUAL

January 2023



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### **Authority for the Manual**

This manual is issued with the approval of the Board of Directors for the guidance of subsequent Boards, the Executive Director, Supervisors and Staff. Subsequent changes and additions are subject to approval by the Executive Director/Board of Directors. Any circumstances which are not covered in this Manual will be dealt with by the Executive Director/Board of Directors, as needed.

At least annually, the Board of Directors should review all personnel policies and in so doing would invite proposals for change from staff members in addition to receiving recommendations from the Executive Director.

### **Mission Statement**

To provide programs that enrich our children's learning development and strengthens our partnership with families.

All children are regarded as capable, competent, curious and full of potential; guided by children's interests and staff engagement each day through a co-learning partnership.

To provide peace of mind to our parents by creating a safe place for children to learn, grow and thrive.

To attract and retain employees who care about making a difference in children's lives.

### **Our Vision**

To strengthen the foundations of learning to all children which promotes their potential growth, development and future learning success.

To provide support and guidance to our families through a co-partnership model that builds a strong foundation within our Child's View community.

### **Our Values**

**Quality:** To provide an educational learning environment for our children which promotes growth & development while supporting their unique creativity and individuality.

**Inclusion:** All families are welcomed, reflecting the rich diversity of cultures within our community.

**Partnership:** Working in collaboration with our families to ensure their child's needs are being met through open communication, developing trusting relationships, supportive parent engagement and respect.

**Professionalism:** Our staff are knowledgeable, caring & compassionate in the work they do with children and their families. We believe in lifelong learning.

**Center Organizational Chart**

Fiscal Year January to December

<p><b>Board of Directors</b></p> <ul style="list-style-type: none"> <li>• President</li> <li>• Vice-President</li> <li>• Treasurer</li> <li>• Secretary</li> <li>• Fund Chair</li> <li>• Fund Rep (2)</li> </ul>
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<p><b>Executive Director</b></p>
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<p><b>Grandview Daycare Supervisor</b></p> <p>Licensed: 49 children Ages 0-3.8</p>	<p><b>Grand Kids BASP Supervisor</b></p> <p>Licensed: 71 children Ages 3.8-12</p>	<p><b>Lakeview Daycare Supervisor</b></p> <p>Licensed: 41 children Ages 0-3.8</p>	<p><b>Lakeview BASP Supervisor</b></p> <p>Licensed: 71 children Ages 3.8-12</p>
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<p><b>Program Staff per Child Ratio</b></p> <p>Infants: 3:10 Toddler: 3:15 Centre 1: 2:16 Centre 2: 1:8 Floater: 1 Cook: 1</p>	<p><b>Program Staff per Child Ratio</b></p> <p>JK/SK : 2:26 Littles: 1:15 Bigs: 2:30</p>	<p><b>Program Staff per Child Ratio</b></p> <p>Infants: 3:10 Toddler: 3:15 Centre: 2:16 Floater: 1 Cook: 1</p>	<p><b>Program Staff per Child Ratio</b></p> <p>JK/SK: 2:26 Littles: 1:15 Bigs: 2:30</p>
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<p><b>Volunteer/Students</b></p> <p>Niagara College Mohawk College High School Co-op Placement Students</p>
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## **1 PROGRAM INFORMATION**

### **1) DELEGATION OF AUTHORITY PROCESS/SUCCESSION PLAN**

- 1.1 In the event of an unplanned absence of the Executive Director, Melinda Pontes will step up into the role of Acting Executive Director. Krista Serbina is the back-up appointee. The person appointed as Acting Director by the Board of Directors shall have full authority for decision-making and independent action as the regular Executive Director.
- 1.2 In the event of the absence of the Supervisor, a designate senior staff will be deemed to assume the responsibility for the day to day management of the centre in their absence.
- 1.3 For any other instances of management during Supervisor's absence, the Executive Director may be called upon to complete administration paperwork in the office requiring immediate attention.

### **2) STAFF WORKDAY PROGRAM PLANNING TIME (DAYCARE ONLY)**

- 2.1 Employees have the opportunity to program plan during sleep time (pending needs of children are met first/sleep charts filled out in a timely fashion) and when we have low # days or through covered designated time as offered each week as available.
- 2.2 Program planning time could include:
  - ensuring all invitations are ready for the next day in case staff are away i.e. classroom centre prep
  - documentations profile binders
  - filling in curriculum template
  - record keeping – children's program goal updates done monthly
  - disinfecting of toys
  - children's communication books (infants/toddlers)
  - communicate with parents via notes or phone
  - tidying up centre

### **3) MULTICULTURAL PROGRAM**

#### **3.1 Program Statement**

Our program is committed to multicultural education. This means we share a commitment to human rights, dignity of the individual, and social justice. We strive to create a program that truly reflects the lives of the children, families, staff and community. By recognizing the impact culture plays on families, we will make every effort to provide culturally responsive child care by affirming human differences and the right of people to make choices about their own lifestyle. We seek to recognize, appreciate and respect the uniqueness of each child.

#### **3.2 Principles**

Child's View Child Care Services will follow these guiding principles:

- Recognize the beauty, value and contribution of each child.
- Foster high self-esteem and positive self-concept in children.
- Teach children about their own culture.
- Introduce children to other cultures.
- Provide children with a positive experience exploring similarities/differences.
- Encourage children to respect other cultures.
- Increase children's ability to talk to and play with people who are different from them.
- Help children be a group member.
- Help children live happily and co-operatively in a diverse world.

## Here at Child's View:

Our program is designed using the guiding principles and four foundations of learning set forth in the Ontario Early Years Policy Framework document called *How Does Learning Happen? How Does Learning Happen?* builds on what we already know about child development and early years learning and categorizes children's development through the following four foundations: **Belonging**, **Well-Being**, **Engagement** and **Expression**. *How Does Learning Happen?* states, "These foundations, or *ways of being*, are a vision for all children's potential and a view of what they should experience each and every day."

By developing goals and using these guiding principles to develop our program, "educators, administrators, families and communities can work together towards the goals for children's learning." (HDLH? Pg.13)



Our goal for ensure every child centre. We understand parents, caregivers and child's life and strive

foster the development of the child from a holistic level. Our educators are rich in experience, knowledge and compassion. The program and experiences developed for the children in our care are built through observing, documenting and extending the learning based on the children's interests and developmental levels. We understand that all children are unique individuals who are competent, capable and full of potential. By understanding them in an individual, cultural and socially diverse manner we are able to provide them with experiences that will help set them up for a lifetime full of success.

our program is to feels at home at our the important role families play in a to work together to

## Belonging

**GOAL FOR CHILDREN:** Every child has a sense of belonging when he or she is connected to others and contributes to their world.

**GOAL DEVELOPMENT:**

We welcome children and their caregivers to the program each day, and work toward building trusting relationships with children by responding to them with positivity and engaging in meaningful interactions. The children are provided plenty of opportunities to build friendships



with peers through small group experiences and social skills programs.

Understanding that each child is unique, we strive to provide an inclusive environment that welcomes community partners to develop child-specific plans. These plans offer support to the child, family and staff. Educators understand the importance of early intervention and using tools such as the Speech and Language Checklist and Developmental Preschool Screening are able to recommend early intervention to families when necessary.

Through collaboration with families, we gain understanding of their perception of how to best foster the development of their child(ren). Educators observe and guide children through social situations to help them build empathy and understand the perspective of others.

## **Well-Being**

**GOAL FOR CHILDREN:** Every child is developing a sense of self, health, and well-being

**GOAL DEVELOPMENT:**

Child's View implements a program that promotes the health, safety, nutrition and well-being of the children. We provide meals and snacks that are nutritious and well balanced. Educators create a positive, engaging eating environment for all children and encourage children to participate in all meal times. Seesaw (gross motor play) and ample time outdoors allow for reasonable risk taking and provide many opportunities for children to explore nature, engage in active play and develop problem solving skills. Our program is developed around the children's individual needs and provides many opportunities for whole group, small group and individual activities both indoor and outdoor. These activities support each child's need to build relationships and self-regulate.

We understand that children's individual needs change and evolve as they grow. Our program is designed to offer flexibility, following the children's lead. We also know that children benefit by having opportunities to slow their mind and body throughout the day. This is why we provide the children with a rest period each day where the children are given the opportunity to sleep, rest quietly or engage in quiet time activities.

Educators are able to identify children's individual struggles and challenges through observation of the child's individual cues and help guide them through stressful moments using self-regulation techniques. Educators encourage children to develop self-help skills as they move through the transitions of their day.

Our staff are offered many opportunities for continuous learning through collaboration with the ECCDC and other community partners in addition to First Aid CPR C and QCCN training when necessary to keep educators up to date on current practices and licensing requirements.

## **Engagement**

**GOAL FOR CHILDREN:** Every child is an active and engaged learner who explores the world with body, mind, and senses.

**GOAL DEVELOPMENT:**

Here at Child's View, we foster children's exploration, play and inquiry through emergent curriculum that is built around their interests. Educator plan for a create positive learning environments and experiences in which each child's learning and development are supported. The children learn through a play-based approach and are given ample time for

engagement in materials to allow for them to fully immerse themselves in their learning. The educators understand how important it is for the children to initiate their learning, as these opportunities allow for children to guide their learning through curiosity and engagement.

Educators act as co-learners with the children, asking open-ended questions, drawing conclusions together and taking a natural curiosity in the world around them. They understand the importance of the learning environment, viewing it as a third teacher. Through this mindset, educators plan the environment in a “thoughtfully organized” way that allows for exploration, accessibility and inclusivity.

Using technology, we keep communication between families and educators open at all times and share aspects of their child’s day through pictures, observations and daily reports. We encourage families and caregivers to participate in the program by having an open-door policy and inviting them to spend time in the program with their child.

### **Expression**

**GOAL FOR CHILDREN:** Every child is a capable communicator who expresses himself or herself in many ways.

**GOAL DEVELOPMENT:**

Educators take the approach of a “listener” and understand that children have many different “languages” to communicate their needs. They understand that language goes far beyond verbal, interpreting body language and other visual cues to address children’s needs.

Educators extend on child-initiated conversation and ask children for their ideas to strengthen their sense of autonomy.

\*Child’s View’s Program Statement is a living document that guides our program and is subject to change on a yearly or as needed basis. Through reflection, documentation and parent evaluations we will assess the effectiveness of our program to ensure it continues to best serve our families and reflect *How Does Learning Happen?*

### **3 PROGRAM STATEMENT, POLICY & PROCEDURES**

Child's View has put in place the following policies & procedures for all staff, students and volunteers to ensure program statement is being reviewed and implemented accordingly.

#### **Review:**

1. All staff, students, volunteers will be required to review the program statement prior to commencing employment, educational placement, volunteering and annually thereafter or when changes to program statement has been made. All staff will record and date time of review.
2. All approaches set out in the program statement are to be followed and complied with by all staff, students, volunteers through:
  - Orientation process and training prior to interacting with the children in the centre by the Site-Supervisor
  - Discussion and review of program statement shall be conducted at monthly team meetings for all staff, breaking down each section from (a) to (k) throughout the year and then reviewed in its entirety annually

#### **Implementing:**

1. All staff, students, volunteers will be required to implement program statement in their classrooms and they will be supported in this process by:
  - Site-Supervisor will support staff, students, volunteers through observations, modelling and mentoring program statement alongside staff
  - Site-Supervisor will provide recognition, involvement and input with staff, students, volunteers on an on-going basis through classroom visits and staff engagement in program
  - Site-Supervisor to engage in daily conversation with staff regarding their daily practices and is available to answer any questions they may have in regards to the program statement
2. All staff, students and volunteers are expected to understand, know Supervisor expectations and apply these goals and approaches in their daily practices

### **Prohibited Practices:**

No staff, student, volunteers shall use or engage in any of the prohibited practices set below with respect to a child receiving child care:

- corporal punishment of any kind, nor shall he/she permit corporal punishment by another child or group of children
- physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent
- use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity or self-worth.
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
  
- locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- inflicting any bodily harm on children including making children eat or drink against their will.

### **Staff Contraventions:**

All staff, students, volunteers are expected to follow and comply with all program statement policy and procedures as outlined and set forth by Child's View.

Disciplinary action will be taken in a progressive manner. We will look at the cause or reason before intervention and may identify if there are any training issues that need to be addressed or establish if re-training needs to occur. Site-Supervisor will discuss and review the program statement to ensure understanding and compliancy is adhered to.

Depending on the frequency of occurrence, the following progressive discipline will occur:

1. Verbal Warning
2. Written Warning
3. a) Employment Improvement Plan  
b) Suspension
4. Dismissal

## **Monitoring:**

Site-Supervisors are present in the classrooms on a daily basis and are always there to support our staff, students, volunteers offering them guidance and instruction throughout the day. All staff, students, volunteers will be monitored by:

1. Site-Supervisor is responsible for observing, **mentoring & coaching staff interactions** with children in program and monitoring behaviour management practices and program statement implementation **twice a year** in conjunction with their performance review checklist of all staff/volunteers
2. Program Staff is responsible for observing and guiding students interacting with children in program and monitoring behaviour management practices and program statement implementation to all students
3. The Site-Supervisor, when in program will be monitored on their behaviour management practices by an REECE staff designate twice a year for this purpose. The Executive Director will monitor program statement implementation by Supervisor in conjunction with performance review checklist, twice a year during observational check ins.

## **Discharging Children:**

1. Employees will not release a child to any person other than to parents or to those specified on the admission form.
3. When prior arrangements have been made by the parent, either verbal or written, indicating permission for another person to pick up their child, staff can release child after proper identification has been shown.

## **Dealing with Sick Children:**

Children cannot attend the daycare if illness prevents their ability to participate in regular daily routines.

Children will be sent home if:

- they cannot function in the program
- have a temperature of 37.8 c or higher
- as had two bouts of diarrhea
- have unknown rash
- generally not well (listless, pale, teary)

If child needs to rest and/or be isolated from the rest of the children, staff will bring child into the office or place in a quiet area of the room until they are picked up.

Employees will follow the health guidelines as documented in this policy manual. These

guidelines are set by the public health department and are to be followed by all Child's View's employees. E.g., if child is sent home with diarrhea, staff must inform parents that their child has to be off for a 24 hour period before returning to daycare.

**Visitors Policy:**

Visitors (other than enrolled parents who are authorized to be at the program) must check in at the program office immediately upon entering the facility. Visitors are also asked to sign the visitor's sign in book.

## **4 FORCE OF POLICIES**

### ***Purpose:***

To outline the importance and contractual force of our policies.

### ***Policy:***

4.1. You must review and abide by all terms contained in this employee policy handbook. While we have made every effort to make this handbook comprehensive, it cannot address every possible application or exception. We reserve the right to exercise our discretion in the interpretation and enforcement of our policies and to revise or add to our policies from time to time.

4.2. If you have any questions about any of our policies or how to interpret them, please speak to your supervisor or the Executive Director.

4.3. In order to manage the Centre effectively, we need to maintain flexibility. There will be times when we need to enforce our policies in a different way for different situations. By no means does this diminish the importance of our policies or the need for you to abide by them.

4.4. Please treat this handbook as confidential. You may not publish or disclose any part of this handbook to any other individual except employees of the Centre or if you are required to do so as part of your job.

4.5. If you fail to abide by any of the policies contained in this handbook, you may be subject to discipline, up to and including termination. If you feel an exception is warranted, you must obtain approval from the Executive Director and/or their designate.

Any person involved with the children must read and sign off on all Child's View policies and procedures prior to commencing work with the children. This includes staff, students and volunteers. All policies will be reviewed with staff on an annual basis.

## 5 RESPONSIBILITIES

### **Board of Directors:**

Child's View Child Care Services Corporation is a non-profit, co-operative organization overseen by a Board of Directors. The Board of Directors is made up of a minimal of a President, Vice-President, Treasurer, Secretary and Fundraising Coordinator and may include 2 Fundraising reps. The 5 to 7 positions other than the Executive Director are held by parents from the membership or community members. The Board members normally serve a term of 12 months and meet 5 to 6 times per year.

Board members are expected to provide governance and guardianship to Child's View and to uphold ethical and legal conduct in conjunction with the Executive Director. Confidentiality regarding all aspects of the centres (i.e. children, families, financial matters, staffing concerns etc.) will be adhered to by the Board of Directors.

### **Executive Director:**

The Executive Director oversees the operational management of Child's View and is responsible for overseeing the management in all programs. The Executive Director also prepares the fee schedules for all programs and oversees financial viability and governance in conjunction with the Board of Directors. Confidentiality regarding all aspects of the centres (i.e. children, families, financial matters, staffing concerns etc.) will be adhered to by the Executive Director.

**The Executive Director is accountable to the Board of Directors.**

**Delegation of Authority:** Should the Executive Director, Tracey Murray, not be available or is absent, staff are to contact Melinda Pontes, Grandview Daycare Site-Supervisor for assistance.

### **Supervisor:**

The Supervisors oversee their centre programs, budgets and manage staff. Confidentiality regarding all aspects of the centres (i.e. children, families, financial matters, staffing concerns etc.) will be adhered to by the Supervisors.

**The Supervisors are accountable to the Executive Director.**

### **Program Staff:**

The Program Staff plan and implement our emergent curriculum for the children. Responsible for the day to day care and wellbeing of all the children in their classroom. Confidentiality regarding all aspects of the centres (i.e. children, families, financial matters, staffing concerns etc.) will be adhered to by the Program Staff.

**The Program Staff is accountable to their Centre Supervisor.**



**Cook:**

The Cooks prepare snacks and lunches and are responsible for grocery shopping, menu planning and food orders. Cooks assist with staff breaks and in program as required. Confidentiality regarding all aspects of the centres (i.e. children, families, financial matters, staffing concerns etc.) will be adhered to by the Cooks.

**The Cooks are accountable to their Centre Supervisor.**

## **6 EMPLOYMENT POSITIONS**

### **Regular Full Time (RECE/Program Staff)**

A permanent full time employee is one who:

- < consistently works 40 hours per week in an authorized position
- < successfully completes the probationary period

### **Regular Part Time (Cook)**

A regular part time employee is one who:

- < consistently works 30 hours per week in an authorized position
- < successfully completes the probationary period

### **Contract (maternity leave/leave of absence)**

A contract employee is one who:

- < is engaged for a defined time or performs a defined task that is temporary in nature
- < is paid on an hourly rate as per hours worked
- < not eligible for Group Benefits Plan
- < eligible for statutory holidays

### **Contract (BASP)**

A contract BASP employee is one who:

- < is engaged for a defined time or to perform a defined task i.e. specific period of time (10 months) during school hours and does not work during March Break, Summer & Winter Break
- < is paid on an hourly rate as per hours worked
- < not eligible for Group Benefits Plan
- < eligible for statutory holidays

### **Casual/Supply**

A casual employee is one who:

- < is employed on an occasional basis and has the right to refuse shift coverage
- < is paid on an hourly rate as per hours worked
- < is not eligible for benefits or personal days

## **7 EMPLOYMENT PROCEDURES**

### **7.1 Authority to Employ**

7.1.1 The Executive Director reports to the Board of Directors. The Board of Directors has the authority to hire the Executive Director and shall be responsible for the ongoing management and oversight of the employment relationship with the Executive Director. The Board of Directors shall approve the terms of employment agreed upon and ensure all employment contracts and policies are duly signed and dated.

7.1.2 The Executive Director and/or their designation shall be responsible for the hiring of the Supervisor (in consultation with the Board of Directors).

Once the Supervisor applicant has been selected, it must be approved by the Ministry of Education before hire. A notice with applicant's qualifications and hire date must be submitted by the Executive Director to the Ministry of Education Program Advisor.

The Executive Director shall approve the terms of employment agreed upon and ensure all employment contracts and policies are duly signed and dated.

7.1.3 The Executive Director and/or their designate (i.e. Supervisors) shall be responsible for the hiring of all other employment positions for the Centre.

### **7.2. Job Descriptions**

7.2.1 The Executive Director or designate will be responsible for the preparation and/or approval of a written job description of the duties and responsibilities of each position. Job descriptions shall be reviewed annually.

7.2.2 Every employee will have a copy of his/her job description.

7.2.3 Each job description will detail the type of work required by the position supplemented with a daily schedule of duties and set out the qualifications for the specific position.

7.2.4 Individual job descriptions will be one of the tools for the evaluation of employees and will be reviewed for accuracy by the Executive Director and employee during the evaluation process.

### 7.3. Qualifications

7.3.1 Child's View Child Care Services will comply with the qualifications that are set forth in the *Child Care Early Years Act*, as amended from time to time. It is our policy to hire staff who have:

- A diploma in Early Childhood Education from an Ontario College of Applied Arts & Technology or equivalent qualifications or has been approved as such by a Ministry of Education Program Advisor.
- A member of C.E.C.E. and in good standing. Must provide a current copy of your membership to the C.E.C.E. on an annual basis or as requested by the Centre.

**Note:** In the event of the employee's membership being suspended, revoked or the employee is under investigation due to a complaint lodged against them, the Executive Director and/or Board of Directors will review on a case by case basis. It is generally understood that the employee must at all material times ensure that they remain a member of the College in good standing as a condition of their ongoing employment.

- A valid first-aid/c.p.r. certificate (up to date every three years)
- Criminal reference check with vulnerable sector check (required as a condition of employment and updated every 5 years thereafter). Employees will be required to complete a statutory declaration after the provision of a criminal reference check annually and/or at such times requested by the Centre in its sole discretion.
- Safe Food Handling certificate confirmed every 5 years
- Record of up-to-date immunizations and up-to-date physical must be provided upon hiring and as requested by the Centre from time to time which records include but may not be limited to:
  - o Chicken pox vaccine/updated self-report of having chicken pox
  - o 10 year immunization/mmr
  - o medical of health form signed by a doctor
  - o Hepatitis B vaccination

In such cases where the availability of R.E.C.E is limited, Child's View will hire non-R.E.C.E. for entry level positions/contracts.

In addition to the above, successful applicants for the position of Supervisor must have at least 2 years' experience as an Early Childhood Educator in a same or similar setting.

## 8 HIRING PROCEDURES

Purpose:

To outline the hiring procedure used by the Centre.

Policy

- 8.1 To ensure that we select the most qualified candidates, we use a recruitment and selection process which recognizes equal opportunity and is based on merit. The Centre is an equal opportunity employer and employs personnel without regard to race, colour, ethnic origin, creed, religion, age, sexual orientation, family, marital or same sex partnership status, handicap or perceived handicap, ancestry, citizenship, national origin or place of origin.
- 8.2 The Centre welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.
- 8.3 This hiring recruitment process will generally consist of the following steps:
  - The Centre normally recruits staff positions through internal and external competition. However, the centre prefers to promote from within any present employees if a qualified person for the position is available.
  - The Executive Director will advertise positions internally by posting on the staff room bulletin board and externally by advertising in the local newspaper/job websites.
  - Interviews will be conducted by the Executive Director and Supervisor.
  - Internal and external candidates will be evaluated in the same manner.
  - Candidates are required to submit a résumé, application form or both.
  - Background and reference checks shall be conducted confirming the candidate has the required certifications and qualifications.
- 8.4. All employees must sign an offer and employment is conditional upon the candidate signing and returning a copy of the letter to the Centre prior to any work assignment.

Often contract work is contracted out to our supply staff to cover maternity leaves and/or leaves of absence. Supply staff may be promoted to a contract position by the Executive

Director/Supervisor based on job performance and/or observations noted by staff/parents throughout the year.

- 8.5. Where a successful applicant has been employed by the Centre in a casual or fixed term relationship and is hired by the Centre on an indefinite basis, and where the candidate's prior performance has been satisfactory, the Centre may waive any probationary period taking into consideration any additional factors that the Centre deems relevant in its sole discretion.
- 8.6. **Transferring Policy:** If an employee is interested in transferring from one facility to another, the employee is required to fill out a transfer form and submit it to your Supervisor. Your request for transfer will be considered based on availability at that time however the Centre maintains the right to assign employees to such locations and/or facilities as it deems necessary taking into consideration operational needs.

Child's View would like to encourage employees and offer more opportunity for their employees to:

- work with and meet new teaching staff
- engage in meeting new families
- consider professional growth opportunities in working with new children and/or a new age group
- keep employees refreshed by offering a change of facility

This transfer policy is intended to provide the above opportunities for employees to move throughout the organization and to promote a healthy and stimulating work environment.

The Centre is available to discuss transfer opportunities with you upon request. In some circumstances, it may be encouraged by the Executive Director/Supervisor for an employee to consider a change if it would be in the best interest of the employee and/or daycare. E.g., staff/parent conflict, stress management, and future professional growth opportunities.

In the case of a layoff situation, staff may be required to transfer to another centre operated by Child's View.

## **9 HIRING OF FAMILY MEMBERS**

Purpose:

To protect the Centre and its employees from potential conflicts of interest which can occur when family members work together.

Policy:

- 9.1 The Centre may consider qualified relatives of employees to be eligible for hire as long as it would not create a conflict of interest.
- 9.2 No candidate shall be hired for a position where they may report to or supervise a relative (including but not limited to parent(s), step parent(s), foster parent(s), sibling(s), grandparent(s), spouse (including common law and/or same sex partner), step child(ren) or ward of the staff member, father-in-law or mother-in-law (including parent of same sex partner), son-in-law/daughter in law (including common law and/or same sex partner).
- 9.3 Personal relationships with other employees must be disclosed prior to accepting any offer of employment from the Centre.
- 9.4 To avoid a potential conflict:
  - Relatives may not supervise each other, either directly or indirectly.
  - If an employee is in a management position that requires involvement in a disciplinary action or formal complaint with a family member/relative, the employee must remove them self from the process.

## **10 ORIENTATION**

- 10.1 The employee/student will participate in an orientation prior to employment by the Supervisor.
- 10.2 During the orientation process all administration paperwork will be filled out. WHMIS/Food Handlers training completed, tour of the centre and introductions to staff will be done.
- 10.3 The Supervisor or designate, is responsible for the development and implementation of the orientation process. An orientation checklist will be followed and signed off by the Supervisor and new employee/student.
- 10.4 During orientation employees will receive important information regarding the performance requirements of their position plus other information necessary to acquaint themselves with their job and the Centre.
- 10.5 Employees are to use this orientation program to become familiar with the Centre and its policies and benefits and to meet co-workers. The Centre encourages individuals to ask any questions so that individuals understand all the guidelines that affect and govern the employment relationship.
- 10.6 The Centre will provide all new employees with the most recent copy of the Ministry of Labour's employment standards poster within 30 days of the employee's date of hire.



## 11 CRIMINAL REFERENCE CHECK POLICY

### Purpose:

The Ministry of Education Early Learning Division requires that institutions and service organizations conduct a criminal reference vulnerable sector screening check end of all volunteers and candidates for employment, who in the course of their duties have direct contact with children or vulnerable adults.

Although a criminal reference check/vulnerable sector screening cannot, in itself, prevent the abuse of a child, it can help identify people who have been convicted of (or charged with) such offences in the past. The criminal reference check policy should be viewed as part of a sound human resource management practice and is one important component of the overall selection criteria for staff and volunteers of the Centre.

The use of information obtained through the Canadian Police Information Centre ('CPIC') computer system regarding outstanding Criminal Code charges and Criminal Code convictions for which a pardon has not been granted does not contravene the Ontario *Human Rights Code*.

### Policy:

A criminal reference check /vulnerable sector screening will be conducted upon:

1. Any successful candidates for employment
2. Any supply staff
3. Any volunteer/student may have a criminal reference/vulnerable sector check but will not have unsupervised access to the children
4. Board Members

A criminal reference check /vulnerable sector screening of existing staff will be done every five years. An offence declaration shall be signed every year after that until renewal.

It is the applicants'/employees' responsibility to pay for this documentation and to pick up their Clearance Certificate. The processing usually takes up to four to six weeks or longer depending on the demand at the time of submission.

After the first year of employment, all permanent full-time employees will be reimbursed for their criminal reference checks upon submission and approval from Executive Director. A receipt must be provided to Executive Director to demonstrate that your criminal reference check with vulnerable sector is in process upon your due date. Once submitted, a copy will be taken and signed off by Supervisor/Executive Director as a true copy and placed in the employee's file.

If an employee is not actively working or employed with Child's View Child Care Services Corporation for 6 months or longer (e.g., maternity leave/any leave of absences), the employee will be required to submit a **vulnerable sector check** prior to returning to employment.

A new employee/student/volunteer will be employed/placed by Child's View Child Care Services Corporation prior to receiving criminal reference/vulnerable sector check but must sign off on the criminal reference check policy procedure that outlines the following measures:

Staff are not to be left alone with a child/group of children at any time.

This includes:

- opening/closing centre
- sleep room
- serving lunch/snack
- indoor/outdoor play
- dressing/undressing children before/after outdoor play
- relieving breaks if only one staff in the classroom

Staff will not be permitted to:

- Change diapers/toileting of any child
- Collect money from parents for trips etc.

An Annual Offence Declaration statement will be signed within 15 days of the previous offence declaration, except in a year which a criminal reference check with vulnerable sector is obtained. This will be provided to you each year by your Supervisor.

Any applicant/employee charged/convicted with a criminal/vulnerable sector record will not be eligible for employment at Child's View Child Care Services Corporation. Any other charges/convictions (e.g. traffic violations etc.) will be assessed on an individual basis by the Executive Director and/or Board of Directors.

Confidentiality of information contained in a criminal reference/vulnerable sector check for all employees will be placed in their files and is locked at all times. Only the Executive Director/Supervisor/Program Advisor will have access to employee files.

## **12 CONTRACTS OF EMPLOYMENT**

### **Purpose:**

To ensure that all employees have binding employment contracts to provide clarity on terms and conditions of employment.

### **Policy:**

- 9.1 All employees of the Centre will be required to sign written employment contracts before their first day of work with the Centre.
- 9.2 Any employee who receives a promotion will be required to sign a new written employment contract before his or her first day of work in the new position.
- 9.3 Except in the case of the Executive Director, the Executive Director and/or designate will be responsible for preparing employment contracts for signature by employees.

## **13 PROBATIONARY PERIOD**

Purpose:

To establish a probationary period for all employees that will allow us to assess suitability for a position.

Policy:

- 13.1 The first three months of your employment shall constitute a probationary period with the Centre. We may extend this probationary period at our discretion. This period will give both of us an opportunity to explore whether or not you are suited to this position.
- 13.2 During your probationary period, your supervisor will regularly review and discuss your performance with you.
- 13.3 At the end of the probationary period, we will review your performance and decide whether or not to continue your employment.
- 13.4 Throughout your probationary period, we encourage you to seek assistance and direction whenever you need it.

## 14 EQUAL OPPORTUNITY AND NON-DISCRIMINATION

Purpose:

To outline the Centre's goal of achieving equal opportunity for all employees and candidates for positions and a workplace free from discrimination as required by the provisions of the Ontario *Human Rights Code* R.S.O. 1990 c.H19 as amended.

Policy:

- 14.1 We are committed to creating and maintaining an equal opportunity workplace free from discrimination.
- 14.2 It is our policy to make decisions on hiring, promotion, rewards and other human resource issues based on merit. Merit includes a person's qualifications, ability and performance.
- 14.3 All employees have the right to be free from discrimination at work on those grounds prescribed by the provisions of the applicable human rights legislation. The protected grounds of discrimination are:
  - race, colour, ethnic origin
  - creed, religion
  - age
  - sexual orientation, gender identity, gender expression
  - family and marital status including same-sex partnership status
  - disability
  - ancestry, citizenship, place or origin
- 14.4 To ensure equality of opportunity for all employees, the Centre will work with you to accommodate your individual needs. While these needs will vary depending on the circumstances, some of the measures we may offer include:
  - personal days
  - accommodating persons with disabilities in a manner that respects their dignity and helps maximize their contribution to the Centre
- 14.5 To achieve equal opportunity and accommodate individual needs, we must take a flexible management approach. This may mean treating employees differently, for example, making scheduling adjustments to accommodate religious needs.
- 14.6 Please be respectful of any language difference between you and your co-workers.
- 14.7 We expect you to do your part in respecting individual differences and achieving equal opportunity.

## **15 PERSONNEL FILES**

- 15.1 A confidential file on site will be maintained for each employee. This file will contain:
- < employee contract, resume of employee, training certificates etc.
  - < a human resource/health file will be maintained by Executive Director for each employee.
  - < any pertinent correspondence, including letters or reprimand and discipline, materials relating to pay, employment etc.
  - < health documentation, doctors notes etc.
- 15.2 Each employee has a performance review binder and performance review checklist.
- 15.3 Each personnel file will be kept up to date.
- 15.4 Employees will have access to their own personnel file by request to the Supervisor. A 24 hour business notice is required before having access to your employee file. The Supervisor must be present while staff are reviewing their file.
- 15.5 All employee record files and health files are locked in the office. Only the Employee, Executive Director, Supervisor and Ministry of Education program advisor will have access to these files.

### **Change of Status**

Employees are responsible to notify the Supervisor of any changes to their personal circumstances relative to their employment e.g. change of address, telephone number, next of kin, beneficiaries, change of name etc. In the event of an emergency, current information is of vital importance.

## 16 CONFIDENTIALITY POLICY

During the course of your employment with the Centre, you may receive confidential or sensitive information about our operations, our employees, Board of Directors, children entrusted to our care and the families we serve. It is critical that you keep this information in the strictest confidence. Accordingly, you may not:

- (a) disclose at any time, during or after your employment with the Centre, confidential information about the Centre, its employees, children, Board of Directors and/or families we serve other than in the discharge of your duties and responsibilities;
- (b) make improper use, directly or indirectly, of such confidential information

As an employee, it is vital to retain confidential information in confidence and we ask that you not discuss any such information in public areas or with family or friends. Be vigilant in your document management procedures to prevent inadvertent disclosure.

If you become aware of any disclosure of confidential information, report it immediately to the Executive Director and/or their designate.

Immediately upon termination, resignation or upon request, we will require that you return all of our materials and property. You may not keep, copy or use any confidential information or property that belongs to the Centre.

Please be mindful that your duty to maintain confidentiality extends to any comments you may make on any social networking site.

What happens in the daily activities at the Centre concerning staff, volunteers or Board of Directors must be kept confidential.

Discussing information or behavior of the children outside the Centre is strictly prohibited by all.

## **17 WAGE AND SALARY ADMINISTRATION**

- 17.1 The Centre is committed to a compensation system that:
- Ensures that all employees receive fair and equitable salaries
  - Reflects your position, duties, responsibilities, education, experience and job performance
  - Enables us to recruit and retain qualified employees
- 17.2 The Centre will review salaries on an annual basis at the time of budget approval.
- 17.3 A salary pay grid has been established by the Executive Director and the Board of Directors that includes wage enhancements, direct operating grants, wage pay equity. The grant monies may be adjusted each year according to Regional government guidelines and the dollars received by our Centre.
- 17.4 The pay grid is currently meeting the needs of pay equity compliance and therefore received by regular full time and part time employees as of January 1<sup>st</sup> of each year.
- 17.5 The centre endeavours as a matter of policy to maintain fair and competitive salaries for all employees within the funds available to the centre.

### **Payment of Wages**

All employees are paid through direct deposit and are to submit a void cheque prior to commencing their employment with Child's View.

All employees are provided with a pay sheet that they must submit bi-weekly to the Supervisor at the time that the pay period has ended. A pay stub is emailed to all employees prior to receiving their payroll deposit in their bank accounts.

You are responsible to record your hours of work on your pay/time sheet, including your arrival and departure time, break periods and any time you are away from the premises for non-work-related reasons.

Falsification of time records is a serious matter. If you violate this policy, you may be subject to discipline up to and including termination.

Under no condition may you record time for another employee.



## **Pay Equity**

1. The Centre prides itself on an equitable system of compensation for our employees that complies with all governing pay equity legislation requirements.
2. Employees are paid equally for work of equal value.
3. The "value" of jobs is based on the levels of skill, effort, responsibility and working conditions involved in doing the work.
4. Should you have any questions or concerns, please contact the Executive Director.

## **Funding**

### **1. Wage Enhancement**

- Wage Enhancement is \$2.00 per hour for eligible Centre based staff. This is kept separate from your base rate and is stated on your paystub accordingly (WEG).
- Funding for wage enhancement is from the Ministry of Education flowed through Children's Services to Service Providers. Should funding be terminated for any reason by Ministry of Education and/or Children's Services, Child's View and Children's Services have no obligation to cover wage enhancement funding.

### **2. Ineligible Positions**

- Non-program staff are not eligible for wage enhancement.
- Special needs, resources funded, resource consultants/teachers and supplemented staff are not eligible for wage enhancement.
- Only exception to this provision is if at least 25% of the non-program staff position is used to support ratio requirements; in which case the staff may be eligible to partial wage enhancement grant funding equal to the proportion of their time used to support ratio requirements.

## **Accountability**

The Centre shall submit a report reconciling the amount of Wage Enhancement Grant Funding provided with actual expenditures. This report is subject to audit by Children's Services at their sole discretion.

### **General Operating Grant/Other Funding**

General Operating Grant/Other Funding is flowed through Children's Services to Service Providers each month to each eligible staff and is paid out on a per hourly basis. This is kept separate from your base rate and is stated on your paystub accordingly (GOG/PE)

Should funding terminate for any reason by Children's Services, Child's View and Children's Services have no obligation to cover this additional funding.

## 18 HOURS OF WORK

You will normally be required to work [set out hours] Monday to Friday for a total of [set out total number of payable hours].

We will provide you with [set out time] paid/unpaid lunch break per day.

The Supervisor will set up the shift schedule for all employees.

Employees are permitted to leave their workplace during their lunch break, provided however that we at all material times maintain a 2/3 staff ratio in the workplace. Please let your Supervisor know when you are leaving the premise.

### 18.1 Statutory Holidays

18.1.1 The following statutory holidays are observed by our Centre:

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

18.1.2 In the event that any of these holidays fall on a weekend, the Executive Director will determine the prior Friday or following Monday to observe as the holiday.

18.1.3 Employees eligible to receive public holiday pay will receive public holiday as required by the provisions of the ESA as amended from time to time.

Generally, employees qualify for the public holiday entitlement unless they:

- fail without reasonable cause to work all of their last regularly scheduled day of work **before** the public holiday or all of their first regularly scheduled day of work **after** the public holiday;  
**or**
- fail without reasonable cause to work their entire shift on the public holiday if they agreed to or were required to work that day.

18.1.4 Any statutory holiday which occurs during an employee's vacation time will be added to the vacation time.

In addition to the foregoing public holidays, during the Christmas closure, permanent full time (one year contract) employees will be entitled to be paid up to 3 days. This is in lieu of time given throughout the year for professional development training and first aid/CPR training.

## **19 EXPENSE REIMBURSEMENT**

### **19.1 Petty Cash**

19.1.1 Daycare Supervisor's receive an upper limit of \$200.00/month and BASP \$100.00/month to expenditures assigned through the petty cash float.

19.1.2 A petty cash report is completed at each time of transaction with purchase date, amount of purchase and Supervisor to initial to verify.

19.1.3 All employees will be reimbursed for all pre-approved purchases by the Supervisor and will be reimbursed upon submission of the original, dated, itemized receipt to the Supervisor.

### **19.2 Use Of Personal Car**

19.2.1 Employees will be reimbursed for the business use of their personal cars at a rate of \$0.60 per kilometer basis upon pre-approval from the Supervisor.

19.2.2 Employees must submit their mileage report to the Supervisor/Executive Director to determine the amount of kilometers used. Employees will be reimbursed either through petty cash/cheque.

19.2.3 In the case of Supervisors/Cooks where frequent travel time for purchasing food, running errands is necessary, they must submit a mileage report.

Supervisors/Cooks are to align their shopping days to ensure time and resources are efficiently being utilized.

## **20 EMPLOYEES BENEFITS**

### **20.1 Worker's Compensation**

20.1.1 Worker's compensation insurance is provided which covers an employee in the event they are injured on the job.

20.1.2 Although the employer pays worker's compensation on behalf of its employees, it encourages employees to work safely and to take responsibility for their own safe work environment.

### **20.2 Group Health Insurance**

20.2.1 Full time permanent employees are eligible to participate in the Centre's group benefits plan following the probationary period.

Eligibility is determined by the specific terms of the plan in place from time to time.

20.2.2 Upon hiring, full time permanent employees fill out a group health insurance form. It is mandatory for staff to be covered for life insurance and long term disability. Employees may opt out of the extended health benefits which include dental, vision, prescription etc. as long as they are covered under another plan.

20.2.3 Employees pay for 50% of their dental/EHC costs from their pay cheques and 20% of their prescription fees charged to them, unless otherwise amended by the Centre from time to time.

20.2.4 A group insurance benefit booklet will be provided to each employee.

20.2.5 Benefit coverage may be discontinued if you are not actively employed for more than one month. If an employee wishes to continue insurance benefits during a leave of absence, the employee contribution shall continue to be paid by the employee. The Executive Director will require your insurance benefit decision in writing prior to the leave beginning and will provide you with your premium payment information. Post-dated cheques, made payable to Child's View must be received no later than 10 days after the leave has commenced. Failure to make the employee contribution deadline of 10 days will be considered confirmation of the employee's intent to terminate their coverage.

If an employee elects not to continue insurance benefits, Group Health will be notified to terminate your benefits. Upon return from any leave of absence, the waiting period for reinstatement of benefits under the plan will apply once the employee returns to work.

20.2.6 In the instance of an unpaid leave of absence, the length of time the employee can remain on insurance benefits is 1 year.

20.2.7 In the instance of LTD benefit coverage, Child's View has adopted a Corporate Policy to extend group benefits, where allowed by Group Health, for a maximum of 2 years from the date of disability for any employee who is on a Group Health approved disability.

## **21 VACATION TIME**

- 21.1 Vacations will be authorized and organized by the Supervisor/Executive Director.
- 21.2 Vacation time is determined by seniority unless there are exceptional circumstances which shall be considered and determined in the sole discretion of the Centre.
- 21.3 Vacation pay shall accrue during active periods of employment and will be paid out by vacation option chosen and approved by the employee every January 1<sup>st</sup>.
- 21.4 Vacation entitlement:
- < Employees are entitled to their vacation time as per section 18.10, after completion of 12 months of service.
  - < All employees must schedule and take all their vacation entitlement by the end of each year.
  - < Every January, permanent full time employees fill out a vacation request form choosing between A or B option:
    - A Option:** Child's View will pay out vacation pay entitlement on every pay cheque.
    - B Option:** Child's View will accrue vacation pay on each pay on behalf of the employee and vacation pay will be paid out at time vacation is taken by employee.
- 21.5 Vacation time will be taken on a Monday to Friday weekly basis. For vacations taken with a stat holiday, the stat replacement day will be taken either the Friday before your vacation or the Monday after your vacation as long as coverage can be provided. In the case where coverage is not available, the Supervisors and Staff will negotiate another day within the three-month required period.
- 21.6 Vacation requests must be submitted to the Supervisor no later than February 15<sup>th</sup>. Unscheduled vacation after February 15<sup>th</sup> could result in your vacation being scheduled at the discretion of the Supervisor based on availability.
- 21.7 To ensure a fair process, all RECE/Program staff will be permitted to schedule one week of vacation (Monday to Friday) in the months of June, July, August. Any weeks remaining within these three months can be used and will follow the seniority list. All RECE/Program Staff will schedule their first 2 weeks, one week at a time.
- 21.8 Supervisors/ED will schedule their vacation time to meet their job requirements and obligations required throughout the year. The last week of August, first week of September will be unavailable for these positions to take due to the demands/requirements of new enrolments and new school year.

21.9 Employees will follow vacation scheduling procedures and will be required to book within their required time frame given. Seniority will be used in a systematic process. However, any vacation booking deadline not met, the next staff in order to book their vacation will be permitted to do so. Vacation schedule will be posted in the staff room prior to December 31<sup>st</sup>.

All vacations booked are subject to approval from Supervisors pending coverage requirements.

21.10 At no time will an employee's yearly entitlement to vacation time or vacation pay fall below the minimum requirements of the ESA.

21.11 **Vacation Entitlement:**

1 year or more of continuous service	10 vacation days	4%
4 years or more of continuous service	15 vacation days	6%
9 years or more of continuous service	20 vacation days	8%

Employees may not carry forward any unused vacation unless otherwise permitted by the provisions of the ESA. If you do not use vacation beyond the ESA minimum entitlements you will not receive any payment in lieu thereof other than as required by the provisions of the ESA.

Vacation days cannot be converted to sick/personal days or bereavement leave once your vacation leave has started.

Vacation time will not be granted prior to being earned.



## 22 ATTENDANCE POLICY

### 22.1 Policy

- 22.1.1 Child's View places a high value on attendance and punctuality, and expects all employees to arrive at work at the scheduled time of day on each work day. Regular attendance and consistent punctuality are critical to the goals, objectives, effectiveness and standards of Child's View and its business operations.
- 22.1.2 We expect you to be at work and ready to commence your shift.
- 22.1.3 Starting time is not arrival time-it is the time you are ready and available to be working. It is recommended that staff arrive 5 minutes prior to their shift to ensure they are ready for work (personal belongings away, bathroom break needs and aware of any vital information from the communication log) at their appointed time.
- 22.1.4 Tardy employees can impact the daycare's overall productivity, delay and frustrate others who wind up waiting for them, and even decrease the morale of on-time employees. All employees are obligated to report to work on time.
- 22.1.5 An individual is considered late or tardy where the employee is not ready to assume responsibility for their classroom at the start of their shift, returns late from breaks or departs early from work without authorization.
- 22.1.6 Frequency and circumstances surrounding the situations will be taken into consideration to determine if corrective measures are warranted.
- 22.1.7 If an employee is deemed late by the Supervisor you may be subject to discipline.
- 22.1.8 **Daycare employees** must call the Supervisor/Designate before 7:00 a.m. or in the case of the 6:45/7:00/7:30 a.m. shift, must contact Supervisor/Designate 1 hour prior to this shift, if they are unable to report to work on that day.  
**BASP employees** must call the Supervisor at 6:00 am if not able to report to work for their am shift and must call Supervisor by noon if unable to report to work for their pm shift.  
**Please note, texting your Supervisor is not permitted to report your absence from work. Evening (after Supervisors shift) & Weekend calls to report an absence to Supervisor is no longer permitted.**
- 22.1.9 After a total of 9 absences a notification will be sent to the employee to inform them that their sick time entitlement is finished.
- 22.1.10 While the Centre will make necessary inquiries into accommodation needs, generally once an employee is absent for a total of 15 days whether consecutive or not, the Centre will inquire as to whether accommodation may be required.

## **22.2 Emergency Closure**

- 22.2.1 Should the daycare close due to an emergency situation the employees may be paid their regular wage at the discretion of the Board of Directors.
- 22.2.3 Due to inclement weather conditions, Child's View will follow the District School Board of Niagara's school closure policy. If schools are closed due to inclement weather, Child's View's centres will be closed. If the school is open and buses are cancelled, Child's View will remain open as well.
- Information about school closures will be available on the DSBN website and CHCH TV. This information is generally available by 6 am.
- 22.2.4 The employees will be paid for the first snow/ice day closure Child's View has in the calendar year as deemed by the Executive Director.
- 22.2.5 A parent/volunteer emergency system has been put in place and is to be kept up to date by the Supervisor.
- 22.2.6 In the event of a power outage, staff will be notified by their Supervisor as soon as possible. If staff arrive to their program centre prior to being notified, staff will be asked to wait in their cars until the power comes on or daylight occurs due to safety/liability reasons. It will be determined by Board of Director/Executive Director after a reasonable amount of time (dependent upon the time of year and other factors such as heat), if we will be closing our centres or remaining open.

## **23 LEAVES OF ABSENCE**

### **23.1 Jury Duty/Court Leave**

23.1.1 To assist employees in fulfilling their obligations as citizens, the daycare will pay an employee their regular wage as of the last day worked prior to the absence, less their compensation as a juror, for their time served during their regularly scheduled working hours. The employee must provide the Supervisor with a copy of the jury summons and/or subpoena.

23.1.2 We expect you to notify us as soon as you receive the subpoena or summons so that appropriate arrangements can be made for the temporary coverage of your duties and responsibilities.

23.1.3 While this policy only applies if you are required to participate as a witness or juror in a case involving the public interest, as opposed to a personal matter in which you are a party, the Supervisor may exercise discretion on a case by case basis to pay the employee their regular wage for up to one day of attendance. Employees will be required to provide proof of your absence including a copy of the subpoena and/or summons.

20.1.4 We expect you to repay us any amounts paid to you for Court duty (except any mileage, travel or meal allowance paid to you).

23.1.5 We expect you to return to or report to work on any day in which your attendance in a legal proceeding is required for fewer than half of your regularly working hours.

### **23.2 Pregnancy, Parental & Adoption Leave**

23.2.1 Child's View Child Care Services will provide you with pregnancy, parental and adoption leave in accordance with the provisions of the *Employment Standards Act, 2000*, as amended.

23.2.2 While vacation time accrues during the period of leave, vacation pay only accrues during active periods of employment.

23.2.3 You are required to provide the Centre with no less than two (2) weeks' written notice before commencing a pregnancy leave unless circumstances prohibit prior notice. Where prior notice is impracticable, you must provide written notice within two (2) weeks' after your last date of employment of the day the pregnancy leave began or will begin.

23.2.4 Where you wish to change the date of the pregnancy leave you must give the Centre a new written notice at least two weeks before the new date upon which the leave is to commence.

- 23.2.5 Where you wish to end the pregnancy leave on an earlier date, you must provide the Centre with a written notice at least four (4) weeks before the earlier day.
- 23.2.6 In the event that you decide not to return to your employment with the Centre, you must provide the Centre with at least four (4) weeks' written notice of your resignation.
- 23.2.7 The foregoing notice provisions shall apply with respect to parental and adoption leave. However, at the commencement of your parental leave you are required to confirm how much of the parental leave you intend to take failing which the Centre will assume that you will be on parental leave for the entire duration permitted by the ESA.

### **23.3 Bereavement Leave**

In event of a death in your immediate family, you are eligible for 3 days of paid bereavement leave to attend the funeral of an immediate family member.

Immediate family includes:

- your spouse, which includes a same-sex or common law partner
- your mother or father, stepmother or stepfather, foster parent or that of your spouse
- your children or stepchildren, foster child or that of your spouse
- your brother or sister, stepbrother or stepsister
- your mother-in-law or father-in-law
- your grandparent, step grandparent, grandchild or step grandchild or that of your spouse,
- or as otherwise required by the ESA as amended.

You will not be paid for bereavement leave if it falls on a vacation day, statutory holiday or other scheduled day off work unless otherwise required by the provisions of the *Employment Standards Act, 2000*.

Please notify your supervisor as far in advance as possible that you plan to take a bereavement day. When it is not possible to notify your supervisor in advance, you must (either directly or through a relative or friend) notify your supervisor on the first day of your absence and advise as to how many days you expect to be away from work.

The Centre is committed to supporting our employees through a crisis, and we recognize that you may not be ready to return to full duties following a bereavement leave. In such cases, you may discuss with your manager the possibility of taking a further period of absence as either vacation leave, personal leave or unpaid leave.

The foregoing paid bereavement leaves include job protected bereavement leave as prescribed by the provisions of the *Employment Standards Act, 2000*, as amended.

## 23.4 Unpaid Leave Of Absence

A Leave of Absence is defined as time away from work which the employee has requested and the Supervisor/Executive Director has approved, for which the employee is not paid.

The Centre may grant you an unpaid leave of absence. You may be eligible to apply for an unpaid leave of absence if you are a full time employee and have completed your probationary period. You may not take more than one unpaid leave of absence in excess of one month, in a two year period. Your proposed leave of absence must be approved by the Executive Director. Your request will be considered on an individual basis. Although we will attempt to accommodate your request, there may be times when we will be unable to allow you to take the leave.

We will consider the following factors in deciding whether or not to grant you a leave of absence:

- the reason for the leave;
- the length of the leave;
- the availability of other options, such as vacation or personal days;
- any previous leaves of absence you have taken;
- the availability of a suitable replacement(s);
- the extent of your workload and the overall workload of the Centre during your planned absence;
- the time of year; and
- your history of performance.

If your leave will be more than 30 working days, your credit for service for the purposes of salary increases, bonuses, sick leave or any other benefit will be suspended. You may also be responsible to pay for 100% of the premiums for employee benefits in which you wish to participate during your leave. If you choose to pay the full premium, you will be required to prepay the cost of benefits.

Although we hope to be able to reinstate you to your former position, if your leave is longer than 30 working days, the Centre cannot guarantee that your job will still be available to you or that we will have a comparable position for you to fill when you return from your leave.

You are required to contact the Executive Director no less than one week prior to your return to work from your leave of absence.

If you fail to return to work when your leave expires and you have not obtained approval to extend your leave, we will consider you to have resigned from your employment, without further obligation to you.

### 23.5 Medical Leave

The Centre recognizes that there may be occasions where you are unable to work due to medical reasons and/or a disability as defined by the provisions of the Ontario *Human Rights Code*. In such a case the Centre will require medical documentation to confirm matters including but not limited to: the nature of the disability (not the diagnosis) that is preventing you from performing your regular duties and responsibilities and your estimated return date. Individual accommodation and return to work plans will be prepared and as an employee you will be required to participate in the accommodation process. Prior to your return to work from a medical leave, we will require confirmation from a practitioner involved in your care that you are medically clear to return to work without restriction or, in the alternative, confirmation of information relevant to reasonable accommodation including limitations and/or modifications that we may be required to consider (i.e. a functional ability form will be required to be filled out and signed by your doctor and submitted) prior to commencing work.

### 23.6 Educational Leave:

It is Child's View's objective to allow employees to take an educational leave from work to pursue a study related to their work or work of their organization. Unpaid time off may be granted based on the above unpaid leave of absence conditions as well as the following criteria:

1. The employee must have been employed at Child's View for at least one year.
2. The course of study must relate to your field of practice.
3. Child's View will require a letter from educational institution to confirm your course of study and time required to be off to complete.
4. A written request must be made a minimum of 30 days prior to proposed leave to Supervisor.
5. No more than 2 employees off for an educational leave at one time.
6. Job performance
7. Previous educational leaves requested

As in the case of an unpaid leave of absence, the Centre cannot guarantee that your job will still be available to you or that we will have a comparable position for you to fill when you return from your leave **Note:** Any leave of absence over 6 months in duration, the employee will be required to submit an Annual Declaration form, prior to returning to employment.

## 23.7 Family Medical Leave

23.7.1 We will grant you Family Medical Leave in accordance with the *Employment Standards Act, 2000*, S.O. 2000 c. 41 as amended from time to time.

23.7.2 Family Medical Leave is *unpaid*, job-protected leave of up to eight (8) weeks in a 26-week period. Although the leave is unpaid, you may be eligible for compassionate care benefits under the *Employment Insurance* program.

23.7.3 You must inform Child's View as soon as possible that you will be taking a Family Medical Leave.

23.7.4 You may take the leave to provide care and support to a family member who has a serious medical condition with a significant risk of death occurring within a period of 26 weeks. This medical condition and risk of death must be confirmed in a certificate issued by a medical doctor.

23.7.5 The specified family members for whom a Family Medical Leave may be taken are:

- spouse
- parent, step-parent or foster parent
- child, step-child or foster child of the employee or employee's spouse
- brother, stepbrother, sister or stepsister of the employee
- grandparent or stepgrandparent of the employee or of the employee's spouse
- brother-in-law, stepbrother-in-law, sister-in-law or stepsister-in-law or the employee
- son-in-law, or daughter-in-law, of the employee or the employee's spouse
- uncle or aunt of employee or the employee's spouse
- nephew or niece of the employee or the employee's spouse
- spouse of the employee's grandchild, uncle, aunt, newpew or neice
- a person who considers the employee to be like a family member

23.7.6 Family Medical Leave can last up to 8 weeks within a specified 26-week period. The 8 weeks do not have to be taken consecutively but you may only take a leave in periods of entire weeks.

23.7.7 If a medical doctor issues a certificate stating that one of your family members has a serious medical condition and there is significant risk of death occurring within a period of 26 weeks, you may take the leave within that 26 week period.

23.7.8 The earliest you may start the leave is the first day of the week in which the 26 week period identified on the medical certificate begins.

23.7.9 The latest day you may remain on leave is the *earlier* of:

- the latest day of the week in which the family member dies OR
- the latest day of the week in which the 26 week period expires OR
- the latest day of the 8 weeks of Family Medical Leave

## 23.8 Family Caregiver Leave

23.8.1 We will grant you Family Caregiver Leave in accordance with the *Employment Standards Act*, 2000, S.O. 2000 c. 41 as amended from time to time.

23.8.2 Family Caregiver Leave is *unpaid*, job-protected leave of up to eight (8) weeks. Although the leave is unpaid, you may be eligible for benefits under the *Employment Insurance* program.

23.8.3 You must inform Child's View as soon as possible that you will be taking a Family Caregiver Leave.

23.8.4 You may take the leave to provide care and support to a family member where a qualified health practitioner has issued a certificate stating that the individual has a serious medical condition.

23.8.5 The specified family members for whom a Family Medical Leave may be taken are:

- spouse
- parent, step-parent or foster parent
- child, step-child or foster child of the employee or employee's spouse
- brother, stepbrother, sister or stepsister of the employee
- grandparent or stepgrandparent of the employee or of the employee's spouse
- brother-in-law, stepbrother-in-law, sister-in-law or stepsister-in-law or the employee
- son-in-law, or daughter-in-law, of the employee or the employee's spouse
- uncle or aunt of employee or the employee's spouse
- nephew or niece of the employee or the employee's spouse
- spouse of the employee's grandchild, uncle, aunt, newpnew or neice
- a relative of the employee who is dependent on the employee for care or assistance

23.8.6 Family Medical Leave can last up to eight weeks. A week is defined as running from Sunday to Saturday and weeks can be taken consecutively or separately. You may take the leave for periods of less than a full week (i.e. single days during the week), however, if you do you are considered to have used up one week of the eight week entitlement.

23.8.7 You are entitled to be on leave only when you are providing care or support to a family member.

23.8.8 You are required to provide notice to the Centre in writing that you intend to take the Family Caregiver leave. If you must start the leave prior to providing notice, you must inform the Centre in writing as soon as possible after taking the leave.



## 23.9 Domestic Violence Leave

23.9.1 We will grant you Domestic or Sexual Violence Leave in accordance with the *Employment Standards Act, 2000*, S.O. 2000 c. 41 as amended.

23.9.2 Employees who have been employed for at least 13 consecutive weeks are entitled to Domestic or Sexual Violence Leave if the employee or their child has experienced or been threatened with domestic or sexual violence.

23.9.3 The leave is job-protected and provides up to 10 days and 15 weeks in a calendar year of time off to be taken for a specified purpose. The first 5 days of the leave are paid and the rest of the leave is unpaid.

23.9.4 The leave may be taken for any of the following purposes:

- to seek medical attention for the employee or the child of the employee because of a physical or psychological injury or disability caused by the domestic or sexual violence
- to access services from a victim services organization for the employee or the child of the employee
- to have psychological or other professional counselling for the employee or the child of the employee
- to move temporarily or permanently
- to seek legal or law enforcement assistance, including making a police report or getting ready for or participating in a family court, civil or criminal trial related to or resulting from the domestic or sexual violence

You are not entitled to this leave if you committed domestic or sexual violence.

23.9.5 Child is defined as a child, step-child, child under legal guardianship or foster child who is under 18 years of age.

23.9.6 You must inform Child's View as soon as possible that you will be taking a Domestic or Sexual Violence Leave.

23.9.7 There are two lengths of Domestic and Sexual violence leave that can be taken within a calendar year:

### 10 Full Days

- 10 full days of domestic or sexual violence leave every calendar year, whether you are employed on a full- or part-time basis
- employees cannot carry over unused domestic or sexual violence leave days to the next calendar year

- the 10 days of domestic or sexual violence leave do not have to be taken consecutively
- employees can take domestic or sexual violence leave in part days, full days or in periods of more than one day

#### 15 Weeks

- employees are also entitled to take up to 15 weeks of domestic or sexual violence leave within a calendar year for the purposes set out above
- a “week” is defined as running from Sunday to Saturday
- the 15 weeks can be taken consecutively or separately
- the employee may take leave for periods less than a full week (for example, single days, at the beginning, middle or end of a week), but if they do, they are considered to have used up one week of their 15-week entitlement. If the employee is on leave for two or more periods within the same week (for example, on leave on Monday and Thursday of the same week), only one week of the 15-week entitlement is used up

23.9.8 You are required to provide notice to the Centre in writing that you intend to take the Domestic or Sexual Violence Leave. If you must start the leave prior to providing notice, you must inform the Centre in writing as soon as possible after taking the leave.

### **23.10 Religious Leave**

23.10.1 Child’s View will make every attempt to accommodate requests for religious leave as a measure of compliance with the Ontario *Human Rights Code*.

23.10.2 You must inform your manager of your request for religious leave as early as possible to enable your supervisor to ensure that there is adequate staff in place to cover your absence.

23.10.3 Requests for religious leave must be made in writing to the Executive Director and/or designate, and must include a reason for your request.

23.10.4 You may use up to two days of unpaid leave for the purpose of religious leave. If you need more than two days, you may use vacation leave.

23.10.5 It is the manager’s responsibility to ensure that the Executive Director and/or designate has been informed of your absence and to advise the Executive Director and/or designate as to the nature of the leave (*i.e.*, vacation day, unpaid leave).

### **23.11 Organ Donation Leave**

Organ Donation Leave shall be governed by the *Employment Standards Act, 2000* and any amendments thereto. A staff member who has been employed by the Child's View for at least thirteen (13) weeks is entitled to a protected leave of absence without pay for the purpose of organ donation. If requested, the employee must provide the Executive Director with a certificate from a legally qualified medical practitioner confirming that the employee has undergone or will undergo surgery for organ donation.

The employee may take the leave for a period of time as prescribed by a legally qualified medical professional for up to a maximum of thirteen (13) weeks. When the leave ends, if the employee is not yet able to perform the duties of his or her position because of the organ donation, the employee is entitled to extend the leave if they provide the Executive Director with a certificate from a legally qualified medical professional stating they are unable to work for a specified period of time. The leave may be extended more than once but the total of the extension periods may not be more than thirteen (13) weeks.

The employee may begin the leave on the day that he or she undergoes the surgery for organ donation or on an earlier day if it is specified in the certificate from the legally qualified medical professional.

The employee must notify the Executive Director in writing at least two (2) weeks in advance of their intention to take an organ donor leave. If the employee wishes to extend the leave or end the leave early they must provide the employer two (2) weeks' notice. If the leave must begin before the originally specified period, the employee must notify the employer as soon as possible.

### **23.12 Critical Illness Leave**

Child's View will provide you with Critical Illness Leave in accordance with the *Employment Standards Act, 2000*, as amended.

Critical Illness Leave is an unpaid job protected leave. The specific family member for whom a Critical Illness Leave may be taken are:

- The employee's spouse.
- A parent, step-parent or foster parent of the employee or the employee's spouse.
- A child, step-child or foster child of the employee or the employee's spouse.
- A child who is under legal guardianship of the employee or the employee's spouse.
- A brother, step-brother, sister or step-sister of the employee.
- A grandparent, step-grandparent, grandchild or step-grandchild of the employee or the employee's spouse.
- A brother-in-law, step-brother-in-law, sister-in-law or step-sister-in-law of the employee.
- A son-in-law or daughter-in-law of the employee or the employee's spouse.
- An uncle or aunt of the employee or the employee's spouse.

- A nephew or niece of the employee or the employee's spouse.
- The spouse of the employee's grandchild, uncle, aunt, nephew or niece.
- A person who considers the employee to be like a family member, provided the prescribed conditions, if any, are met.
- Any individual prescribed as a family member for the purpose of this definition

A staff member who has been employed by Child's View for at least six (6) consecutive months is entitled to a leave of absence of up to thirty-seven (37) weeks without pay to provide care or support to a critically ill minor child (under 18 years old) of the employee if a qualified health practitioner issues a certificate that states that the child is a critically ill minor child who requires the care or support of one or more parents and sets out the period during which the child requires the care or support. If the certificate states that a period less than thirty-seven (37) weeks is needed, then the employee is only entitled to the amount of time set out in the certificate. If the certificate states a period more than fifty-two (52) weeks, then the leave must end no later than fifty-two (52) weeks from the when the certificate was issued or the child became ill.

A staff member who has been employed by Child's View for at least six (6) consecutive months is entitled to a leave of absence of up to seventeen (17) weeks without pay to provide care or support to a critical ill adult family of the employee if a qualified health practitioner issues a certificate that states that the family member requires the care of support of one or parents and sets out the period during which the family member requires the care or support of one or more parents and sets out the period during which the family member requires the card or support. If the certificate states that a period less than seventeen (17) weeks is needed, then the employee is only entitled to the amount of time set out in the certificate. If the certificate states a period more than fifty two (52) weeks, then the leave must end no later than fifty-two (52) weeks from when the certificate was issued or when the family member became ill.

The employee must notify the Executive Director in writing of their intention to take this leave and indicate which weeks they will be taking this leave. The leave may not extend the period stated on the certificate issues by the qualified health practitioner. The employee may be required to present this certificate to the Executive Director. If the employee wishes to change the time they will be taking the leave, this request must be made in writing to the Executive Director. If the child or family member dies while the employee is on leave, the leave ends at the end of the week the child or family member dies.

### **23.13 Crime Related Disappearance Leave**

Child's View shall grant Crime Related Disappearance Leave in accordance with the provisions of the *Employment Standards Act, 2000* as amended.

A staff member who has been employed by Child's View for at least six (6) consecutive months is entitled to a leave of absence without pay of up to one-hundred-four (104) weeks if one or more of their children disappears and it is probable, considering the circumstances, that the child or children disappeared as a result of a crime as defined by the Criminal Code.

At any point before starting the leave or during the leave if the employee is charged with the crime or if it is probable, considering the circumstances, that the child was a party to the crime, the employee is not entitled to a leave of absence. If at any point during the leave it no longer seems probable that the employee's child disappeared as a result of a crime, the employee's entitlement to leave ends on the day which is no longer seems probable that the circumstance was crime related.

If the employee's child has disappeared as a result of a crime and is found alive within the one-hundred-four (104) week period, the employee is entitled to remain on leave for fourteen (14) days after the day the child is found. If the child is found dead the employee is entitled to take a Child Death Leave. The leave must start as soon as the child is found.

If more than one employee at Child's View is affected by the same crime related child disappearance, the total period of time taken for the leave for both employees cannot exceed the amount of time for each type of circumstance as outlined in this policy.

The employee must notify the Executive Director in writing as soon as possible the intention to take the crime related child death or disappearance leave and provide the Executive Director with a written plan that indicated the weeks in which they intend to take the leave. If the employee wishes to change the time of their leave they must provide the request in writing to the Executive Director at least four (4) weeks' notice before the change. If requested, the employee may be asked to provide evidence of the employee's entitlement to take this type of leave.

#### **23.14 Child Death Leave**

Child Death Leave shall be governed by the *Employment Standards Act, 2000* and any amendments thereto. A staff member who has been employed by Child's View for at least six (6) consecutive months is entitled to a leave of absence without pay of up to one-hundred-four (104) weeks if one or more of their children dies. At any point before starting the leave or during the leave if the employee is charged with the crime, the employee is not entitled to a leave of absence. The employee must notify the Executive Director in writing as soon as possible the intention to take the child death leave and provide the Executive Director with a written plan that indicated the weeks in which they intent to take the leave. If the employee wishes to change the time of their leave they must provide the request in writing to the Executive Director at least four (4) weeks' notice before the change. If requested, the employee may be asked to provide evidence of the employee's entitlement to take this type of leave.

## 24 SICK TIME

All regular full time/part time and temporary full time (one year contracts) are eligible for annual paid sick days that total:

- 72 hours (8 hour work day) per calendar year (daycare)
- 54 hours (6 hour work day) per calendar year (cook)
- 45 hours (5 hour work day) per calendar year (basp)

Eligibility for paid sick leave commences upon completion of the three month probationary period and will then be pro-rated until the following calendar year.

You may take paid sick days for reasons which include cases of illness, injury and certain other emergency and urgent matters such as:

- personal illness, injury or medical emergency
- death, illness, injury, medical emergency of or urgent matters relating to:
  - i. a spouse, parent, step-parent, foster parent, child, step-child, foster child, grandparent, step-grandparent, grandchild or step-grandchild
  - ii. the spouse of your child
  - iii. a brother or sister
  - iv. a relative who is dependent on you for care or assistance or as otherwise amended by the provisions of the ESA.

Sick days noted above are included in the number of job-protected leaves for sick leave and family responsibility leave as contemplated by the provisions of the *Employment Standards Act, 2000*, as amended.

Doctors' notes will be required if an employee has been away for more than 3 consecutive days or as may be required to facilitate an individual accommodation plan.

Supervisors may require a doctor's note at their discretion at any time they feel it may be necessary due to excessive absenteeism, denied time off, etc.

Sick days are not extra vacation pays. Please reserve them for legitimate absences.

You may not carry forward unused sick days. However, employees will be paid out on the last pay in January, any sick time remaining from the previous calendar year. You must be actively employed or on a job protected leave in order to receive pay out of unused sick days. In the event that you are terminated for any reason including but not limited to resignation or termination, you will not be entitled to receive payment of unused sick days.

In the case of a maternity leave, leave of absence and/or new employee, paid sick time will be pro-rated for that calendar year however you will be entitled to exercise unpaid job protected sick leave and family responsibility leave as per the provisions of the ESA.

Sick leave may also be used for medical appointments subject to the foregoing.

Health related appointments will be defined as emergency or urgent medical appointments or those involving a specialist.

Health care professionals will include but not limited to:

- < Doctor
- < Nurse practitioner
- < Lab technician
- < Chiropractor
- < Orthodontist/Dentist
- < Physiotherapists
- < Psychiatrists
- < Health Care Specialists
- < Health Care Therapists

Where an employee requires time away for a medical appointment we request that you make every effort to schedule the appointment around your work hours. We understand that that may not always be possible and therefore request that you provide us with as much advance notice of the required request for time off and, no less than one (1) week advance notice unless it is impracticable to do so.

Non-medical appointments will not be covered under your sick time. This would include appointments with lawyers, teachers, real estate agents, banks etc.

## **25 ELECTIONS**

25.1 If you qualify as a voter in an election, you are entitled to time off for voting purposes with no deduction in wages pursuant to the *Canada Elections Act*. For the jurisdiction, employees must be provided with no less than three (3) consecutive hours during the polling hours in order to cast their votes.

25.2 Your Supervisor or Executive Director Representative will ensure that you are advised of your hours of work on the date of the election, before the actual election day. We will also post a notice outlining the hours of work on election day in advance of the election.



## **26 STAFF TRAINING AND DEVELOPMENT**

### **26.1 Policy Statement:**

- 26.1.1 The employer will provide regular full and part time employees (daycare/basp) with the opportunity to work, learn, develop and advance as opportunities become available.
- 26.1.2 Employees are encouraged to participate in various courses, seminars, conferences or workshops, where these will assist in the employees' development and improve performance and be beneficial to the centre.
- 26.1.3 Continuous Professional Learning through the College of ECE is required for all RECE's to complete. The Continuous Professional Learning process supports RECE's in meeting the expectations outlined in government legislation and college by-laws, policies, practices and programs.
- 26.1.4 All employees are encouraged to stay abreast of the latest developments and trends in their field of work. For this reason, the expectation of two professional development workshops per year is recommended through our performance review process.

### **26.2 Leave for Conference/Workshops:**

- 26.2.1 Employees wishing to partake in a conference or workshop which are work related must fill out a registration form and submit it for approval by the Supervisor.
- 26.2.2 Conferences/Workshops attended during the day, will be paid at regular working hour wages. Employees are not eligible for mileage allowance.
- 26.2.3 Employees (daycare/basp) will be allocated \$250.00 per year to attend conferences/workshops/training.
- 26.2.4 Employees are not eligible to receive any wages or receive mileage allowance for their attendance after work hours.
- 26.2.5 Employees are eligible to receive regular wages for workshops deemed mandatory by the Supervisor/Executive Director for any in house training sessions taken as a team.
- 26.2.6 First Aid/CPR training is provided by Child's View. The cost for this training will be paid by Child's View for all regular employees (daycare/basp). This will come out of professional development & training dollars each staff receives. Contract staff filling in for leaves can attend but will be required to pay for the training. Paid training hours are not covered at the time of training.

## **26.3 Outside Education Policy**

- 26.3.1 Employees are encouraged to improve their vocational development through education courses.
- 26.3.2 Where the employee attends a course with advance approval of the Supervisor, they may be reimbursed for the regular tuition fees upon evidence that the employee has satisfactorily completed the course.
- 26.3.3 Extension courses offered by accredited universities, high schools, technical training centres and professional associations are eligible. To be approved by the Executive Director, the course must be of a type that can be reasonably expected to improve the performance and development of employees in relation to their careers at the daycare.

## **26.4 Quality Child Care Niagara Training**

- 23.4.1 All R.E.C.E./ Program Staff employees will be trained in the QCCN program as part of their mandatory in-house training.
- 23.4.2 Certificates will be placed in the employee's file upon completion.
- 23.4.3 Any new employees will be required to complete this training within their first year of employment or when training is made available through the Niagara Region and the ECCDC.

## **27 TEAM MEETINGS**

- 27.1 Employees are expected to attend all team meetings and to inform the Supervisor ahead of time if unable to attend, stating the reason.
- 27.2 Employees are encouraged to raise matters of interest and/or concerns at regular team meetings however, any issues to discuss needs to be placed on the agenda. The agenda is placed in the staff room for employees to add to it. If your issue will take more than 5 minutes to discuss, or if you require certain information or consideration, please let the Supervisor know ahead of time.
- 27.3 Employees who are raising concerns, should bring to the table some solutions or ideas on how to resolve their issues. Feedback from team members will be more productive.
- 27.4 Each employee is encouraged to express their opinions in a positive and non-threatening manner. All employees must respect differing opinions of others and try to see other sides of a situation.

## 28 INTERNET ACCEPTABLE USE POLICY

### **Purpose:**

It is the policy of Child's View that employee productivity can be greatly enhanced through the use of the Internet, and that Internet resources shall be provided to our staff. As such, the purpose of this policy is to outline and ensure that Child's View's Internet resources are used appropriately at all times when conducting Child's View business.

### **Acceptable Use:**

Employees of Child's View may use the internet to complete their job duties, under Child's View's business objectives. Permissible, acceptable, and appropriate Internet-related work activities include:

- Researching topics of interest used to teach the children through program planning
- To gain knowledge in child care techniques or related information
- Pertaining to children's health and well-being (i.e. fragile x)
- Downloading worksheets and programming applications

### **Unacceptable Use:**

Internet use at Child's View shall comply with all Federal and Provincial laws, and will not violate Child's View's other policies. Inappropriate and unacceptable Internet use includes, but is not limited to:

- Usage for illegal purposes, such as theft, fraud, slander, libel, defamation of character, harassment (sexual and non-sexual), stalking, identity theft, online gambling, spreading viruses, spamming, impersonation, intimidation.
- Accessing, downloading, or printing any content that exceeds the bounds of good taste and moral values (i.e. pornography)
- Violate copyright laws by unlawfully downloading or using information or software that is protected by copyright
- Disclose confidential information about the Centre or individuals we serve
- Engaging in any other activity which would in any way bring discredit, disrepute, or litigation upon Child's View.

### **Personal Use:**

This policy does allow room for limited and reasonable personal use of the Internet by all staff. This privilege may be revoked at any time by management.

This policy does not distinguish between Internet access performed during normal working hours and that performed on personal time (before/after work hours, scheduled breaks) Any personal Internet usage conducted through Child's View is covered by this policy, regardless of location or time of day.

Limited and reasonable personal use of Internet access is defined as any personally-conducted online activity or web usage for purposes other than those listed in the Appropriate Use section of this policy. Personal use is limited to the following parameters, and shall not:

- Interfere with normal business operations
- Have a negative impact on user productivity or efficiency
- Compromise the integrity of Child's View
- Conflict with any of Child's View's existing policies whatsoever

### **Social Networking Sites and Blogs:**

The use of social networking sites, e.g. Facebook, My Space, etc. and personal Blogs/Twitter have been deemed an ACCEPTABLE use of personal internet at Child's View. The use of these sites will be allowed before and after work hours and on breaks only. The abuse of personal internet use on these sites using either Child's View owned and operated equipment or personal internet access devices during normal working hours will be subject to disciplinary action, up to and including termination of employment.

Child's View's employees are strictly prohibited from posting sensitive, libelous, or personal information regarding our families and other employees on any social networking sites and/or the internet in general.

Child's View's employees are strictly prohibited from posting photographs of other employees, parents and children on Facebook, email or other internet sites.

Child's View does not accept responsibility for any loss or damage suffered by employees as a result of employees using Child's View's Internet connection for personal use. Child's View is not responsible for the accuracy of information found on the Internet. Users are responsible for the material that they access, download, or share through the Internet.

## **Social Media Policy:**

To maintain the professional reputation of Child's View and its employees and placement students the following policy has been created to provide a guide regarding social media communications.

Professionals working in positions of trust such as in Child Care organizations must always be cautious regarding informal discussions that occur on various social media sites (Facebook, LinkedIn, Twitter, personal Blogs etc.

Therefore the following guidelines should be applied to the use of any online social media sites where information reflects on the reputation of Child's View, its employees, and clients. The organization expects all employees and placement students to exercise personal responsibility whenever they use social media and not to violate that trust.

### **GUIDELINES TO REMEMBER**

- There is no such thing as being anonymous on the internet, every posting can be tracked and traced
- Social media sites archive copies of every piece posted even when those posts have been deleted from online profiles
- Every post is a direct reflection of who you are; always be respectful and professional whether you are posting on your website or commenting on other websites
- Protect your private life and yourself; Facebook/Google/Twitter/LinkedIn never forgets!
- Employees are not permitted to post or share information related to the actions or lives of their co-workers, placement students, Board members, children, or clients online
- Employees are not to post any confidential, legal, or identifying information about the children, clients, placement students, Board members, or other staff members on social media
- Employees are not permitted to post any comments that could be construed as threatening, harassing, bullying, discriminatory, defamatory, or any form of inappropriate material that is directed towards themselves, other staff members, placement students, Board members, clients, or the organization.
- Always maintain confidentiality, do not violate the organization's confidentiality and privacy policies
- Never respond to any negative comments about the organization. Report it to the Executive Director/Supervisor
- Never represent yourself or the organization in a false or misleading way
- Make sure your social media activity does not interfere with your work commitments to the organization
- Staff should never post anything about the organization that could create a hostile work environment, reflect negatively on the organization, or its employees, children, and clients.

It is the policy of Child's View that employees and placement students do not accept current clients (both parents and children) as "friends" or "buddies" when using any social networking sites.

## **Electronic Monitoring Policy**

### **INTENT**

Child's View values trust, discretion, and transparency and believes employees deserve to know when and how their work is being monitored. This policy is used in addition to Child's View's Internet Acceptable policy and Social Media policy and is intended to establish guidelines for company practices and procedures related to electronic monitoring of employees.

### **DEFINITIONS**

Electronic Monitoring: Using technological, electronic, or digital means to track, observe, or monitor someone's actions.

Personal Information: Any factual or subjective information about an identifiable individual.

### **GUIDELINES**

#### **Electronic Monitoring Practices**

Child's View collects information through electronic monitoring for a variety of reasons, including protecting the company's legal and business interests. Child's View will electronically monitor the following activities and procedures:

- IPAD use for HiMama that tracks children's attendance/ratios and HDLH documentation that is reviewed by your Supervisor.
- IPAD use for communication between staff and parents on the HiMama app as reviewed and monitored by your Supervisor.

Any information collected by electronic monitoring may be used during employee reviews or during consideration of disciplinary decisions.

To promote impartiality, and to ensure any information collected through electronic monitoring is handled appropriately, Child's View will monitor these activities by requesting to monitor your IPAD periodically to ensure compliancy with:

- children's attendance to ensure ratios and attendance is in compliance with MED requirements.
- documentation to ensure completion and to review program expectations with HDLH
- monitoring of communication through the HiMama app with parents to ensure compliancy with our Internet Acceptable policy and Social Media Policy.

### **PRIVACY AND CONFIDENTIALITY**

Child's View's monitoring is aimed at collecting information related to its business. However, some information collected by electronic monitoring may be considered personal information. When personal information is under Child's View's control, it is the responsibility of the company to protect it.

All information collected through electronic monitoring will be securely stored and protected. If any personal information is collected, its use and disclosure will be limited to achieve the stated purpose of its collection. Child's View will adhere to all privacy and confidentiality legislation that applies to the collection, use, and disclosure of personal information obtained by electronic monitoring.

**Created: November 10, 2022**



## 29 OFF DUTY CONDUCT POLICY

Child's View respects and understands how employees decide to live their lives when they are off duty is a private matter. However, Professionals working in positions of trust such as Child Care organizations must always be cautious that the way in which they conduct and present themselves when off-duty can have a significant impact on our organization.

In order to maintain the professional reputation of Child's View, its employees, client relationships, and workplace environment the organization expects all employees to exercise personal responsibility in their off-duty conduct.

The following policy has been created to provide a guide regarding off-duty conduct balancing employer interests and an employee's rights and privacy while still holding the employee accountable.

### Off-Duty Conduct Subject to Discipline:

- The conduct renders the employee unable to perform his or her duties satisfactorily
- The conduct interferes with the relationship with the efficient management of the organization
- The conduct interferes with the relationship in being able to work directly with clients
- The conduct leads to refusal or reluctance of other employees to work with him or her
- The conduct harms the general reputation of Child's View, its employees or its clients
- The conduct is in a serious breach of the Criminal Code of Canada

### Employees:

Should always be aware that behaviours related to off-duty conduct can reach further than their intended audience and therefore directly affect working relationships within the organization.

With the use of widespread social media organizational and personal reputations can be affected quickly, opinions and actions can take on greater significance "if you don't want anyone to see it don't post it"

### Duty To Report:

Employees are responsible to inform the Executive Director/Supervisor as soon as possible if he or she is arrested, detained or charged with a violation under the Criminal Code of Canada or other Canadian laws related to their official duties.

Discipline:

Violations of Child's View's off-duty code of conduct policy will be treated like a disciplinary infraction committed on-duty and subject to discipline up to and including termination as outlined in the organization's Progressive Discipline Policy.

**DISCONNECTING FROM WORK POLICY (created June 1, 2022)****INTENT:**

This policy has been established to support employee wellness, minimize excessive sources of stress, and ensure that employees feel they can disconnect from their work outside regular working hours.

**GUIDELINES:**

Child's View recognizes that with the increased availability of technology in the workplace, including email, cell phone, and internal messaging systems, that the lines between work and home or private life can become blurred. The organization supports Educators' rights to disconnect from work and ensure that expectations regarding off duty communications are created and clear and seeks to comply with Bill 27, the Working for Workers Act. In furtherance of this:

- Educators shall receive clear communication regarding their hours of work and on duty schedules, recognizing that overtime may be required to meet ratios.
- Supervisors/ED shall be encouraged to utilize "out of office" notifications when they are away from the office, including for scheduled partial days.
- Educators shall not be expected to respond to emails during "off duty" or after their scheduled workday is complete. This includes lunches/breaks.
- Where Supervisor/ED are working from home, they shall have clear expectations set surrounding when they are to be "online" and "offline".
- Child's View recognizes that employees who are off duty are not expected to be engaging in work-related communications. This includes, as outlined, responding to emails, voice or video calls, or sending or reviewing other messages. Employees are not expected to respond to any company communication when they are not at work, apart from any unforeseen circumstances, such as an emergency. Employees will be required to continue to follow our call in procedure as outlined in our attendance policy.
- There may be employees by virtue of their roles that are excluded from all or some of the applications of this Policy, and in those circumstances, Child's View shall ensure clear communication to those individuals excluded of their individual expectations

## 31 DRESS CODE AND ETIQUETTE

- 31.1 Employees should observe a dress code that is appropriate to the work they are performing that is comfortable, allows for freedom of movement in working with the children and reflects professional representation of Child's View.
- 31.2 The following guidelines will apply but not limited to:
- < clothing has no tears, holes, patches or fringes
  - < sweat pants, track pants, yoga pants are not permitted
  - < leggings may be worn but buttocks must be covered by a top
  - < tank tops must have 4 inch straps
  - < all tops must cover the navel area
  - < casual/dress shorts/skirts are permitted but must be mid-thigh/no sport shorts
  - < logos are allowed but should not display any inappropriate wording, images or logos.
  - < proper shoes are to be worn; flip flops (includes Nike/Adidas sandals)/bare feet/slippers are prohibited  
note: any shoe with a toe thong is not permitted
- 31.3 Please observe good habits of cleanliness and personal hygiene, and avoid strong perfume or cologne and scented laundry products (which may affect your co-workers or any customers with allergies). Please do not chew gum when attending meetings and please do not eat or chew gum during business telephone calls.
- 31.4 Employees are not permitted to drink/eat or chew gum in front of the children except for regularly scheduled snack and meal times. Employees are to set an example during snack/lunch time and eat the same foods as the children. Employees are not permitted to eat their own food during time with the children in program.
- 31.5 The interpretation of this policy is subject to our discretion. If we determine that you are inappropriately dressed, you may be sent home and required to return to work in acceptable attire. Any time spent away from work in order to change your clothing will be considered unpaid personal time off. Any staff not complying with the dress code shall be subject to discipline.

## **32 ENROLMENT OF STAFF CHILDREN**

- 32.1 Employees are eligible to have their child(ren) attend this daycare but must put their child on the Niagara Region one list until a spot becomes available.
- 32.2 Employees will receive a 25% reduced fee (school age only) and your child(ren) is eligible to take the same amount of vacation time as you are given without fee payment.

### **33 PHONE CALLS AND CELLPHONE USE**

- 32.1 Program telephones are for business purposes. In order that the telephone may be free to conduct program business, the use of the phone should be limited to making appointments or in emergency situations.
- 32.2 Employees should only make personal phone calls, text messages and emails during their break times.
- 32.3 All employees who have cell phones are to keep them turned off while in their classroom. Phone calls are not to be taken during their time with the children.
- 32.4 Cell phones are to be kept in purses, cupboards and/or lockers and not taken out until break time.

### **34      LENGTH OF SERVICE AND SENIORITY**

We greatly appreciate when our employees stay with us and get to know our business very well.

When decisions such as who is to be promoted, transferred, laid off or recalled are to be made, an employee's length of service and seniority will be considered.

However, it must be understood that we do not base important decisions on length of service or seniority alone. In most cases, an employee must first demonstrate certain abilities or qualifications necessary to do the job.

Should you have any questions or concerns, please contact the Executive Director and/or designate.

## **35 PERFORMANCE REVIEWS**

33.1 We will evaluate performance on an informal and formal basis throughout your employment. This will provide you with feedback about your work and allow you an opportunity to provide us with feedback regarding your goals and development.

33.2 We will conduct a formal, written performance evaluation annually. We also expect you to meet with your supervisor informally throughout the year to discuss performance concerns or issues.

33.3 Child's View performance reviews will reflect and will evaluate performance based on the College of ECE Code of Ethics, Standards of Practice and Continuous Professional Learning. (See Code of Ethics, Standards of Practice and Continuous Professional Learning in this manual)

33.4 The objectives of performance evaluation are to:

- ensure you are meeting your responsibilities
- challenge you to continually build on your performance
- keep you informed about your progress so you can maximize your achievements
- assist us in setting appropriate compensation and making decisions about training and promotions

33.5 Both the Employee and the Supervisor have an opportunity to openly and objectively discuss the employee's performance.

33.6 The review process will involve:

- the employee completing a self-evaluation
- reviewing completed performance review prior to meeting with the Supervisor
- meeting with the Supervisor to go over review and to mutually establish specific short-term and long-term goals for the upcoming year

33.7 Your performance evaluation is intended to be a participatory process in which we expect you to evaluate yourself as well. This will ensure that you have ownership over your performance and your contributions to the efforts of our entire team.

33.8 If your performance reaches a level such that you are unable to perform your duties up to the expected standard, your manager may place you on a Performance Improvement Plan ("PIP").

33.9 The period of the PIP will be determined by the Centre but will generally reflect a 90 day period.



33.10 During the PIP period, we expect you to demonstrate a willingness and ability to bring your performance within acceptable levels. At the end of the PIP period, you will either be returned to regular status, if your performance is acceptable, or your employment will be terminated. We will only grant an extension to a PIP period in extenuating circumstances.

33.11 A PIP does not mean that you are “on your way out.” A PIP should be viewed as an opportunity to reform your performance and demonstrate that you are capable of meeting our expected standards. We want you to succeed and encourage you to seek support from your supervisor and to help you successfully complete the PIP period.

33.12 If at any time you wish to discuss a performance-related matter with your supervisor we encourage you to do so.

33.13 Performance Quarterly Review Checklists:

All program staff will have a performance review checklist completed twice a year to monitor behaviour management and professional practices. These observations will be used to support the Supervisor when completing staff’s annual reviews and to ensure staff are demonstrating best practices in a professional manner consistently. Supervisors will provide coaching/mentoring to all staff to ensure that they are successful in meeting all job description requirements and program responsibilities. This will be done through coaching meetings and side by side mentoring. These checklists will also be used to support corrective measures and any disciplinary action that may need to be addressed.

33.14 The Board of Directors will conduct the Executive Director’s annual review.

## **36 EMPLOYEE FEEDBACK**

34.1 We recognize that you are often in the best position to identify inefficiencies and areas for improvement.

34.2 If you have an idea or concern to share, no matter how small it may seem, we strongly encourage you to do so by mentioning it to your supervisor or by raising it at a staff meeting.

34.3 Although there may be reasons why we are unable to implement your idea, we assure you we will give it serious consideration.

34.4 If you have a complaint of a personal nature, please follow our Dispute Resolution Procedure.

## 37 EMPLOYEE DATING

35.1 While we do not wish to interfere in the private lives of our employees, the Centre believes that it is in everyone's best interest to establish clear boundaries with respect to romantic relationships between employees.

35.2 If you are or become involved in a romantic relationship with a fellow employee, it is incumbent upon you to ensure that the other individual is entering into the relationship voluntarily. To this end, you are required to review the terms of our *Harassment Policy* to ensure that your behaviour does not violate the terms of that policy.

35.3 You may not allow a personal relationship with a co-worker to affect the working environment or productivity of yourself and others. In addition, please refrain from intimate conversations or contact while on the premises, whether you are "on duty" or on a break.

35.4 Due to the inherent power imbalance in any supervisory relationship, individuals in supervisory positions or other influential roles must abide by more stringent requirements.

35.5 If you hold a supervisory or influential position, you must take extreme care to ensure that the relationship is voluntary. For that reason, it may be advisable to simply refrain from becoming romantically involved with another employee. If you are or become involved in a romantic relationship with a fellow employee, you must immediately disclose to the Centre the nature of the relationship, even if your partner does not report to you. The Centre will determine whether the relationship creates a conflict of interest. You may be considered to be in a conflict of interest if you are in a position of influence over the other employee, *e.g.*, can influence or make decisions with respect to hiring, firing, promotions and compensation or where the nature of the relationship and the respective positions you hold create a perceived conflict of interest.

35.6 If the Centre determines that a conflict of interest exists and options for resolving the conflict may be provided.

35.7 At all times you are required to exercise common sense and discretion in upholding the spirit and intent of this policy.

## 38 ACCESSIBILITY STATEMENT

### **Purpose:**

To set out the Centre's commitment to achieving accessibility for employees, customers and other people with disabilities.

### **Policy:**

At the Centre, we are committed to ensuring that we provide a safe, welcoming, barrier-free and accessible environment for our employees, families, job applicants, visitors and other stakeholders who enter onto our premises.

As an organization, we are responsible for ensuring that our employees, as well as our facilities, policies, business practices and systems, comply with the governing legislation and relevant best practices regarding accessibility for individuals with disabilities in a way that promotes their dignity and independence. To that end, we have implemented policies and training programs for employees which address specific issues. These programs are tailored to particular groups of managers and employees and include information on topics such as:

- an overview of the governing legislation (including the *Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act, 2005*, its regulations and accessibility standards
- non-discriminatory job posting, interviewing and hiring practices
- accommodating employees with disabilities
- communicating with customers with various types of disabilities
- communicating clearly and concisely by telephone
- the use of assistive devices and alternatives to telephone communications
- the use of service animals and support persons
- providing of accessible invoices/bills
- providing notices of temporary disruptions
- relevant policies, practices and procedures

We all have a part to play in ensuring that individuals with disabilities are treated fairly and in a manner that respects their dignity and independence.

## **39 AODA EMPLOYMENT STANDARD**

### **Purpose:**

The Centre is committed to ensuring that employment opportunities are fully accessible to job candidates and employees with disabilities. This policy is intended to ensure that the Centre advances accessibility in employment for people with disabilities, through compliance with the Employment Standard under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”).

### **Policy:**

### **Application**

1. This policy applies to all employees and prospective employees of the Centre. Any sections of this policy that relate to job applications and recruitment apply to both internal and external recruitment.
2. This policy does not apply to volunteers or other non-paid individuals.

### **Accommodation in Recruitment Processes**

1. The Centre will ensure that accommodations for people with disabilities are available in our recruitment processes for job applicants to use. These could include, but are not limited to:
  - publishing job ads in accessible formats; for example, ensuring that job ads on our website can be read by screen-readers for applicants with vision impairments
  - holding job interviews in locations that are accessible to applicants using wheelchairs
  - adjusting the format of job interviews or job evaluations to be accessible to applicants with different kinds of disabilities
  - allowing a personal support person to attend job interviews with the applicant where this is necessary to allow the applicant to fully participate in the interview
  - providing additional time to complete tests or evaluations that are part of the job selection process or to answer interview questions
2. The Centre will notify the public, through its website and in job ads, that accommodations in the recruitment process are available upon request. For internal job postings, The Centre will notify the employees who are eligible to apply for the job that accommodations in the recruitment process are available upon request.
3. The Centre will also specifically advise each person who is invited to participate in a job interview or job selection process that accommodations are available upon request regarding the materials and the processes that will be used.

4. Upon request by a job applicant, the Centre will consult with the applicant about his or her needs related to a disability and will provide accommodations that are reasonably necessary to allow the person to access the job interview or selection process.
5. The Centre will advise each successful candidate of its policies for accommodating employees with disabilities at the time that an offer of employment is made and will give successful candidates an opportunity to review these policies.

### **Supports and Accommodations**

1. We will ensure that all employees are informed about any policies that are used to support employees with disabilities, including this policy and our general accommodation policy. We will do this by circulating relevant policies to employees as soon as possible after they begin work and whenever our policies change, as well as through appropriate training.
2. Upon request, the Centre will ensure that information you need to perform your job and other information that is generally available to employees in the workplace (such as employment policies and bulletin board announcements), is provided to you in an accessible format or with communication supports. The Centre commits to consulting with you to determine what type of accessible format or communication support you need.
3. Accessible formats or communication supports can include, but are not limited to:
  - large-print or Braille formats for employees with vision impairments
  - providing information verbally to employees with vision impairments or with disabilities that impair the ability to process or understand written information
  - providing instructions in written format to employees with hearing impairments or with memory or other impairments that affect the usefulness of verbal instructions

### **Emergency Response Information**

1. If, as a result of a disability, you would face barriers or special considerations during a workplace emergency, the Centre will provide you with individualized information regarding how you will be accommodated and assisted in the event of an emergency. The Centre will consult with you in order to determine an appropriate emergency response plan.
2. If you believe that you may require individualized emergency response information or an individualized emergency response plan, please speak with your manager or Executive Director. While the Centre aims to be proactive in developing individualized emergency response plans, we may not know that you require one unless you tell us.
3. With your consent, we may provide your individualized emergency response information to another employee whom we have selected to assist you in the event of an emergency. This will be done only if you require assistance and if you consent.

4. All individualized emergency response information and plans will be reviewed whenever:

- you move to a different physical location
- your overall accommodation measures and plans are reviewed
- the Centre reviews its general emergency response policies

### **Individual Accommodation Plans**

1. The Centre will develop an individual accommodation plan for you if you require accommodation as a result of a physical or mental disability. These plans will be documented in writing and developed in accordance with our general policy concerning accommodation of individual needs. We cannot accommodate a need that we do not know about and we encourage you to reach out for support.

2. We will ensure that your accommodation needs are assessed on an individual basis by:

- meeting with you at the beginning of the process to discuss your individual needs
- meeting with you at other times during the development of the individual accommodation plan, as appropriate, to obtain your input into the accommodation measures we are proposing and how these will affect your individual needs
- if necessary, requesting medical information and documentation from your treating physician or another medical expert or specialist regarding your individual needs and medical restrictions and your individual prognosis

3. In order to determine whether accommodation is necessary and how an effective accommodation plan can be achieved, the Centre may require an evaluation by a medical or other expert. The following guidelines will be followed in considering this approach:

- we will ask you to request information from your treating physician and we expect you to cooperate in this regard
- the Centre will not normally request a medical diagnosis or details of any treatment plan that you are undergoing. The information that will be requested will normally be limited to:
  - your prognosis
  - any medical limitations that require accommodation in the workplace
  - whether or not you are on a treatment plan (but not the details of that plan) and whether you are complying with the recommended plan
  - whether you are taking any medications that could affect your ability to carry out your job duties and how (but not the names of any medications)
  - whether the information provided is based on objective assessment or observations rather than patient self-reporting
- Please note: the role of your physician in the accommodation process is to provide information about your individual limitations and needs, as well as your “prognosis”

(how long these limitations and needs are expected to last). Your physician's role is not to direct what accommodation looks like (e.g., to direct a change in position or supervisor) or to assess workplace dynamics.

4. We appreciate the sensitivity of medical information and will take steps to protect the confidentiality of any medical information that you provide us through this process.
5. Once we have the opportunity to discuss your needs with you and review any necessary medical information, we will prepare a draft individual accommodation plan that will set out details including:
  - the accommodation to be provided
  - the timeline on which accommodation will be implemented
  - information pertaining to accessible formats or communications supports being provided to you, if any
  - individualized workplace emergency response information being provided to you, if any
6. The Centre will meet with you to discuss the draft individual accommodation plan and will consider any input and suggestions you may have before the individual accommodation plan is finalized.
7. The Centre values your input and recognizes the importance of your participation in developing an individual accommodation plan. However, we also reserve the right to select the accommodation measure that is least disruptive to our business and that balances your needs with the essential needs of all employees.
8. If, as a result of a disability, you require the individual accommodation plan to be provided to you in an accessible format, please make a request to Executive Director.
9. Once your individual accommodation plan is in place, it will be reviewed annually to ensure that it continues to adequately meet your disability-related needs. The plan may be reviewed more frequently if there is a change (positive or negative) in your medical condition or a change in our business circumstances that could impact the appropriateness of the plan. The nature of the review will depend on the circumstances.



## **Return-to-Work Process**

If you are absent from work due to a disability and require disability-related accommodations in order to return to work, the Centre will use the following process to facilitate your return to work:

- the Centre will maintain contact with you during your absence to ensure that you remain up to date on any projects, policies and other developments that you will need to know about upon your return to work
- we will develop a written individual accommodation plan for you
- once your individual accommodation plan has been finalized, you will be expected to report to work and perform the duties set out in it
- if necessary and appropriate, additional training may be provided to you to facilitate your return to work and ensure you are capable of performing the duties assigned to you

## **Performance Management, Career Advancement and Redeployment**

The Centre will take your disability or accessibility needs and individual accommodation plans into account:

- before and during any performance management activities, such as performance evaluations, coaching, performance warnings or imposing performance improvement plans
- when we make decisions regarding promotions, increased responsibilities, pay increases or other career advancement opportunities
- when we make decisions regarding your redeployment to other departments or jobs within the organization as a result of the elimination of your department or position

## 40 ACCOMMODATING INDIVIDUAL NEEDS

### **Purpose:**

We recognize that there may be times when employees will have individual needs that require accommodation as contemplated by the Ontario *Human Rights Code*, as amended. The Centre is committed to making services available to employees as contemplated by the *Human Rights Code* and to ensure a barrier-free work environment. The Centre will make accommodations for the individual needs of employees to the point of undue hardship as required by the Ontario *Human Rights Code*. This policy provides guidelines on how we will handle accommodation requests.

### **Policy:**

1. Where circumstances require, the Centre will work with you to accommodate your individual needs.
2. While these needs will vary depending on the circumstances, some of the measures we may offer, depending on availability, include:
  - assistance through the Employee Assistance Program, if any
  - making changes to existing procedures or adopting new procedures
  - reassigning duties
  - breastfeeding rooms
  - personal days
  - accommodating persons with disabilities in a manner that respects their dignity and helps maximize their contribution to The Centre

### **Employee's Responsibilities**

1. You are expected to take responsibility for your own accommodation needs and to work with us to explore possible solutions.
2. Bring your needs to our attention and request accommodation. The Centre cannot accommodate a need that we are not aware of.
3. Provide evidence, documentation and information to support your need for accommodation.
4. Answer questions and generally work with us to explore possible solutions.
5. Cooperate in the accommodation process.

6. There may be times when we will need to obtain an expert opinion to assess your accommodation requirements, such as having you attend an independent medical examination. We expect you to cooperate in this process.
7. Once an accommodation plan has been implemented, we expect you to meet any agreed upon performance and job standards.
8. We expect you to continue to work with us on an ongoing basis to evaluate the accommodation plan and determine whether it is still required.

### **Employer's Responsibilities**

1. The Centre will comply with its duty of accommodation as required by the provisions of the Ontario *Human Rights Code*.
2. The Centre will work with you to put an accommodation plan into place.
3. There may be times when we will require written information from you regarding your needs, including any restrictions or limitations you may have.
4. When creating an accommodation plan, we will select the accommodation method that balances our business needs with the individual's essential needs.

### **Accommodating Disabilities**

1. We are committed to ensuring that employees with physical, mental health or learning disabilities can continue to contribute to our organization productively and to the full extent of their abilities.
2. Returning to work can help you recover from an illness or injury and, in many cases, you may not need to be fully recovered before returning to work on a modified basis. In fact, research demonstrates that the longer someone is off work due to injury or illness, the greater the likelihood that they will never be successful in a return to any work. Therefore, our goal is to work with you to create an accommodation plan that enables you to return as quickly as possible, while also respecting your recovery-related needs.
3. To determine whether and what accommodation is required, we may require appropriate medical documentation. You are expected to cooperate with reasonable requests for such documentation, including information about your prognosis and any restrictions or limitations you may have.
4. The requirement to provide medical documentation is separate from and in addition to, any requirement to provide medical documentation to an insurance carrier. The insurance carrier needs information to determine eligibility for benefits. We need information to plan our staffing needs and to accommodate any disability-related needs you may have.
5. Please note: The role of your physician in the accommodation process is to provide information about your individual limitations and needs, as well as your "prognosis" (how long these

limitations and needs are expected to last). Your physician's role is not to direct what accommodation looks like (e.g., to direct a change in position or supervisor) or to assess workplace dynamics.

6. There may be times when we will need to obtain an expert opinion to assess your accommodation requirements, such as having you attend an independent medical examination. This often provides us with more appropriate information for developing an accommodation plan.
7. We appreciate the sensitivity of medical information and will take steps to protect the confidentiality of any medical information that you provide us through this process.

### **Accommodating Gender Expression and Identity-Related Needs**

1. We are committed to providing policies, practices and benefits in a manner that ensures equal protection for all employees regardless of their gender identity or expression. We recognize that gender identity is different from and is not determined by biological sex or sexual orientation. We will provide accommodation where necessary to ensure a work environment that respects needs related to your gender expression and identity.
2. While needs related to gender expression and identity are very personal and will vary based on individual identity, some of the measures we may offer include:
  - modifying or providing exceptions to dress code requirements; and
  - accommodating the needs of transgender individuals in their use of washrooms and change rooms.

### **Accommodating Religious Needs**

1. We will accommodate religious obligations which are related to your religious beliefs, practices and observances.
2. While religious needs are very personal and will vary based on individual belief, some of the measures we may offer include:
  - prayer breaks
  - modifying or providing exceptions to dress code requirements for religious dress
  - use of personal days for religious holidays
  - alternative work arrangements such as flex time, compressed work weeks and working from home
  - working on any legislated public holidays that are considered Christian holidays (e.g., Christmas Day or Good Friday) in substitution for time off on a different religious holiday, without loss of pay or vacation time

### **Accommodating Family-Related Needs**

1. We are committed to accommodating family care obligations that would otherwise prevent you from fulfilling your duties.
2. We will accommodate family care responsibilities that are essential for enabling you to fulfil your obligations to your children (including step-children and foster children) or parents.
3. Although we may offer other measures for managing work-life balance (e.g., flex time or a compressed work week), accommodation will not be provided under this policy for non-essential activities or preferences.
4. It is your responsibility to make diligent efforts to arrange child care or elder care that will allow you to attend work during regular hours and perform your duties satisfactorily. This includes exploring arrangements such as sharing child care responsibilities with the child's other parent or other family members or utilizing child care centres, babysitters and before- and after-school programs.
5. You may be required to provide information about the efforts you have made to arrange appropriate child care or elder care and to make additional reasonable efforts on your own before an accommodation plan is implemented.
6. If you have made diligent efforts, but you still cannot meet a family care obligation without some modification to your duties, we will accommodate the family care obligation unless doing so would cause undue hardship to the organization.
7. While accommodation measures will vary depending on the circumstances, the types of measures we may offer include:
  - assistance through the Employee and Family Assistance Program
  - facilitating access to temporary child care
  - adjusting your schedule, shifts or hours of work, either temporarily so that you can make other care arrangements or on a longer-term basis
  - alternative work arrangements such as flex time, compressed work weeks and working from home
  - breastfeeding rooms
  - personal days
8. For certain types of family care obligations, you may also be entitled to an unpaid, job-protected leave of absence under the *Employment Standards Act, 2000*. Please speak to Executive Director to learn whether one of these leaves applies to your situation.

## 41 EMPLOYEE DISCIPLINE

### **Purpose:**

To help ensure an efficient, productive and harmonious working environment, Child's View has implemented a progressive discipline system. It is designed to let you know what is expected of you so that you can meet those expectations.

Child's View reserves the right to use progressive discipline, including suspending with or without pay. Depending on the circumstances, meetings will be set up with the employee to try to identify the problems, identify solutions, and recommend a course of action with an appropriate time frame to demonstrate improvement.

### **Policy:**

1. If you violate our policies, you may be subjected to discipline or termination.
2. The Centre reserves the right to determine the appropriate level of discipline at all times.

### **Disciplinary Measures**

Our disciplinary measures include:

- (a) *Verbal warnings:* You will be counselled verbally as to the nature of the infraction and the action you must take to correct it. Verbal warnings will be recorded in your file.
- (b) *Written warnings:* You will be given a written warning that will list the nature of the infraction and the action necessary to correct it.
- (c) *Suspensions:* You may be suspended from your employment without pay for one to five days, depending on the severity of the misconduct. You may not use vacation days or lieu time to cover the period of suspension.
- (d) *Termination for cause:* If reasonable efforts to change your conduct fail, or if you commit a Level Three infraction, we may terminate your employment for just cause. If we terminate your employment for just cause, you will not be entitled to notice of termination, pay in lieu of notice or severance pay.

The type of discipline imposed will depend on the nature of the problem and your disciplinary record. If the matter is serious, we may proceed to a higher level of discipline or termination.

Your employment may be terminated for cause if repeated efforts to correct your conduct fail or you have committed a first offence of a serious nature.

All forms of discipline will become a permanent part of your file. You will have an opportunity to make comments regarding the discipline. If you refuse to sign the discipline notice, we will mark it as “refused to sign” but you will still be bound by it.

Where circumstances warrant, we may place an acknowledgement of improvement in your file, but the disciplinary record will remain.

## **Infraction Levels**

For greater clarity, we have established general guidelines as to what types of conduct warrant disciplinary sanctions. These are examples only and should not be considered an exhaustive list of all possible disciplinary matters.

Please note: We may proceed to a higher level of discipline even if the infractions are different. For example, if you were to violate our dress code policy on one occasion and interfere with the work of others at a later date, we might apply a higher level of discipline to the second infraction, even though they were both Level One infractions.

### ***Level One Infractions***

Level One infractions are less serious. Disciplinary measures for these types of infractions will generally progress from verbal warnings to written warnings, to suspensions and ultimately to a termination for cause for repeated violations. If the misconduct is serious enough, we may proceed to a higher level of discipline immediately.

Examples of Level One infractions include but are not limited to:

- unauthorized absenteeism and lateness
- failing to abide by our dress code policy or failing to wear or maintain your uniform (if applicable)
- leaving work without authorization, including leaving before the end of a shift or not being ready to work at the beginning of a shift
- interfering with the work of others, including excessive non-work related conversations, e-mails etc.
- poor productivity and work quality, including failing to meet acceptable job standards and inattention to your job duties
- failure to maintain your work area, including tidiness and sanitary conditions
- engaging in personal activities during working hours
- being on Centre premises or bringing guests to the workplace without a legitimate reason, in a manner that is disruptive to others

### ***Level Two Infractions***

Level Two infractions are moderate violations for which we will generally apply more serious discipline, such as a written warning or suspension. If the misconduct is serious enough, we may immediately proceed to a higher level of discipline.

Examples of Level Two infractions include but are not limited to:

- dishonesty
- insubordination, including failure to abide by a reasonable workplace directive
- disorderly conduct on Centre property
- abuse of Centre e-mail and Internet access
- malicious gossip and spreading rumours about other employees
- serious failure to attend to job duties, which causes or may cause a disruption to productivity, loss or damage to equipment or any other disruption

### ***Level Three Infractions***

Level Three infractions are the most serious violations. In most instances, we will either suspend or fire an employee who commits a Level Three infraction.

Examples of Level Three infractions include but are not limited to:

- possession of weapons, including firearms and knives, on Centre property
- willful destruction of Centre property
- failing to comply with Centre security procedures
- violent behaviour, including fighting and making threatening statements
- harassment or bullying
- health and safety violations
- job abandonment, including failing to return to work after a scheduled absence (such as a vacation or sick leave) and failing to report to work as scheduled, without a reasonable excuse or without notifying the Centre.
- failing to comply with Centre requests for documents in support of an absence from work, such as medical notes
- falsifying work records, including having someone else complete your time sheet
- theft or misappropriation of Centre, documents and trade secrets
- violation of our conflict of interest and confidentiality policies
- possessing or consuming alcohol or illicit drugs in the workplace

**The organization must report to the College of Early Childhood Educators when employment of a registered Early Childhood Educator is terminated, suspended, or restrictions have been placed on their duties for reasons of professional misconduct. (CCEYA, august 31, 2016)**



## **42 DISPUTE RESOLUTION PROCEDURE**

1. We encourage teamwork, open communication and the timely resolution of employee concerns.
2. If you have a dispute or conflict on the job, we expect you to make every effort to resolve the matter with the person with whom you are having difficulty. Do not let problems fester. Deal with them immediately so that they do not become more difficult or awkward to handle.
3. If the matter cannot be resolved informally, you may file a formal written complaint with the Executive Director.
4. It is not appropriate to involve other staff or parents in an individual concern, and it is not appropriate to have that concern affect staff relationships. While you have a legal right to pursue a remedy regarding a violation of your employment rights with outside agencies, we encourage you to proceed with pursuing your concern through the use of this internal mechanism.
5. Complaints should be discussed and resolved with the Supervisor/Executive Director first. Open, respectful communication is encouraged to resolve all issues at this level. Employees must approach the concern professionally and privately.
6. If the complaint involves a matter of violence or harassment you are required to follow the applicable Violence and Harassment Complaint Procedure.
7. The Board supports the Executive Director in all matters that are consistent with the Board's goals, strategy, policies and procedures. Nevertheless, employees should notify the Board in writing through the Chair of the Board, of any instances of violations of federal, provincial or municipal laws, regulations and guidelines or violations of the Board's commitment to excellence and sustainability particularly where the concern involves the Executive Director. A Board of Directors mailbox is available for staff in their programs to submit their concerns in a confidential matter. Only Board members have access to these locked boxes. The Board of Directors also have a confidential email that can be accessed. (childsvieboard@yahoo.com)

Supervisor/Executive Director and/or Board of Directors is responsible for ensuring complaints are handled as quickly as possible. Except in exceptional circumstances we will endeavor to address complaints within 20 working days or as otherwise required by law.

8. Employees who have concerns with their Supervisor that has not been resolved to their satisfaction, the Executive Director can assist in providing resolution and direction in this matter. Concerns can be expressed in writing, email or setting up an appointment. (tracey.murray@cogeco.net)

9. Employees who have concerns that involve another employee should engage in discussions and resolutions at this level first.
10. If a resolution between the two employees cannot be reached, the Supervisor will assist by meeting with both employees separately to work out an agreement plan that addresses and resolves the concern. This plan is discussed and agreed upon.
11. If the employee feels that their concern has not been addressed by the Supervisor, they may contact the Executive Director and establish a date to meet with both Employees and the Supervisor. The Executive Director will review all concerns and documentation provided. The Board of Directors may be required to step in and assist in decision where deemed to do so.
12. A solution will be determined and both the Supervisor and Employee will be advised in writing by the Executive Director/Board of Director's Decision.
13. Complaints should be pursued as quickly as possible and no later than one (1) year unless there are exceptional circumstances as determined in the sole discretion of the Centre.

## **43 RESIGNATION FROM EMPLOYMENT**

If you wish to resign from your employment, we require at least two weeks' written notice. If you are in a management position, we require at least four weeks' written notice. The Centre reserves the right to waive any notice provided by you in whole or in part in its sole discretion. Where the Centre elects to waive any notice, it will provide you with the balance of compensation and benefit participation to the end of the notice period from the date it elects to exercise its rights of waiver.

If you fail to provide adequate notice, you will only receive any outstanding wages or vacation pay that accrued to the date that you resign. Failure to provide adequate notice of termination will be recorded in your personnel file and may result in the denial of future employment with the Centre. It may also be reflected in any reference we are asked to provide on your behalf.

You are required to return any property belonging to the Centre (*e.g.*, security cards, keys, etc.) before your final day of work.

## 44 HUMAN RIGHTS AND HARASSMENT POLICY AND PROCEDURE

### Purpose

Child's View Child Care Services Corporation is committed to honour all applicable laws and regulations and to providing and maintaining a professional work environment that is based on respect for the dignity and rights of everyone in the organization and persons with whom we do business. To give effect to these values, Child's View Child Care Services Corporation has developed a comprehensive policy governing discrimination and workplace harassment with a fair and effective procedure for handling complaints of this nature.

While the Corporation cannot eliminate all behavioural risks, it is our goal to provide a healthy and safe work environment that is free from discrimination and harassment.

The Corporation and the Board of Directors recognize their obligation to:

- maintain a workplace free of harassment and discrimination;
- provide and maintain a safe and healthy workplace;
- comply with all duties and responsibilities under the provisions of the *Ontario Human Rights Code* and *Occupational Health and Safety Act* and their Regulations as may be amended from time to time;
- Communicate and provide training of the policy and procedure to all employees/membership and make it available to anyone who has a concern;
- Promote an active and supportive role in every stage of the procedure.

### Scope/Exceptions

This policy applies to all employees, members, contractors, consultants and Board of Directors of Child's View Co-operative Child Care Services Corporation. This would also include casual/contract staff, students and visitors. It applies in any location in which work related activities are performed. This includes but is not limited to:

- The workplace;
- During work related travel;
- During telephone, e-mail or other communications;
- At any work-related social event whether or not it is corporation sponsored.

This policy also applies to situations in which you are discriminated or harassed in the workplace from individuals who are not employees of the organization such as individuals and families that we serve, suppliers and members of the public although the available remedies may be constrained by the situation.

## 1) DEFINITIONS

### **Discrimination**

Workplace discrimination includes any distinction, exclusion or preference based on the protected grounds in the Ontario *Human Rights Code*, which nullifies or impairs equality of opportunity in employment or equality in the terms and conditions of employment.

The protected grounds of discrimination are:

- race, colour, ancestry, citizenship, ethnic origin or place of origin
- creed, religion
- age
- sex
- gender identity and gender expression
- sexual orientation
- family, marital (including same-sex partnership) status
- disability or perceived disability
- a record of offences for which a pardon has been granted under the federal *Criminal Records Act* and has not been revoked or an offence in respect of any provincial enactment

### **Workplace Sexual Harassment**

Workplace Sexual Harassment means,

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

Sexual harassment includes conduct or comments of a sexual nature that the recipient does not welcome or that offend him or her. It also includes negative or inappropriate conduct or comments that are not necessarily sexual in nature, but which are directed at an individual because of his or her gender.

Both men and women can be victims of harassment and someone of the same or opposite sex can harass someone else.

Some examples of sexual harassment include:

- sexual advances or demands that the recipient does not welcome or want
- threats, punishment or denial of a benefit for refusing a sexual advance
- offering a benefit in exchange for a sexual favour
- leering (persistent sexual staring)
- displaying sexually offensive material such as posters, pictures, calendars, cartoons, screen savers, pornographic or erotic Web sites or other electronic material
- distributing sexually explicit e-mail messages or attachments such as pictures or video files
- sexually suggestive or obscene comments or gestures
- unwelcome remarks, jokes, innuendoes, propositions or taunting about a person's body, clothing or sex
- persistent, unwanted attention after a consensual relationship ends
- physical contact of a sexual nature such as touching or caressing
- unnecessary touching or patting
- sexual assault

### **Discriminatory Harassment**

Discriminatory harassment includes comments or conduct based on the protected grounds in the *Ontario Human Rights Code* which the recipient does not welcome or that offends him or her.

Some examples of discriminatory harassment include:

- offensive comments, jokes or behaviour that disparage or ridicule a person's membership in one of the protected grounds such as race, religion or sexual orientation
- imitating a person's accent, speech or mannerisms
- persistent or inappropriate questions about whether a person is pregnant, has children or plans to have children
- inappropriate comments or jokes about an individual's age, sexual orientation or a protected ground in the *Ontario Human Rights Code*.

Harassing comments or conduct can poison someone's working environment, making it a hostile or uncomfortable place to work, even if the person is not being directly targeted. This is commonly referred to as a poisoned working environment and it is also a form of harassment.

Some examples of actions that can create a poisoned work environment if they are sufficiently serious or occur repeatedly include:

- deliberately excluding or socially isolating another individual from the team; for example, taking coffee orders and deliberately omitting to ask the individual
- displaying offensive or sexual materials such as posters, pictures, calendars, Web sites or screen savers

- distributing offensive e-mail messages or attachments such as pictures or video files
- practical jokes that embarrass or insult someone
- jokes or insults that are offensive, racist or discriminatory in nature

## **Workplace Harassment and Bullying**

Workplace harassment is a health and safety issue that is covered under the *Ontario Occupational Health and Safety Act*.

The Ontario *Occupational Health and Safety Act* defines “workplace harassment” as:

- “engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome”, or
- Workplace sexual harassment.

Workplace harassment may have some or all of the following components:

- it is generally repetitive, although a single serious incident may constitute workplace harassment if it undermines the recipient’s psychological or physical integrity and has a lasting harmful effect
- it is hostile, abusive or inappropriate
- it affects the person’s dignity or psychological integrity
- it results in a poisoned work environment

In addition, behaviour that intimidates, isolates or discriminates against the recipient may also be included.

Some examples of workplace harassment include:

- verbally abusive behaviour such as yelling, insults, ridicule and name calling, including remarks, jokes or innuendoes that demean, ridicule, intimidate or offend
- workplace pranks, vandalism, bullying and hazing
- gossiping or spreading malicious rumours
- excluding or ignoring someone, including persistent exclusion of a particular person from work-related social gatherings
- a supervisor/manager undermining someone else’s efforts by setting impossible goals with short deadlines and deliberately withholding information that would enable a person to do his or her job
- a supervisor/manager providing only demeaning or trivial tasks in place of normal job duties
- humiliating someone
- sabotaging someone else’s work

- displaying or circulating offensive pictures or materials
- offensive or intimidating phone calls or e-mails
- making false allegations about someone in memos or other work-related documents

### *What isn't harassment?*

Workplace harassment should not be confused with legitimate, reasonable management actions that are part of the normal work function, including:

- performance measures or targets established to meet service delivery and/or funding obligations
- measures to correct performance deficiencies such as placing someone on a performance improvement plan
- imposing discipline for workplace infractions
- requesting medical documents in support of an absence from work as a part of the accommodation process

Workplace harassment also does not include normal workplace conflict that may occur between individuals or differences of opinion between co-workers.

### *The test of harassment*

It does not matter whether you intended to offend someone. The test of harassment is whether you knew or should have known that the comments or conduct were unwelcome to the other person. For example, someone may make it clear through his or her conduct or body language that the behaviour is unwelcome, in which case you must immediately stop that behaviour.

Although it is commonly the case, the harasser does not necessarily have to have power or authority over the recipient. Harassment can occur from co-worker to co-worker, supervisor to employee, employee to supervisor, supplier to employee, client to employee.

## **2) ROLES AND ACCOUNTABILITIES**

It is the mutual responsibility of the Centre, its Board of Directors and employees to ensure that we create and maintain a discrimination-free and harassment-free workplace from all possible sources (including families, employers, suppliers, supervisors, workers/employees, strangers and members of the public).

The Centre will do its part by not tolerating or condoning discrimination or harassment in the workplace. This includes making everyone in our organization aware of what behaviour is and is not appropriate, investigating complaints and imposing suitable corrective measures and re-training.



## **Personal and Professional Responsibility:**

The principle of taking personal and professional responsibility requires not only that people avoid doing harm to others but that they exhibit courteous behaviour upholding the standards expected by Child's View Child Care Services Corporation's membership, staff and board of directors as part of achieving a common good.

People should be treated with respect. Respect empowers others to claim their rights and to achieve their potential.

Demonstrating respect to uphold Child's View Child Care Services Corporation's standards of ethic and professional code of conduct by its membership, staff and board of directors can be maintained by:

- dealing with disagreements by reasoned argument rather than by using language (words, style, tone) that have the effect of inappropriately attacking or demeaning the listener.
- respecting personal space when discussing issues so that intimidation is not perceived.
- trying to see all sides of a situation so that a mutual solution/compromise can be made for the betterment of a child, staff or parent of our daycare.
- protecting the rights of others and to respect the diversity of cultures, values and family backgrounds.
- avoiding discussions in front of the children, other staff or parents so that confidentiality and privacy rights between the personal/professional relationship are being met.

## **Duties of Supervisors and Managers**

Supervisors and managers are expected to assist in creating a discrimination-free, harassment-free workplace and to immediately contact the Executive Director and/or his or her designate if they receive a complaint of workplace discrimination or harassment or witness or are aware of harassing behaviour.

## **Duties of All Employees**

You must do your part by ensuring that your behaviour does not violate this policy and by fostering a work environment that is based on respect and is free of harassment.

### **3) CONFIDENTIALITY**

The Centre recognizes the sensitive nature of discrimination, harassment and violence complaints and we will keep all complaints confidential, to the extent that we are able to do so. We will only release as much information as is necessary to investigate and respond to the complaint, take corrective action with respect to the incident or complaint or situation or if required to do so by law.

Out of respect for the relevant individuals, it is essential that the complainant, respondent, witnesses and anyone else involved in the investigation process of a complaint maintain confidentiality throughout the investigation and afterwards. The objective of this provision is to ensure the independence of evidence obtained from individuals involved in the investigation.

### **4) TIMELINESS AND RECORD KEEPING**

#### **Timeliness:**

Management is responsible for ensuring complaints are handled as quickly as possible. Where practical, complaints that do not involve external processes, every reasonable effort will be made to conclude the process within 20 working days from when the complaint is dated.

Complaints that are more formal in nature and require an external consultant/investigator and/or mediation may require more time in which case we will make every reasonable effort to conclude the investigation within 45 working days from the date this external process begins.

#### **Record Keeping:**

Management is responsible for filing complaints in human resource files, maintaining documentation and ensuring file integrity. Any corrective action and/or discipline that arises from the investigation process will be placed in an employee's file.

### **5) NO RETALIATION**

Management is responsible for ensuring that no retaliatory actions or threats are taken against a person who uses this procedure or who assists the process by giving information. Sanctions may be applied to a person who knowingly makes a false statement or knowingly gives false or misleading information.

We will not tolerate retaliations, taunts or threats against anyone who complains about harassment or takes part in an investigation. Any person who taunts, retaliates against or threatens anyone in relation to a harassment or violence complaint may be disciplined or terminated.

## 6) LEGITIMATE MANAGEMENT ACTIONS

Nothing in this procedure prevents those in supervisory and management positions from making work-related comments in a respectful and constructive manner. Child's View Child Care Services Corporation's management team has the right to evaluate and direct work performance.

## 7) HOW TO RAISE A CONCERN AND WHO SHOULD BE INVOLVED

Employees can raise a concern with their Supervisor and/or Executive Director who will assist the employee to explore the issues and look at opportunities for resolution. When giving advice, management will be required to document discussion. It is best for the employee to schedule a time to meet with management to discuss so that you have the Supervisor's/Executive Director's undivided attention.

Management is sometimes put in a position of staff who just need to vent any frustrations they may have with their job, co-workers or parents. When this occurs, management will give their support through staff being heard but if staff wants assistance in dealing with certain situations, they are expected to follow the proper protocol of our human rights and harassment procedure as outlined.

Parents can raise a concern with the Supervisor if a resolution with an employee cannot be agreed upon.

If the complaint is about a Supervisor, staff/parents are to submit their concern with the Executive Director via in person, email, phone call or written letter of concern and to the Board of Directors through direct email to the Board of Directors and/or place written complaints in the Board of Directors comment box located in the child care centre. Only board members have access to the direct email and Board of Directors comment box.

If the complaint is about the Executive Director, staff/parents are to submit their concern to the Board of Directors via email or written complaint placed in comment box.

Written concerns/emails to the Board of Directors will be addressed at the next board meeting following the complaint receipt. See website for board dates.

### **Email Information:**

Executive Director: [tracey.murray@cogeco.net](mailto:tracey.murray@cogeco.net)

Board of Directors: [childsvieboard@yahoo.com](mailto:childsvieboard@yahoo.com)

## **8) COMPLAINT PROCESS**

### **Stage 1 - Early Resolution**

The person with the concern may seek to resolve it themselves. It may be helpful to seek advice from management.

Note: Any threats of safety must be reported immediately to management.

### **When to Use Early Resolution**

Early resolution is only an option for concerns that can be sorted out. Consider other resolution options if:

- either party is uncomfortable with or refuses this route
- previous efforts at early resolution have failed
- the allegation is serious or complex, such as sexual solicitation, a threat of violence or an allegation against a manager.

If you believe that you are being harassed and elect to utilize early and information resolution, the first thing to consider is to tell the person to stop. Do so as soon as you receive any unwelcome comments or conduct. Although this may be difficult to do, telling the person you don't like his or her actions is often enough to stop the behaviour. (Note: If the behavior is very serious or involves multiple people or a supervisor/manager or it has gone on for an extended period of time, confronting the person may aggravate the situation. In such circumstances, you may wish to seek assistance from Executive Director and/or his/her designate or where the Executive Director is involved in the misconduct, the Chair of the Board of Directors.

Some of the things you can say that might stop the behaviour include:

- "I don't want you to do that."
- "Please stop doing or saying . . ."
- "It makes me uncomfortable when you . . ."
- "I don't find it funny when you . . ."

It helps to keep a record of any incident(s) that you experience. This includes when the harassment or discrimination started, what happened, whether there were any witnesses and what your response was.

If you believe that someone who is not a member of our organization, e.g., a family member of individuals we serve, supplier, service provider or member of the public, etc., has harassed or discriminated against you, please report the harassment to your immediate supervisor.

## **Internal Mediation**

One tool for achieving early resolution is internal mediation where management assists the parties to come to a resolution which both parties can accept and support. This option is feasible if both parties agree and only involves the immediate parties to the complaint unless the parties to the complaint agree that a third party may provide information that can assist in resolving the complaint.

## **Further Courses of Action**

If early resolution does not or cannot address the concern, the complainant can use Child's View Child Care Services Corporation's Formal Complaint Process (stage 2)

## **Stage 2 - Complaint Process**

### **Who Can Make A Complaint?**

The person concerned or complainant, can initiate a complaint under this procedure by filling out a complaint form. Initially, the management team will explore the issues; advise the parties on potential issues of sensitivity and confidentiality as well as explain the complaint process; supply the form and assist the complainant to complete it, if asked.

Note: If the complaint is about a supervisor, the complaint form is to be given to the Executive Director and the Board of Directors, who will follow this process accordingly.

If the complaint is about the Executive Director, a complaint is to be submitted to the Chairperson of the Board of Directors.

If you bring a formal complaint, we will need as much written information as possible, including the name of the person you believe is discriminating against or harassing you, the place, date and time of the incident(s) and the names of any possible witnesses.

It is important that we receive your complaint as soon as possible so that the problem doesn't escalate or happen again. Once we receive your complaint, we will initiate a formal investigation if it is necessary and appropriate to do so.

Discrimination and harassment are serious matters. Therefore, if you decide not to make a formal complaint, we may still need to investigate the matter and take steps to prevent further harassment/discrimination. For example, we may need to continue with an investigation if the allegations are serious or if there have been previous complaints or incidents involving the respondent.

Please note that it is our policy not to investigate anonymous complaints unless there are extenuating circumstances.

### **Timing for Making a Complaint**

Complaints should be pursued as soon as possible but generally not later than one year (1) year from the date of the alleged violation of this policy.

### **Make Temporary Work Arrangements**

If it is prudent for the complainant and the respondent not to work together during the complaint process, make temporary arrangements. These arrangements must:

- involve the complainant in the decision
- have no long term negative impact on either the complainant or the respondent

**This could mean for an employee to change classrooms on a temporary basis due to a conflict with their teaching partner they are teaching with or a conflict with a parent whose child is under their direct care.**

If the respondent normally manages the performance of the complainant, it is advisable to consult with the Executive Director on these issues during the complaint process.

### **Investigative Procedure**

1. The Executive Director and/or his/her designate will commence an investigation as quickly as possible. We may choose to use either an internal or external investigator, depending on the nature of the complaint.
2. The investigation will include:
  - interviewing the complainant and respondent to ascertain all of the facts and circumstances relevant to the complaint, including dates and locations
  - interviewing witnesses, if any
  - reviewing any related documentation
  - making detailed notes of the investigation and maintaining them in an investigation file
3. Once the investigation is complete, the investigator(s) will prepare a detailed report of the findings to the Executive Director and/or his/her designate. A summary of the findings will also be provided to the complainant and respondent.
4. It is our goal to complete any investigation and communicate the results to the complainant and respondent on a timely basis after we receive a complaint, where possible.

5. Where the investigation involves the Executive Director, the Chair of the Board of Directors shall take over the general duties and responsibilities of the Executive Director referred to herein.

### **Arrange Meetings with the Parties**

The supervisor/executive director/board of directors will endeavour to set up individual meetings with the parties within 10 working days of receiving the report to:

- summarize the report and discuss solutions from this complaint
- describe the corrective actions taken and plans for follow up
- determine if external mediation is required

### **Follow Up**

The supervisor/executive director/board of directors will follow up to ensure that problems have not resumed and that preventative measures are working well.

### **Stage 3 - External Mediation Investigation Process**

If management is unable to resolve the complaint, the board president or board designate, who is acceptable to the complainant and does not declare conflict of interest, may assist in mediating resolution between the two parties.

External mediation can only be attempted if the parties agree to it. If both parties are in agreement, the supervisor/executive director will provide the board mediator with all necessary documentation.

After meeting with both parties together, the board mediator will take back their findings to the board of directors to discuss corrective measures and their plans for follow up. (see terms of reference for guidelines)

### **Further Channels for the Complainant**

If the complainant feels that they have outstanding human rights and harassment issues, they may pursue external processes, such as make a complaint to the Ontario or Canadian Human Rights Commission or through the Ministry of Labour, if they feel that the process was improperly or unfairly carried out.

## **9) MEDIATION PROCESS**

To be used in all three stages of complaint process if in agreement by complainant and respondent.

Mediation and facilitation are processes within the scope of alternative dispute resolution. Mediation is negotiations with the assistance of an independent third party. The relationship

between the mediator and the parties at interest has four dimensions:

- independence from the parties and the immediate issues in dispute
- mutual acceptability to the parties
- a focus resolving the dispute without fact-finding/fact determination or fact agreement
- assisting in finding a settlement mutually acceptable to the parties-the content of the settlement must be mutually acceptable to them

The mediator will manage a meeting for the purpose of reaching an agreement. This may include focusing the conversations between the parties, restating and rephrasing, suggesting procedural directions and managing areas of agreement and disagreement.

### **Introduction of Mediation Process**

#### **Purpose:**

To ensure that all parties understand the roles of the parties, how the mediation will work and the rules of the discussion.

#### **Role of Mediator:**

- will not judge who is right or wrong
- no power to make decision
- will not support one side over another
- neutral/impartial
- set out ground rules for the discussion (e.g., one person speaks at a time, respectful discussion, listen while others are speaking)
- process is confidential - mediator will not reveal substance of discussions beyond any terms of resolution arrived at by the parties (upon agreement of the participants)

#### **Agenda Setting:**

Purpose: To have the parties talk to each other and the mediator concerning their views on the dispute.

The mediator will provide each party an opportunity to provide their perspective on the situation. This allows the participants to hear what each have to say about the dispute. It allows the mediator to begin to identify common and differing interests without engaging the parties in attempting to generate solutions. By encouraging openness and interest, the mediator is working to try and find out the facts as understood by the parties and to understand the participant's point of view by asking open and probing questions.



**Identification of Issues:**

Purpose: To allow parties and the mediator to identify the issues that need to be dealt with in order to bring resolution to the dispute.

At this stage in the process, the mediator can have the parties summarize or restate the perspectives on the concerns raised. It is important to try to get agreement on the issues for discussion and that the list is complete. This allows the mediator to begin work towards constructive discussions and subsequent identification of possible options for resolution.

**Issue Exploration:**

Purpose: To engage parties in a discussion of each issue or sub-issue such that understanding of the concerns raised is both complete and accurate.

Following the parties agreement on the issues, the mediator begins to work with the parties to prioritize areas of where resolution might be more possible and those areas where larger differences remain or significant gaps do not suggest easy agreement.

**Identification of Solutions:**

Purpose: Have the parties generate a list of realistic and viable options for agreement of the dispute.

The mediator needs to invite the parties to identify possible solutions without making too many suggestions of their own. The parties working together to find a solution acceptable to both enhances the commitment each party may have to any settlement. At the same time, the mediator engages the parties to assist both parties to explore settlements that are realistic.

**Agreement on Resolution:**

Purpose: Move the parties from issue/interest/options discussion to a description and agreement of settlement.

The mediator needs to make sure that the settlement agreement is satisfactory to both parties and is specific to the issues raised and reviewed throughout the process. The settlement should be framed so as to prevent similar disputes in future and is constructed to bring closure and if appropriate, a path forward for the parties to move on.

## 10) DISCIPLINARY ACTION

To ensure a systematic process for compliance of Child's View Child Care Services Corporation's Human Rights and Harassment policy by all employees and membership, the following procedures have been developed.

1. Child's View Child Care Services Corporation will determine what action should be taken as a result of the investigation.
2. The Complainant and the Respondent will be advised of the findings of the investigation and of any corrective action that has been taken or that will be taken, if any, as a result of the investigation.
3. If a finding of discrimination or harassment is made, the Corporation will take appropriate corrective measures, regardless of the respondent's seniority or position.
4. Corrective measures may include but is not limited to one or more of the following:
  - discipline such as a verbal warning, written warning or suspension without pay
  - termination with or without cause
  - referral for counselling (sensitivity training), anger management training, supervisory skills training or attendance at educational programs on workplace respect
  - a demotion or denial of a promotion
  - reassignment or transfer
  - financial penalties such as the denial of salary increases
  - any other disciplinary action deemed appropriate under the circumstances
5. If there is not enough evidence to substantiate the complaint, corrective measures will not be taken.
6. If you make a complaint in good faith and without malice, regardless of the outcome of the investigation, you will not be subject to any form of discipline. The Corporation will, however, discipline or terminate anyone who brings a false and malicious complaint.

<b>Employees</b>	<b>Membership</b>
1. verbal	1. verbal
2. written/employee improvement plan	2. written
3. 3 day suspension without pay	3. 3 day service suspension with no reimbursement of fees
4. termination of employment	4. termination of services

**Child's View Child Care Services Corporation adheres to the College of ECE's code of conduct and standards of practice. As part of our duty to report, the College of ECE will be contacted when an employee receives disciplinary action as a result of our complaints' process in accordance with our Human Rights and Harassment Policy.**



## **11) CHECKLIST FOR EMPLOYEES - COMPLAINANT**

1. Read the Human Rights and Harassment Complaints' procedure. In particular, think about what exactly your concern is and what outcome you are seeking.
2. You may approach any of the following people with your concern:
  - Supervisor/Executive Director
  - Board President (only if using external mediation/investigation process or filing a Supervisor/Executive Director complaint)
3. Consider whether you can resolve the concern yourself, seeking advice from any of the above-named positions
4. If early resolution does not work, submit a complaint form to any of the above-named positions. The complaint form is available on the staff board in staff room.
5. Work cooperatively with the Supervisor/Executive Director to resolve complaint.
6. Participate in interviews.
7. Attend a meeting with Supervisor/Executive Director to discuss the results of the report.
8. If you feel you have outstanding issues, you may pursue external mediation process or file a complaint with the Ontario or Human Rights Commission.

## **12) CHECKLIST FOR RESPONDENT**

1. Read the Human Rights and Harassment Complaints' Procedure.
2. You may approach any of the following people requesting assistance in helping you to prepare a response to the complaint:
  - Supervisor/Executive Director
  - Board President (only if using external mediation/investigation process or filing a Supervisor/Executive Director complaint)
3. Work cooperatively with the Supervisor/Executive Director to resolve the complaint.
4. Participate in interviews.
5. Attend a meeting with the Supervisor/Executive Director to discuss the results of the report.

**13) CHECKLIST FOR SUPERVISOR/EXECUTIVE DIRECTOR  
-RECEIVING A COMPLAINT**

1. Be familiar with the Human Rights and Harassment Complaints' Procedure.
2. Review the complaint and identify the complainant(s), respondent(s) and witnesses.
3. Treat the complaint confidentially and facilitate the handling of the complaint as quickly as possible.
4. Set aside uninterrupted time in a confidential setting with the employee to discuss their concern(s). (within 10 days of receiving complaint)

**Guidelines for meeting:**

- Try to get the employee to clarify their concern
  - Ask the employee how they would like to see this resolved
  - Advise the employee(s) you will speak with all the parties and attempt to resolve the situation treating everyone fairly, including the respondent(s)
  - If it is prudent for the complainant and the respondent not to work together during the complaint process, the complainant should be involved in any temporary arrangement that is made. The arrangement should not impact negatively on either the complainant or respondent
  - Advise the employee when you will update them on their progress (and ensure you do so by that date)
5. If you are aware of a serious issue and the complainant(s) are not willing to initiate a complaint, you must commence a management-initiated process. (see 3.1 complaint process)
  6. Give a written copy of the complaint to the respondent(s) and request a reply. (within 2 days of receiving complaint)
  7. You should also meet with the respondent(s) separately, following the same principles as in your meeting with the complainant.
  8. Make a best effort to resolve the complaint. Involve the complainant(s) and the respondent(s). Provide them with your corrective measures and follow up.
  9. If unable to resolve the complaint, canvass the option of an external mediation investigation process with the complainant(s) and the respondent(s). If both parties are in agreement, forward all documentation to the Board President who will start the external mediation process.

10. If an external mediation investigation process is engaged, the Board President will work with the Supervisor/Executive Director, the complainant(s) and respondent(s) through meeting process.
11. The Board President will provide advice to the Supervisor/Executive Director in determining course of action following mediation.

## 45 WORKPLACE VIOLENCE PREVENTION POLICY

### **Mission**

Child's View is committed to providing a safe, healthy, and supportive working environment by treating our employees and clients with respect, fairness and sensitivity. Violence in the workplace can have devastating effects on the quality of life for our employees and on the productivity of the organization.

### **Purpose**

Child's View is committed to the prevention of Workplace Violence. The purpose of this policy is to define behaviour that constitutes workplace violence and to define procedures for reporting and resolving incidents of workplace violence. Child's View is committed to providing a working environment free of violence ensuring that all workplace parties are familiar with the definitions of workplace violence and their individual responsibilities for prevention and corrective action. Child's View has consulted with the following legislation governing workplace violence in Ontario to establish this policy.

- The Occupational Health and Safety Act;
- The Criminal Code of Canada;
- The Ontario Human Rights Code;
- The Workplace Safety and Insurance Act, 1997;

### **Policy Statement**

The Management of Child's View recognizes the potential for violence in the workplace and therefore will make every reasonable effort to identify all potential sources of violence in order to eliminate and or minimize these risks. Child's View will attempt to achieve zero tolerance for any type of violence, within the workplace or at work related activities. Child's View will act on every incident of violence, investigate, facilitate medical attention and do whatever corrective measures possible to prevent further incidents. Child's View is committed to ensuring a safe and healthy working environment for all employees and clients for whom we provide care.

### **Scope**

This policy applies to all employees, contractors and consultants. It applies in any location in which you are engaged in work-related activities. This includes, but is not limited to:

- the workplace
- during work-related travel
- at restaurants, hotels or meeting facilities that are being used for business purposes
- in company-owned or leased facilities

- during telephone, email or other communications
- at any work-related social event, whether or not it is company sponsored

This policy also applies to situations in which you are threatened with and/or subjected to violence in the workplace from individuals who are not employees of the organization, such as customers, suppliers, although the available remedies may be constrained by the situation.

## 1) DEFINITIONS

Workplace violence and domestic violence that may occur in the workplace are health and safety issues which are covered under the Ontario Occupational Health and Safety Act.

### **"Workplace Violence"**

Workplace violence is defined under the Ontario Occupational Health and Safety Act as:

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

It is defined broadly enough to include acts that may be considered criminal. Workplace violence includes:

- physically threatening behaviour, such as shaking a fist at someone, finger pointing, destroying property, throwing objects
- verbal or written threats to physically attack a worker
- leaving threatening notes or sending threatening e-mails
- wielding a weapon at work
- stalking someone
- physically aggressive behaviours, hitting, shoving, standing excessively close to someone in an aggressive manner, pushing, kicking, throwing an object at someone, physically restraining someone or any other form of physical or sexual assault.

Violence that occurs outside the normal workplace but which has an impact on the working environment, including working relationships, may also be considered violence in the workplace.



## **"Domestic Violence"**

If you are experiencing domestic violence that would likely expose you or other employees to physical injury that may occur in the workplace, we will take every precaution reasonable to protect you and your co-workers in the circumstances. This may include some or all of the following:

- creating a safety plan
- contacting the police
- establishing enhanced security measures, such as a panic button, code words and door and access security measures
- screening calls and blocking certain email addresses
- setting up priority parking or providing escorts to your vehicle or to public transportation
- adjusting your working hours and location so that they are not predictable
- facilitating your access to counseling through the Employee Assistance Program or other community programs

We appreciate the sensitivity of these issues and will do our best to assist you as discreetly as possible while maintaining your privacy.

### **2) PREVENTING WORKPLACE VIOLENCE**

It is our mutual responsibility to ensure that we create and maintain a violence-free workplace and address violence and/or the threat of violence from all possible sources (including the children and families we serve, supervisors, employees, strangers and domestic/intimate partners).

### **3) CHILD'S VIEW COMMITMENT**

Child's View will do its part by not tolerating or condoning violence in the workplace. This includes making everyone in our organization aware of what behaviour is and is not appropriate, assessing the risk of workplace violence, investigating complaints and imposing suitable corrective measures.

### **4) DUTIES OF SUPERVISORS/MANAGERS**

Supervisors are expected to immediately contact the Executive Director if they receive a complaint of workplace violence or witness or are aware of violent behaviour or the threat of violent behaviour. Supervisors/Managers must take every reasonable precaution to protect employees from workplace violence, including evaluating a person's history of violent behaviour to determine whether and to whom this employee poses a risk. In making this evaluation supervisors should consider:

- whether the person's history of violence was associated with the workplace or work

- whether the history of violence was directed at a particular employee or employees in general
- how long ago the incidence of violence occurred

In certain circumstances, supervisors and/or managers may have a duty to provide information about a risk of workplace violence from a person with a history of violent behaviour if an employee can be expected to encounter that person during the course of his or her work and the risk of workplace violence is likely to expose the employee to physical injury. Supervisors will only release as much personal information about the person with a history of violent behaviour as is reasonably necessary to protect the employee from physical injury.

## **5) DUTIES OF ALL EMPLOYEES**

You must do your part by ensuring that your behaviour does not violate this policy and by fostering a work environment that is based on respect.

You are also required to report to your supervisor or the Executive Director the existence of any workplace violence or threat of workplace violence. Where an allegation of violence involves the Executive Director you are immediately to advise the President of the Board of Directors.

All Supervisors and Employees are equally responsible for following safe work practices and implementing and maintaining the policy and procedures as outlined in this policy. This policy was developed to ensure that all Employees and Supervisors are aware of and adhere to the work practices designed to make the workplace safe. Child's View encourages and supports Employee involvement and commitment to the design and implementation of this policy.

### *Further details regarding our roles and responsibilities*

#### **Executive Director:**

- ❑ Training and education of all employees
- ❑ Integrating safe behaviour into day to day operations
- ❑ Review of all reports of violence and/or threats of violence in a prompt, objective, and sensitive manner. This includes a review of all investigations associated with violence related incidents.
- ❑ Take appropriate corrective and disciplinary action.
- ❑ Provide appropriate response measures
- ❑ Facilitate medical attention and appropriate support for all those either directly or indirectly involved.

### **Supervisors:**

- ❑ Assist with on-going annual review, training and education of this policy
- ❑ Must enforce policy and procedures and monitor worker compliance.
- ❑ Shall investigate all incidents of workplace violence using organization's accident investigations procedure and form and contact the police department as required.
- ❑ Facilitate medical attention for employee(s) as required.
- ❑ Ensure that debriefing is completed for those either directly or indirectly involved in the incident.

### **Employees:**

- ❑ Must understand and comply with the violence in the workplace prevention policy and all related procedures.
- ❑ Report all incidents of violence and/or threats of violence to their Supervisor immediately, completing the Workplace Violence Incident Report form.
- ❑ Seek appropriate support from available resources as required when confronted with violence, or threats of violence.
- ❑ Participate in education and training programs in order to be able to appropriately respond to any incident of workplace violence.

## **6) PROCEDURES FOR RESOLVING AND INVESTIGATING WORKPLACE VIOLENCE**

Employees have the right to refuse work if they have reason to believe they are in danger from workplace violence. However, when an employee's refusal to work would directly endanger the life, health or safety of another person or when a condition is inherent in the worker's work or is a normal condition of the worker's employment, this would not apply (section 43(1) of the OHSA). Therefore in child care centers, an employee cannot refuse work when they are a part of the adult/child ratio.

In appropriate circumstances, we may contact the police or other emergency responders as appropriate, to assist, intervene or investigate workplace violence. Details about measures and procedures for summoning immediate assistance will be provided and may include:

- equipment to summon assistance, such as fixed or personal alarms, locator or tracking systems, phones, cell phones etc.
- emergency telephone numbers and/or email addresses
- emergency procedures

Provided the situation is dealt with quickly and the danger to employees is removed, the necessity of work refusal may be alleviated.

## **7) INVESTIGATION PROCEDURE**

You are required to report the existence of any workplace violence or threat of workplace violence to your supervisor or the Executive Director and/or where the Executive Director is involved in the allegation, the President of the Board of Directors. The Employer will commence an investigation as quickly as possible. We may choose to use either an internal or an external investigator, depending on the nature of the incident.

The investigation will include:

- conducting interviews of relevant individuals to ascertain all of the facts and circumstances relevant to the complaint, including dates and locations
- reviewing any related documentation
- making detailed notes of the investigation and maintaining them in a confidential file

Once the investigation is complete, the investigator(s) will prepare a detailed report of the findings. A copy of the report will be provided to the Executive Director and where the complaint involves the Executive Director to the Board of Directors via the President of the Board.

## **8) CORRECTIVE MEASURES**

Child's View will determine what action should be taken as a result of the investigation.

If a finding of workplace violence is made, Child's View will take appropriate corrective measures, regardless of the respondent's seniority or position in the organization.

Corrective measures may include one or more of the following:

- discipline, such as verbal warning, written warning or suspension without pay
- termination with or without cause
- referral for counseling (sensitivity training), anger management training, supervisory skills training or attendance at educational programs on workplace respect
- a demotion or denial of a promotion
- reassignment or transfer
- financial penalties, such as denial of a bonus or performance related salary increase
- any other disciplinary action deemed appropriate under the circumstances

If you make a complaint in good faith and without malice, regardless of the outcome of the investigation, you will not be subject to any form of discipline. Child's View will, however, discipline or terminate anyone who brings a false or malicious complaint.

## **9) PROCEDURE FOR ADDRESSING DOMESTIC VIOLENCE**

If you are experience domestic violence that would expose you to physical injury in the workplace or if you are experiencing workplace violence or believe that workplace violence is likely to occur, you may seek immediate assistance by contacting the Executive Director who will assist in preventing and responding to the situation.

## **10) CONFIDENTIALITY OF COMPLAINTS AND INVESTIGATIONS**

We recognize the sensitive nature of harassment and violence complaints and we will keep all complaints confidential to the extent that we are able to do so. We will only release as much information as necessary to investigate and respond to the complaint or situation or if required to do so by law.

Out of respect for the relevant individual, it is essential that the complainant, respondent, witnesses and anyone else involved in the formal investigation of a complaint maintain confidentiality throughout the investigation and afterwards.

## **11) PROTECTION FROM RETALIATION**

Child's View will not tolerate retaliations, taunts or threats against anyone who complains about harassment or takes part in an investigation. Any person who taunts, retaliates against or threatens anyone in relation to a harassment or violence complaint may be disciplined or terminated.

## **12) SUPPORTS FOR EMPLOYEES AFFECTED BY WORKPLACE VIOLENCE**

Management will respond promptly and will assess the situation and ensure that the following interventions are followed:

- Facilitate medical attention
- Debriefing
- Referrals as required to community agencies, treating practitioner etc.
- Completion of Incident reports and incident investigation
- Reporting to Police
- Team Debriefing

## **13) RISK ASSESSMENT**

Management and Health & Safety Rep assesses workplace violence hazards in all jobs and in the workplace on an annual basis. Risk assessments are also reviewed annually and whenever new jobs are created, or job descriptions substantially changed. A risk assessment tool is appended.

Management initiates a violence prevention program, which includes annual training (or review) on general and job specific workplace hazards as well as job specific orientation for new employees and volunteers.

All Employees are expected to be vigilant of violence risks. Employees are required to report hazards to the appropriate Management in a timely fashion.

Management works together with employees to develop strategies and practices for ongoing reduction of risks of workplace violence. These include but are not limited to education, information exchange, and reviews of practices and procedures.

Each situation of violence with children will be assessed individually and strategies will be employed on an individual basis.

#### **14) EDUCATION**

All new employees will receive both general and site specific orientation to the Workplace Violence Prevention program. In addition, all employees will receive an annual review both of the general and site-specific components of the Workplace Violence Prevention program.

#### **15) COMMUNICATION**

The management team must provide information to a worker about a risk of workplace violence from a person with a history of violent behaviour if the worker can expect to encounter that person in the course of work, and if the worker may be at risk of physical injury. Personal information may be disclosed, but only what is reasonably necessary to protect the worker from physical injury.

#### **16) PROGRAM EVALUATION**

The effectiveness of the workplace violence prevention program is evaluated annually by management.

Employees and Management are accountable for the following enforcing policy and procedures related to workplace violence. These responsibilities fall under responsibilities to comply with health and safety policy in workers' job descriptions. Management responsibilities for investigation of and response to workplace violence are also included in health and safety components of job descriptions. Performance of these responsibilities is subject to annual performance appraisal and to progressive discipline if necessary.

## 17) ACCOUNTABILITY

Failure to comply with the policy, program and procedures on behalf of any workplace party will result in progressive discipline

## 18) RECORDS

All records of reports and investigations of workplace violence are kept for a period of five years following the report.

## 19) POLICY REVIEW

This Violence in the Workplace Prevention policy and program will be reviewed annually or earlier in the event of a material change in circumstance requiring a review of our Policy and Program.

## 20) ENFORCEMENT

Ministry of Labour health and safety inspectors will enforce the OHSA provisions for workplace violence and workplace harassment and will determine if employers are in compliance.

**Employers and workers should always contact police first in emergency situations, if threats or actual violence occurs at a workplace.**

## 21) WORKPLACE VIOLENCE PROCEDURE PROTOCOL

In the event of an incident of potential violence, the following measures and directives will take place:

1. Employees must always contact police first in emergency situations, if threats or actual violence occurs.
2. Advise your direct Supervisor immediately of situation that has occurred. If your direct Supervisor is not available, contact Executive Director or other centre Supervisor for assistance.

Melinda Pontes	W:905-945-0431 H/CP: 905-518-1275
Krista Serbina	W:905-309-5849 H/CP: 289-501-1240
Tracey Murray	W:905-309-4675 H: 905-563-0439 CP: 289-690-0164

3. Lockdown procedure will then be activated by Supervisor/Executive Director/Designate to ensure safety of all staff and children in centre until police arrive and/or situation is no longer deemed as an emergency/threat and it is safe for staff and children to resume regular activities.

4. Supervisor/Executive Director/Designate (at least 2 will be present) to deal with situation at hand. Management/Staff will not be permitted to be left alone to deal with situation on their own.

Note: In all cases of threats or actual violence from a parent and/or guardian, they will be immediately terminated from program.

5. A Workplace Incident Report will be required to be filled out and given to your direct Supervisor within 24 hours that this incident has occurred. These forms are located in your Staff room.
6. Staff will be provided general information regarding situation that has taken place that is necessary to protect employees from physical injury and/or harm.
7. Executive Director/Supervisor will contact Board of Directors to report situation that has occurred.
8. Management/Board will debrief and review incident to ensure that our Workplace Violence Prevention Policy has maintained the security and safety of all employees and children in the Centre during this incident.



## **46 DRUG, ALCOHOL, AND MEDICATIONS - FIT FOR DUTY POLICY**

### **Purpose**

1. The Centre is committed to providing a safe and healthy work environment for all employees and a safe child care facility for those entrusted to our care.
2. The Centre recognizes the safety risk caused by alcohol and drug impairment at work and in particular to the safety of our children/students.
3. The Centre has implemented this policy to support our commitment to health and safety and to meet our responsibilities to create a work environment that facilitates the health and safety of employees, co-workers and the families we serve. This policy combines alcohol, drug and impairment testing with education, training and access to assistance programs, where required.
4. The use of illicit drugs, alcohol and medications can cause impairment that adversely affect an individual's health, safety and job performance as well as the health and safety of co-workers, our children and the families we serve.
5. All employees are required by the Centre to report to work alert, fit for duty and in proper condition to perform their duties and responsibilities at the scheduled start time and are to remain in that condition throughout the workday. Employees who are impaired will not be permitted to work, regardless of the reason for impairment.
6. The objectives of this policy are:
  - a) to minimize any safety risks within the workplace resulting from the inappropriate use of alcohol, drugs or medications
  - b) to prevent accidents and injuries by setting clear standards around alcohol and other drug or medication use and taking steps to reinforce those standards
  - c) to ensure that we discharge the standard of care regarding the children and families that attend our Centre
  - d) to create an environment which encourages those who may have a problem with alcohol or other drugs to access the appropriate assistance services at an early stage for assessment, treatment and support for ongoing recovery
  - e) to comply with regulatory laws and regulations

## Scope

1. The provisions in this policy apply to all employees (which for the purpose of this policy shall include volunteers) at all times while they are engaged in Centre business, when they are on Centre premises and/or field trips.
2. All contractors will be advised of the applicable provisions of this policy and will be expected to enforce these requirements for their employees, subcontractors and agents. Any contravention will be considered a breach of contract.

### 1) DEFINITIONS

1. **Accommodation** – involves a process of communication and delivery of information that will allow the Centre to cooperate with you to determine reasonable solutions to assist with the facilitation of your return to work due to disability including but not limited to alcohol and/or substance abuse and/or as may be required by the provisions of the Ontario *Human Rights Code* R.S.O. c.H19 as amended.
2. **Alcohol** – includes but is not limited to beer, wine, spirits or any other intoxicating compound that may be found in medicines or other products.
3. **Centre Workplace** - includes, but is not limited to, all land, facilities and property owned, leased, or directly controlled by the Centre as well as all land, facilities and property owned, leased or controlled by a person or entity with which the Centre has entered into a contract for services or work. Without limiting the foregoing, this includes all mobile equipment and vehicles owned, leased or under the control of the Centre.
4. **Contractor/Contract Worker** - refers to any Centre or individual which the Centre has contracted to perform a service on Centre premises or worksites or as a representative of the Centre. This would include contractors, their employees, contractors or consultants and subcontractors and their employees who are not on the Centre payroll.
5. **Drugs** - includes, but is not limited to, any substance, prescription medication, illicit drug (not lawfully obtained which is not prescribed for that employee's use or is not being used for its prescribed purpose), illegal drug, medication, solvents or inhalants, the use of which has the potential to inhibit an employee's ability to perform his or her assigned duties in a safe and productive manner. Examples of drugs of concern include but are not limited to Alcohol, Marijuana, Cocaine, Opiates, Amphetamines and Phencyclidine.
6. **Drug Paraphernalia** - any personal property which is associated with the use of any drug, chemical, agent or substance, including mood altering substances, with the exception of devices used for the administration of a legally prescribed medication. This would also include any product or device that may be used to attempt to tamper with the testing sample.

7. **Employee** - refers to all employees of the Centre at all levels in the organization and includes temporary and part-time employees and/or all individuals that are on the Centre payroll.
8. **Illegal Drugs** - an illegal drug is one of a group of substances which includes depressants, stimulants, hallucinogens and narcotics that the use, possession, distribution, transportation, sale, purchase or transfer of which is unlawful. Examples include: cocaine, crack, amphetamines, L.S.D., opiates and phencyclidine (P.C.P.). For the purposes of this policy and definition, the definition also includes a prescription drug used by anyone other than the person for whom it was prescribed or used in a contrary manner to the physician's instructions.
9. **Medicinal/Medical Marijuana** – includes dried marijuana that is smoked, cannabinoids in pill and vaporized formats.
10. **Mood Altering** – refers to any other product that is legally or illegally used, resulting in cognitive or physical limitations that negatively impact performance on the job (i.e., any product containing cannabis including inhaled products or consumables, synthetic marijuana, “bath salts”, doda, aerosols and other similar products.
11. **Oral Fluid** – saliva sample for the purpose of drug and/or alcohol testing, to be shipped to a certified laboratory for analysis.
12. **Over-the-Counter Medications** – are medicines sold directly to a consumer without prescription from a healthcare professional.
13. **Prescription** – means a direction usually written by a health care provider to a pharmacist for the preparation and use of a medicine; includes a signed medical document or authorization/license for medicinal/medical marijuana.
14. **Prescription Medication** – is a licensed medicine that is regulated by legislation to require a medical prescription before it can be obtained. It may be sold only to consumers possessing a valid prescription and includes an authorization for medicinal marijuana.
15. **Undesirable side effects** - include such things as drowsiness, disorientation, short term memory loss, insomnia, lack of concentration and other cognitive impairments and carelessness and lack of coordination that can impact on workplace safety.

## 2) POLICY

All employees and individuals engaged by the Centre must report to work on schedule, alert and in proper condition to perform their duties and must remain in that condition throughout the workday. Employees are required to report to work free from the influence of drugs or alcohol.

1. You are responsible to report for work free from the influence of drugs or alcohol.
2. You will be considered to be under the influence of drugs or alcohol if:
  - your ability to perform your duties is impaired, which includes having a blood/alcohol concentration of 0.02 BAC
  - you are in a mental condition that creates a risk to the health and safety of you or other individuals or puts the Centre's property or members of the public at risk
  - you demonstrate signs of impairment, such as the smell of alcohol on your breath, slurred speech, difficulty with motor skills, etc.
3. If you report to work under the influence of alcohol or drugs or you use alcohol or illegal/illicit drugs during working hours, you will not be allowed to work the rest of your shift. We may also require you to submit to appropriate testing to determine the extent to which your ability to perform the requirements of your job is impaired.
4. You may also be required to undergo drug or alcohol testing after a significant incident (e.g., a work-related accident) or where you engage in dangerous or reckless behaviour, if there is reason to suspect that the incident or behaviour was related to drug or alcohol use.
5. If you are required to submit to testing for cause or after an incident as described herein, you will also be required to submit to a larger assessment of your ability to perform the functions of the job. This may include a medical examination by a physician, performance tests, referral to an appropriate agency or organization that can assist with a substance abuse problem and supervisory or peer monitoring.
6. If you are taking prescription or over-the-counter medication that could impair your job performance, you must report this treatment to your supervisor. The proper use of such medication is not grounds for disciplinary action but may necessitate modified duties or reassignment during the course of treatment.
7. The Centre will take appropriate steps to accommodate employees with substance abuse problems. If you require accommodation and assistance from the Centre, you are responsible to communicate this need in sufficient detail and to co-operate with the Centre to facilitate an appropriate course of action. If you refuse treatment or accommodation, you may be subject to progressive discipline, up to and including termination.

### **3) SOCIAL FUNCTIONS**

1. During certain social events, the use of alcohol may be allowed. Under no circumstances may alcohol be consumed while on duty.
2. If you consume alcohol during a Centre social event, you are responsible to ensure that your use of alcohol is reasonable. You are also expected to observe all laws regarding the consumption of alcohol and, in particular, must not drink and drive.
3. When consuming alcohol, please consider that you may be seen as a representative of the Centre at all times.
4. Use or possession of illicit drugs or cannabis during a social or business event is not permitted.
5. Supervisors and managers are responsible for ensuring that employees do not drive or engage in safety sensitive activities while under the influence of drugs or alcohol. This includes limiting the number of drinks employees can consume to not more than one per hour, offering rides home or arranging for a taxi and reminding employees of the dangers of drinking and driving.

### **4) RESPONSIBILITIES**

#### **Centre**

- it is the Centre's responsibility to clearly communicate the expectations surrounding alcohol and drug use, misuse and abuse, any testing procedure and protocol
- provide a safe work environment
- accommodate disabilities in the workplace up to undue hardship including offering programs of intervention, rehabilitation and support to those identified as having concerns with substance abuse

#### **Management**

- identify any situation that may cause concern regarding an employee's ability to safely perform their job functions
- monitor ongoing performance to ensure safe operations and effectiveness of this policy
- ensure that any employee who asks for help due to drug or alcohol dependency is provided with the appropriate support and is not disciplined for doing so and maintain confidentiality under the circumstances
- notify the Centre to ensure that all appropriate steps may be taken to investigate any possible violation of the standards under this policy
- maintain confidentiality and employee privacy

## **Employees**

- each employee is personally responsible for ensuring his or her compliance with all work rules, procedures and other requirements of the Centre
- perform their job in a safe manner and in all ways consistent with the established Centre policies, procedures and practices
- read and understand the policy and meet their obligations under it
- arrive to work fit for duty and remain as such for the duration of shift
- avoid the consumption, possession, sale or distribution of drugs or alcohol on Centre property and during working hours
- before a policy violation occurs, seek advice and follow appropriate treatment if they have a current or emerging alcohol or drug issue and follow recommended monitoring programs during and after treatment
- report limitations and required modifications and cooperate with any recommended limitations and requirement modifications
- in the interest of safety, advise supervisors/management if they believe another employee, contractor or visitor on the work or job site is unfit and/or under the influence
- cooperate with the investigation of any policy violation including any request to participate in the testing program
- cooperate in the accommodation process

### **5) STANDARD**

To minimize the risk of unsafe and/or unsatisfactory performance due to the use or after-effects of alcohol or other drugs and extreme fatigue, employees are expected to comply with the following standards at all times. Everyone is expected to report fit for work and remain fit at work.

**Illicit Drugs and Mood Altering Substances** – The following is prohibited:

- the use, possession, distribution, manufacture, offering or sale of illicit drugs or mood altering substance and related drug paraphernalia
- reporting to work or remaining at work under the influence of illicit drugs or other mood altering substances
- a positive drug test as determined through the testing program

**Alcohol** -The following is prohibited:

- reporting to work or remaining at work under the influence of alcohol from any source
- a blood alcohol content of .02% or greater

- consumption of any product containing alcohol (including beverage alcohol) during the workday including during meals and breaks
- the use of alcohol within the first eight hours after an accident or until tested or being advised by the Centre that a test is not required
- possession of alcohol while on premises

Exemptions: Individuals covered by this policy may use alcohol after the workday, for example, when on travel status, when at a training event or seminar or in any similar business-related situation, provided the formal business has been completed, alcohol is used responsibly, and the individual is not returning to work.

## Medications

- As a general statement, prescription medications are safe when taken as directed by a health care provider. That said, some prescription medications and some over-the-counter medications have undesirable side effects that could impair an employee's ability to safely perform their job duties. These medications include but are not limited to sleep aids, pain relievers, stimulants, sedatives, codeine products, muscle relaxants, some antihistamines and medicinal marijuana.
- An employee who suffers from undesirable side effects from medication may be more prone to accidents, a situation that could not only endanger the employee but also poses risks to other workers, members of the public and property, particularly if the employee is in a safety sensitive position.
- An employee who is given a prescription medication by a health care provider should always ask the provider about potential undesirable side effects.
- An employee who uses an over-the-counter medication should always carefully read the directions and/or ask the pharmacist about potential undesirable side effects.
- The following are prohibited:
  - reporting to work and remaining at work unfit for duty due to the use of medications
  - the intentional misuse of medications (e.g., using the medication not as it has been prescribed, using someone else's prescription medication, combining medication and alcohol against direction)
  - the unauthorized possession of prescribed medications without a legally obtained prescription and unauthorized distribution; offering or sale of prescription medications (trafficking)
  - the distribution, offering or sale of prescription medications

## **Medicinal Marijuana**

- An employee with a valid authorization for medical marijuana will not share with another employee.
- The Centre may ask to see an employee's authorization to use medicinal marijuana and/or may ask for verification of the authorization from the employee's health care provider.
- Subject to receiving information from an employee's health care provider that indicates otherwise, an employee will refrain from using medicinal marijuana at or immediately prior to entering the workplace.

### **6) UNEXPECTED CALL**

If unexpected circumstances arise where an employee is off shift and required to perform unscheduled services while under the influence of alcohol or other drugs or in a condition that could impact safety operations, it is the responsibility of that individual to decline the call.

### **7) REPORTING REQUIREMENT – PREVENTION, ASSISTANCE, REHABILITATION, AFTERCARE**

1. This policy stresses the importance of prevention and early identification of potential problem situations. Employees are encouraged to access assistance through the appropriate employee assistance program or through their physician or appropriate community services for help with problems that may be affecting safe work performance including problems related to alcohol and drug dependency and/or addiction.
2. The Centre recognizes that alcohol and drug dependency are treatable illnesses and that early intervention greatly improves the probability of lasting recovery. Employees are required to disclose any alcohol and/or drug dependency concerns or emerging to Executive Director who shall ensure that those concerns are maintained in confidence as set out herein.
3. An employee will report the use of any prescription or over-the-counter medication when the employee is advised or learns that its use could produce undesirable side effects in the workplace. The employee and supervisor will discuss possible accommodations.
4. An employee who is prescribed and uses medicinal marijuana will always report same to the supervisor. The employee and supervisor will discuss possible accommodations.
5. Employees who voluntarily disclose concerns will be supported by the Centre through treatment and aftercare program consistent with an assessor's recommendations and applicable benefit coverage. The Centre may assist with arrangements for an assessment



of the employee. In this situation, the employee must attend the assessment and comply with the recommendations that result.

6. Employees should understand that seeking assistance or declaring a problem does not eliminate the requirement for maintenance of safe and acceptable performance levels in compliance with this policy, should discipline or testing be warranted it cannot be avoided by a request for assistance with the problem or by disclosure that the employee is already involved in a treatment program.
7. Employees who complete primary treatment (i.e., residential or outpatient treatment) for alcohol and/or drug concerns, will be required to participate in an aftercare program when returning to work in order to help maintain recovery. Employees may be required to enter into a written agreement which will outline the conditions governing their return to the job and the consequences for failing to meet those conditions.
8. Confidentiality will be maintained except where limited disclosure is necessary for related health and safety concerns, to obtain professional advice, facilitate assessment for reasonable treatment and/or to engage in a reasonable accommodation process.

## **8) PROCEDURE**

1. The Centre reserves the right to conduct searches where there are reasonable grounds to believe a prohibited substance is present on Centre property in violation of this policy. For purposes of this policy, prohibited substances include illicit drugs and prescribed medications possessed without a legally obtained prescription or unauthorized possession of alcohol.
2. An employee who is demonstrating undesirable side effects or there are reasonable grounds to believe the employee is unfit to be in the workplace, may be refused entry to the workplace and/or removed from the workplace.
3. An employee who suffers the onset of undesirable side effects in the workplace will immediately stop work and report to the Executive Director and/or where the employee fails to recognize the side effects, be required to immediately stop work and be escorted to meet with an Executive Director.
4. An employee will be escorted to a safe/private place and given an opportunity to explain why they appear to be in a condition unfit for work.
5. If the undesirable side effects persist, an employee may:
  - be placed on leave for medical reasons pending further information
  - be referred for medical attention if there are immediate medical concerns
  - be provided with a measure of accommodation and/or referred to the Centre-paid employee assistance program

- any other action appropriate in the situation
6. The Centre may ask the employee's health care provider or a third party medical practitioner whether:
    - conventional treatment has been considered or tried and failed
    - the dosage is correct and/or appropriate during working hours
    - there is a reasonable alternative to the subject medication
    - other workplace accommodations are recommended
  7. The employee will assist in providing the Centre with information that is reasonably required to facilitate the accommodation process.
  8. Employees who contravene this policy and who are not dependent on alcohol, illicit drugs or medications, will be subject to discipline, including summary termination of employment.
  9. Employees who have reported unfit for duty while impaired as a consequence of the use of prescribed medication may be required:
    - to provide information from their prescribing physician regarding the anticipated effects of the medication and whether there are other effective medications which have no or lesser impairing effects
    - to be subject to such modifications, if possible, to their work so as to eliminate the risk to health and safety
    - to be placed on a leave of absence without pay, pending the receipt of required information and the determination of possible modifications
  10. If a contract worker is identified as unfit to be at work, an investigation will be undertaken either by their Centre or by a Centre representative. If a visitor or a customer is identified as unfit, they will be safely removed from the Centre premise.

## **9) CONSEQUENCES OF POLICY VIOLATION**

1. Any violation of the provisions of this policy may result in progressive discipline up to and including termination of employment. In all situations, an investigation will be conducted and documented to verify whether a violation has occurred. The appropriate discipline in any particular case depends on the nature of the policy violation in the circumstances surrounding the situation.
2. A positive drug test or an alcohol test result of .02 BAC or higher or refusal to test are all considered a violation of this policy. Anyone who has a breath alcohol test result of .02 to .039 BAC in a reasonable cause or post incident testing situation will be removed from work until considered safe to return (at a minimum not before their next workday or shift) and will be subject to discipline in appropriate circumstances. In any other testing situation, the cut-off level for alcohol test is .02 BAC.

3. All employees must be accountable for their actions, even those who may have an alcohol or drug problem or dependency. After any confirmed violation, the employee may be referred for assessment by a substance abuse professional to determine whether there is a need for structure treatment or program.

#### **10) REFERRAL ASSISTANCE PROGRAM**

Employees who have a substance abuse problem are encouraged to request assistance through this confidential program.

Employees who self-identify as having a substance abuse problem or who are determined to be dependent on alcohol, illicit drugs or medications, are required to participate in an accommodation process as required by the provisions of the *Human Rights Act*. Accommodation may include facilitation to treatment facility or program with a corresponding leave of absence and return to work program.

## APPENDIX I: GUIDELINE ON MEDICATIONS

The following drug categories have been associated with performance impairment and are provided as a guideline to individuals in assessing their own situation. The list is not exhaustive; there are numerous other over-the-counter and prescription drugs which when taken may impact negatively on an overall safe job performance.

Therefore, everyone is required to consult with their doctor or a pharmacist to determine if use of the medication will have any potential negative impact on job performance by explaining their job functions. If the medication they are using will affect their ability to operate safely, they are required to advise their supervisor or manager of any need for modified duties and comply with any recommended course of action to minimize safety risk.

The Centre reserves the right to confirm the nature and duration of any required work modification. Employees are required to cooperate with the delivery of necessary medical information from a qualified health practitioner involved in their care which information shall be held in confidence by the Centre consistent with applicable privacy laws.

- i. Antihistamines – are widely prescribed for hay fever and other allergies (e.g., Allegra, Dimetane). They are also found in many cold medications. These medications may cause drowsiness.
- ii. Motion Sickness Drugs – are used to prevent motion sickness and nausea (e.g., Gravol, Antivert). Side effects may include drowsiness.
- iii. Barbiturates, Sedatives, Hypnotics, Tranquilizers, Antidepressants – are used to treat sleep disorders and depression (e.g., Ativan, Imovane, Paxil). Potential side effects may include mild sedation, hypnotic state, dizziness or drowsiness.
- iv. Narcotics – (e.g., Demerol, Codeine, Oxycodone). Codeine is often found in combination drugs such as 222s or 292s or Tylenol 1,2,3s. Drowsiness, dizziness, and light-headedness may be side effects.
- v. Opioid Agonist Treatment (e.g. methadone, suboxone, buprenorphine). – are prescribed to treat opioid use disorder and chronic pain. The use of these may result in drowsiness, dizziness, and light-headedness and may impact reaction time and cognitive functioning.
- vi. Stimulants – Medication used for central nervous system stimulation and for appetite suppression can produce sensations of well-being which may have an adverse effect on judgment, mood and behaviour (e.g., amphetamines or medications sold as "diet pills").
- vii. Anticonvulsants – are used to control epileptic seizures and can cause drowsiness in some patients (e.g., Dilantin).
- viii. Muscle Relaxants – are used to treat musculoskeletal pain (e.g., Flexeril, Robaxial). Most common side effects are sedation and drowsiness.
- ix. Cold Tablets/Cough mixtures – in particular nighttime remedies can cause drowsiness (e.g., Sinutab, Contac, Triaminic, Tussionex and preparations containing

- dextromethorphan (DM) or codeine).
- x. Medical Cannabis - Access to Cannabis for Medical Purposes Regulations allow physicians to authorize use of cannabis for treatment purposes. The College of Family Physicians of Canada has recommended members restrict its use to a small sub-set of medical conditions and only after other therapies have been tried. Its use, whether legal or illegal and consumed in any form and at any concentration, can cause dizziness, slow reaction time, sleeplessness, a distorted sense of time and forgetfulness. Any use presents a risk to operating vehicles and equipment and to workplace safety.

## **47 SMOKING AND VAPING POLICY**

The purpose of this Policy is to provide protection from environmental (second-hand) tobacco smoke and vapour by prohibiting smoking and vaping except in the established outdoor designated smoking areas and to foster health and wellness by restricting the consumption, promotion, advertising and sale of smoking and vaping tobacco related products.

### **1) SCOPE**

This Policy applies to Centre employees, visitors, volunteers and contractors on all Centre property including all events hosted by the Centre.

### **2) POLICY STATEMENT**

The Centre is committed to providing a healthy environment by limiting exposure to second-hand smoke and vapour and restricting the consumption.

### **3) USE OF TRADITIONAL MEDICINES BY INDIGENOUS PERSONS**

The Centre acknowledges and understands that some Traditional Aboriginal Ceremonies involve the use of traditional medicines including tobacco, cedar, sage, and sweet grass. Once the traditional medicines have been ignited to burn, the act of the ceremony falls under applicable legislation. The Board of Directors requires notification prior to the burning of the medicines to be able to respond and put safety measures and accommodations into place.

### **4) RESTRICTIONS**

Smoking and vaping is prohibited on Centre property.

### **5) DEFINITIONS**

Smoking is defined as inhaling, exhaling, burning, or holding a lighted cigarette, cigar, pipe or other apparatus used to smoke tobacco.

Vaping is defined as the use of an electronic device which creates an aerosol or vapour, in any manner or in any form.

### **6) COMPLIANCE AND REPORTING**

It is everyone's responsibility to ensure that this policy is upheld for compliance purposes. Those in violation of the policy will be subject to disciplinary action.

**48      PROCEDURE FOR IMPAIRED PARENT/DESIGNATE ARRIVING AT PROGRAM**

If a parent/designate picking up child appears impaired by alcohol or drug (or is deemed unable to adequately care for the child) staff will:

- a) Offer to contact a relative/friend to pick up parent/designate and child
- b) If parent/designate insists that their child be released to his/her custody or takes the child despite staff attempts to intervene, staff will immediately notify the police
- c) Staff will attempt to provide police with the following information: license plate number; colour and make of vehicle; identity, description and condition of person operating vehicle; number of children or other occupants in vehicle
- d) Supervisor/Executive Director to notify Children's Aid Society

## **49 CHILD CARE SUPERVISION POLICY FOR VOLUNTEERS AND STUDENTS**

### **Policy Statement:**

No child will be supervised by a person under 18 years of age. Only employees will have direct unsupervised access to the children. Volunteer/Students are supervised by an employee at all times and are not permitted to be alone with any child who receives care in our centre. At no time will volunteers and students be counted in the staffing ratios in our child care centres.

### **1) VOLUNTEER/STUDENT/RESOURCE STAFF REQUIREMENTS:**

- Criminal reference checks are required for all volunteers/students/resource staff having direct contact with the children in our child care programs.
- Health & Safety awareness training and WHMIS training will be required prior to commencing placement.
- All policies and procedures of Child's View will be reviewed and signed off on by all volunteers/students in our policy review binder before commencing their placement in our child care centres. These will be reviewed annually afterwards.

### **2) ROLES AND RESPONSIBILITIES:**

#### **Supervisor:**

- The Supervisor is responsible for the orientation and paperwork completion of the volunteer/student and will assign them to a classroom, a supervising teacher & delegate their work hours.  
Orientation will include:
  1. A tour of the centre
  2. A review of all policy and procedures including:
    - Fire drills and evacuation procedures
    - Health & Safety requirements including health & safety awareness training, WHMIS training and location of first aid and eye wash station
    - Discuss specific needs of individual children i.e.: allergies
  3. Discuss professional expectations with all volunteers/students while in our Child care centres.
- An orientation checklist will be followed and signed off by Supervisor and volunteer/student/resource staff.
- The Supervisor will sit in on the student and supervising teacher's mid-term evaluation to ensure all requirements and responsibilities from college/high school placement students and supervising staff are being met.
- The Supervisor will review and sign all college/high school students' evaluations before reviewed with the students.
- The Supervisor will ensure that this policy is reviewed with all employees before they begin their employment and annually thereafter; and with volunteers and



students who will be providing care and annually thereafter.

**Supervising Staff:**

- The Supervising staff are responsible for assessing the performance of our volunteer/students and filling out necessary paperwork required by their organization, meeting all due dates as required.
- The Supervising Staff will be required to monitor and evaluate the behaviour management practices of volunteers/students that are designed to them by their Supervisor.
- At no time will a staff member leave a volunteer/student alone with the children.
- The Supervising Staff is required to work co-operatively with the volunteer/students.

**Volunteer/Students:**

- Volunteer/Students are to attend an orientation meeting with the Supervisor prior to starting placement
- Volunteer/Students are to review and sign off on all written policies and procedures prior to starting placement.
- Volunteer/Students are to fulfill placement requirements and work co-operatively with Supervising Staff.
- Volunteer/Students are responsible for calling the centre by 7 am if they will be away on a scheduled placement day.

## **50 HEALTH AND SAFETY**

### **1) POLICY STATEMENT**

- 1.1 Child's View Child Care Services and its employees are responsible for preventing the occurrence of incidents or conditions that could lead to occupational injuries or illnesses.
- 1.2 While the ultimate success of a safety and health program depends upon the full cooperation of each employee, management and members are responsible to provide a safe environment.

### **2) WHMIS**

- 2.1 Workplace Hazardous Materials Information System will be in place. Each employee will be trained prior to commencing employment on the safe handling of all of our materials used. Every February, WHMIS training must be completed and a WHMIS certificate filed in your employee file.

### **3) HEALTH & SAFETY REPRESENTATIVE**

- 3.1 The Health & Safety representative's role for Child's View shall be filled for a two year term by a staff member nominated by the majority of the staff employed by the daycare. This term will begin annually in January; and if and when the Health & Safety representative is unable to fulfill their term, the staff will select a new nomination.
- 3.2 Role:
- To complete a monthly health & safety checklist and report any deficiencies and/or any safety concerns presented to them by the staff, to the Executive Director.
  - Ensure health & safety policy is being followed by all employees. Report any concerns to the Supervisor.
  - Dispensing medication to all children.
  - Matters concerning the structure, furnishings and equipment of the daycare that may impede the safety of the children under their care, and hamper the staff's ability to perform their duties safely.

### **4) ANIMAL/PET POLICY**

On occasion animals/pets come to visit the children in our centres. The following regulations from public health will apply:

- All animals/pets that come in contact with the children must be vaccinated (to include rabies vaccination) and their owners will be required to provide the appropriate documentation.
- Animals/pets are not permitted during food service times

- Hand sanitizer will be available to all children and staff and used immediately after petting animals
- If a child is bit, it will be reported immediately to the public health department
- Animals/pets that use cages/fish bowls etc. must use laundry tub for cleaning purposes

**The following animals are not permitted in daycares:**

- stray animals with unknown health and vaccination history (stray cats/dogs)
- ill animals or animals under medical treatment
- young animals (kittens/puppies less than 1 year old)
- animals that have been fed raw or dehydrated (but otherwise raw) foods, chews, or treats of animal origin within the past 90 days.
- animals from shelters/pounds unless they have been in a stable home for at least 6 months
- birthing or pregnant animals
- inherently dangerous animals (lynx, lions, bears, cougars, tigers)
- predatory birds (hawks, eagles, owls)
- venomous or toxin-producing animals (venomous or toxic-producing spiders, insects, reptiles and amphibians)
- aggressive animals (animals that have demonstrated aggressive behavior in the past)
- animals in estrus (heat)
- exotic animals (hedgehogs, chinchillas) and non-human primates (monkeys, lemurs)
- wild animals (squirrels, chipmunks)
- rabies reservoir species (bats, skunks, raccoons, foxes)
- live poultry (chicks, ducklings, goslings), including hatchery equipment
- ferrets
- farm animals (calves, goats, sheep)

## 51 EMPLOYEE, PARENT, CHILDREN PRIVACY

During the course of your employment with the Centre, you may receive confidential or sensitive information about our operations, our employees, Board of Directors, children entrusted to our care and the families we serve. It is critical that you keep this information in the strictest confidence. Accordingly, you may not:

- (a) disclose at any time, during or after your employment with the Centre, confidential information about the Centre, its employees, children, Board of Directors and/or families we serve other than in the discharge of your duties and responsibilities.
- (b) make improper use, directly or indirectly, of such confidential information

As an employee, it is vital to retain confidential information in confidence and we ask that you not discuss any such information in public areas or with family or friends. Be vigilant in your document management procedures to prevent inadvertent disclosure.

If you become aware of any disclosure of confidential information, report it immediately to the Executive Director and/or their designate.

Immediately upon termination, resignation or upon request, we will require that you return all of our materials and property. You may not keep, copy or use any confidential information or property that belongs to the Centre.

Please be mindful that your duty to maintain confidentiality extends to any comments you may make on any social networking site.

What happens in the daily activities at the Centre concerning staff, volunteers or Board of Directors must be kept confidential.

Discussing information or behavior of the children outside the Centre is strictly prohibited by all.

I have read and understand the Policy.

Name: (print) \_\_\_\_\_

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

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

**CHILD'S VIEW CHILD CARE SERVICES**  
**CORPORATION**

Lakeview Community Daycare  
Lakeview Before & After School Program  
Grandview Community Daycare  
Grand Kids Before & After School Program

**STAFF POLICY MANUAL**

I, \_\_\_\_\_ have read and understand the policies and procedures as outlined in the staff policy manual. I will adhere to all guidelines as an employee of Child's View Child Care Services Corporation.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_

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

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