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# EMPLOYEE HANDBOOK



**FIRST UNITARIAN CONGREGATION  
OF OTTAWA**

# Table of Contents

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A Background .....	2	D 3. Discrimination .....	11
A 1. History and Covenant .....	2	D 4. Workplace Violence and Harassment .....	11
A 2. Mission Statement .....	2	D 5. Environmental Sensitivities Accommodation .....	12
A 3. Unitarian Universalist Principles .....	2	D 6. Fire Safety .....	12
A 4. Governance Overview .....	3	D 7. Defibrillator (AED) .....	13
A 5. Role of Committees, Teams and Volunteers .....	3	D 8. General Safety and Security Precautions .....	13
A 6. Role of Head of Staff (Lead Minister) .....	3	D 9. Work Injury/Accidents .....	13
A 7. Role of Managers and Supervisors .....	3	D 10. Animals in the Church Building .....	13
A 8. Role of Personnel Committee .....	4	E General Employment Policies .....	14
B Personnel Policies .....	4	E 1. Confidentiality/Privacy of Information .....	14
B.1 Definition of a full work week .....	4	E 2. Exit Interviews .....	14
B 2. Security .....	4	E 3. Employee Personnel File .....	14
B 3. Accessibility .....	5	E 4. Hours of Operation (office) .....	14
B 4. Benefit Package for Employees .....	5	E 5. Job Description /Letter of Offer .....	15
B 5. Salary Year .....	7	F General Office Procedures .....	15
B 6. Overtime .....	7	F 1. Leaves/Absences .....	15
B 7. Employee Expenses .....	7	F 2. Dress Code .....	15
B 8. Staff Development (Paid) .....	7	F 3. IT Network and Computer Systems/ Office Equipment .....	15
B 9. Sabbatical Policy .....	7	F 4. Personal Phone Calls and Computer Use .....	15
C Performance Review, Discipline, Employee Complaints .....	7	F 5. Invoice Authorization and Payment .....	15
C 1. Probation .....	8	F 6. Timesheets .....	15
C 2. Performance Review .....	8	F 7. Teleworking from Home .....	15
C 3. Dismissal for Cause .....	9	APPENDIX A - Workplace Violence and Harassment Procedures .....	16
C 4. Employee Complaint/Appeal Procedure .....	9	<u>Appendix B – Location of Fire Alarms and Defibrillator</u> .....	21
C 5. Whistleblower Policy .....	10		
D Health and Safety .....	10		
D 1. Legal requirements .....	10		
D 2. Safe Workplace .....	10		

# Employee Handbook - First Unitarian Congregation of Ottawa

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The First Unitarian Congregation of Ottawa (FirstU) is a Welcoming Congregation that promotes respect for the inherent worth and dignity of every person, justice, equity, and compassion in human relations, and respect for the interdependent web of all existence of which we are a part.

Unitarian Universalists believe that congregants and churches are committed to building an intentionally inclusive congregation. They welcome and celebrate all bodies and minds, spirits and experiences no matter one's religious or cultural background, socio-economic condition, age, sexuality and gender.

Staff members play an essential role in creating an atmosphere in the church that supports and promotes these principles, and the work and life of the congregation.

While it is not a requirement to identify as a Unitarian Universalist for an employee position, it is necessary to understand the faith's principles and values.

Should a conflict arise between a policy or information stipulated within this Handbook and the terms of one's employment contract (letter of offer and employment agreement), the employment contract shall take precedence.

## A Background

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### A 1. History and Covenant

Refer to First Unitarian Congregation of Ottawa website below:

<http://www.FirstUnitarianottawa.ca/about-our-congregation.html>

### A 2. Mission Statement

*'We kindle the light within and inspire courage to nurture the web of life and to create a just and compassionate world.'*

### A 3. Unitarian Universalist Principles

Although each of us seeks an individual truth, Unitarian Universalists are bound together by the seven principles and spiritual sources of our religious faith.

We, the member congregations of the Canadian Unitarian Council, covenant to affirm and promote:

- The inherent worth and dignity of every person.
- Justice, equity, and compassion in human relations.
- Acceptance of one another and encouragement to spiritual growth in our congregations.
- A free and responsible search for truth and meaning.
- The right of conscience and the use of the democratic process within our congregation and in society.
- The goal of world community with peace, liberty, and justice for all.
- Respect for the interdependent web of all existence of which we are a part.

As a free congregation, we enter into this covenant, promising to one another our mutual trust and support.

## **A 4. Governance Overview**

FirstU operates under a policy-based governance model. An organization chart for FirstU is available in the Governance Manual, which can be found on the website:

[https://www.firstunitarianottawa.ca/uploads/2/1/0/6/21068182/governance\\_manual\\_v18\\_-\\_feb\\_21\\_2018.pdf](https://www.firstunitarianottawa.ca/uploads/2/1/0/6/21068182/governance_manual_v18_-_feb_21_2018.pdf)  
on pages 6 and 7.

## **A 5. Role of Committees, Teams and Volunteers**

Committees, Teams and Volunteers play an integral role in the FirstU community. They fill a vital function in the day-to-day operation of the many programs and outreach work of the church.

Refer to the Governance Manual below:

[https://www.firstunitarianottawa.ca/uploads/2/1/0/6/21068182/governance\\_manual\\_v18\\_-\\_feb\\_21\\_2018.pdf](https://www.firstunitarianottawa.ca/uploads/2/1/0/6/21068182/governance_manual_v18_-_feb_21_2018.pdf)

## **A 6. Role of Head of Staff (Lead Minister)**

The Head of Staff (HoS) shall be designated by and report to the Board. She/he is responsible for the implementation of policies and strategies established by the Board under the policy-based governance model and for managing all congregation operations.

This includes responsibility for broad management of staff including but not limited to job descriptions, staffing, labour relations, employment agreements, performance reviews, etc.

## **A 7. Role of Managers and Supervisors**

Supervisors are responsible for the day to day management of staff including job performance and evaluations. The Operations Manager (OM) is responsible for the smooth operation of the office and facilities, including supervision of custodial staff. The Finance/Human Resources Manager (F/HRM) is responsible for but not limited to job descriptions, employee records, labour relations, benefits and Canadian Revenue Agency responsibilities. The OM and F/HRM will perform the other's responsibilities in the absence of the other person.

## A 8. Role of Personnel Committee

**Mission or Purpose:** Assist the Board by helping to provide watchful and careful monitoring of, review/propose policies for, and facilitate communication related to personnel policy and general practices. This committee has no oversight role for the Lead Minister – that is the responsibility of the Board.

### Responsibilities:

- Develop new policies about the Congregation's personnel and propose changes to existing policies and procedures as necessary.
- Coordinate an annual periodic audit of Human Resources procedures on behalf of the Board. This includes ensuring that staff is operating consistently with all applicable Board policies.
- Coordinate an annual periodic compensation study and make recommendations to the Board regarding adjustments in the Congregation's compensation scales.
- Hold an educational session at least annually to ensure that board members have an adequate understanding of the Congregation's personnel policies and goals.
- Assist and advise the Lead Minister and other supervisors on personnel matters and policies.

## B Personnel Policies

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Each employee will have a letter of offer and job description that forms the employment agreement from FirstU as the employer.

Initially, a new employee will be provided with discussion of the job requirements, clarification of expectations/goals along with an orientation session. The supervisor will conduct orientations.

*Personnel terms and conditions of employment must be compatible with the relevant statutes in our jurisdiction, such as the Employment Standards Act, 2000 (Ontario), the Labour Relations Act and the Human Rights Code (Ontario). Neither the employer nor the employee may enter into an employment agreement that would violate the standards set out by these statutes.*

### B.1 Definition of a full work week

At FirstU a full work week is defined to be 37.5 hours per week.

## B 2. Security

The employee, upon a conditional offer of employment, will provide an acceptable police background check (to be paid by FirstU) appropriate to the job position and shall be bonded, if deemed appropriate, by the HoS.

<http://www.ottawapolice.ca/en/contact-us/Request-a-Background-Check-or-Police-Report.asp>

<http://www.canadaone.com/ezine/jan02/bonding.html>

### B 3. Accessibility

FirstU is always committed to accessibility and conforms to the current Accessibility for Ontarians with Disabilities Act.

Refer to the Accessibility Policy that can be found on our website.

<https://www.firstunitarianottawa.ca>

### B 4. Benefit Package for Employees

(See the F/HRM for further information)

**The benefits do not apply to independent contractors or consultants.**

**Employee assistance program:** FirstU provides this program for all employees. The provider is Shepell-fgi >> telephone 1-800-387-4765.

#### **Mandatory Benefits**

(Apply to all Employees salaried and hourly.)

**a. Canada Pension Plan** - FirstU remits the employer's share and deducts and remits the employee share as required by Canada Revenue Agency.

**b. Employment Insurance** - FirstU remits the employer's share and deducts and remits the employee share as required by Canada Revenue Agency.

**c. Work Injury Insurance** - FirstU remits the employer's share as required by the Workplace Safety and Insurance Board (WSIB) of Ontario.

#### **d. Holidays**

New Year's Day

Family Day

Good Friday

Easter Monday

Victoria Day

Canada Day

Civic Holiday

Labour Day

Thanksgiving Day

Remembrance Day

Christmas Day

Boxing Day

Alternate religious holidays may be granted at the discretion of the Head of Staff.

#### **Leave Benefits**

(NOTE: These are pro-rated for permanent employees **not regularly assigned** to work at least 20 hours per week.)

#### **Vacation Leave**

FirstU provides all employees with:

- two weeks or 4% vacation leave each year during their first 5 years of service,
- four weeks or 8% upon completion of 5 years of service

Vacation carry-over: Employees may carry forward a maximum of one week of unused vacation.

Carry-over of more than this amount is subject to the approval of the Head of Staff.

## **Sick Leave**

FirstU provides all full-time permanent employees with 0.58 days of sick leave per biweekly pay period, which is equivalent to 15 days per year.

- Unused sick leave may be carried over to a maximum of 30 workdays at discretion of Head of Staff.
- Accumulated sick leave is not paid out to employees when they leave employment.
- Employees may use up to 5 days of their earned sick days to attend to a sick family member or other individual, at the discretion of the Head of Staff.
- Advancing of sick leave is at the discretion of the Head of Staff.

## **Personal Emergency Leave (Paid and Unpaid)**

Employees are entitled to at least 10 days of personal emergency leave, at least 2 days of which must be paid leave with notice to the F/HRM and approval of their supervisor.

## **Family Medical Leave (Unpaid)**

Employees are entitled to up to 28 weeks of family medical leave with written notice to the F/HRM and approval of their supervisor.

## **Parental Leave (Unpaid)**

Employees are entitled to up to 61 weeks for mothers and 63 weeks for fathers with approval of their supervisor and written notice to the F/HRM.

## **Critical Illness Leave (Unpaid)**

Employees are entitled to up to 37 weeks for a critically ill child and up to 17 weeks for a critically ill adult with approval of their supervisor and written notice to the F/HRM.

**In keeping with the Employment Standards Act of Ontario, FirstU will provide employees with any other statutory leave requirements, as required.**

## **Employer-sponsored Benefits**

### **Insurance**

For permanent employees **regularly assigned** to work at least 20 hours per week FirstU provides group insurance benefits, as below.

Family coverage is available for employees choosing to cover the incremental cost of the premium.

These insurance items have a 3-month waiting period.

- Extended Health Care
- Hospital (Semi-private room)
- Accidental Death and Dismemberment
- Dental Insurance
- Vision (Eyeglasses)
- Life Insurance
- Long Term Disability

Tax treatment of these benefits is subject to Canadian Revenue Agency regulations.

**Retirement Savings Plan** – For permanent employees who are **regularly assigned** to work at least 20 hours per week, and following successful completion of their probationary period, FirstU will make a monthly contribution of 10% of salary to each employee's Registered Retirement Savings Plan.

**Alternative arrangements may be possible for non-Canadians without an RRSP.**

## **B 5. Salary Year**

The "salary year" will be the FirstU fiscal year which is the calendar year.

All employees are paid bi-weekly on the dates set by the F/HRM, in consultation with the HoS.

## **B 6. Overtime**

For those eligible for overtime, overtime requires the approval of the supervisor (with documentation to the F/HRM) and will be provided as compensatory time off, which must be taken within the calendar year.

## **B 7. Employee Expenses**

Employees shall be reimbursed for out-of-pocket expenses approved by the Operations Manager (OM) or the F/HRM, including travel expenses incurred in the normal course of carrying out their duties. Expense reimbursements will be accompanied with receipts. Customary annual and monthly office expenses of the F/HRM's are approved by the OM and such expenses of the OM are approved by the F/HRM. Unanticipated expenses and those not budgeted require HoS approval.

## **B 8. Staff Development (Paid)**

The Head of Staff may authorize a training program/course within the limit approved by annual budget that will enhance an employee's performance on the job. This will normally include payment of fees, travel costs and paid time off for related travel and training.

## **B 9. Sabbatical Policy**

FirstU offers sabbatical leave to the lead Minister only.

# **C Performance Review, Discipline, Employee Complaints**

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### **Fairness for all:**

The principles for FirstU's employee/employer relations are:

- the right of an employee to know the allegation(s) being made against him or her;
- the right of each party to be heard in respect to the allegations;
- the right of each party to be treated fairly;
- the right of the employee to have a support person or representative present during formal interviews;
- The right to a decision based on evidence and good faith.



## **C 1. Probation**

Staff hired into a new position shall be on probation for three months, at the discretion of the Head of Staff.

During the probation period, the employee's performance will be discussed with his or her supervisor and any concerns will be discussed and put in writing for the employee, with copy to the Head of Staff.

At any time during the probationary period, if the supervisor feels that a new employee is not performing satisfactorily, in consultation with the F/HRM and Head of Staff, the employee may be dismissed. This will be done in accordance with relevant legal provisions.

## **C 2. Performance Review**

Employee performance reviews will be conducted in line with the values of FirstU detailed earlier in the Handbook.

Reviews are based on the relevant job descriptions of the employee, mutually-agreed upon annual objective(s) established with the employee's supervisor and other factors that are identified as pertinent. Any such factors will be shared with the employee well before the performance review.

Evaluations/Performance reviews will be held at least once per year, before the end of June by the employee's supervisor. They should be held within a month of the employee's work anniversary date.

Reviews should be done orally to permit employee feedback along with a written summary signed by both parties for the personnel file.

The Supervisor may, at their discretion, include input on an employee's performance from other individuals in a position to evaluate the employee, e.g., other staff, volunteers.

\*In the case of a Minister, the performance review will be carried out in a way determined by the Board.

### **Responsibility for Discipline**

The responsibility for imposing disciplinary measures will lie with the employee's supervisor. All disciplinary issues will be brought to the attention of the Head of Staff. All records of such discipline shall be kept by the F/HRM.

### **Unsatisfactory Job Performance**

Where, at any time the job performance of an employee is deemed unsatisfactory, a summary of the unsatisfactory behaviour will be documented in writing by the supervisor. The employee will sign the summary with any comments. The employee will receive a copy of this document and a copy will be placed in the F/HRM files.

The employee will be given a period of time at the discretion of the supervisor to demonstrate the required improvement, during which time he or she will meet with the supervisor to discuss progress and receive support as necessary.

If performance remains unsatisfactory, the employee will be provided with a final warning and will be informed that he or she will be dismissed for cause with appropriate notice of termination if the performance issue continues. Again, the discussions will be put in writing including the employee comments. The employee will receive a copy of this document and a copy will be placed in the F/HRM files.

### **C 3. Dismissal for Cause**

If the performance issue continues, the supervisor, in consultation with the F/HRM and on advice of the Head of Staff, will proceed with dismissal for cause of the employee. The F/HRM will document this decision, will give the employee a copy and will place a copy in the HR files. Appropriate notice period, termination pay and benefits will be given, as applicable, following the standards as laid out in the Employment Standards Act of Ontario.

#### **Dismissal for Misconduct**

An employee guilty of serious misconduct, as determined by the supervisor, may be summarily dismissed by the Head of Staff, who shall inform the Board.

Serious misconduct consists of acts or omissions which are criminal in nature or which cause serious physical or emotional harm to co-staff, to members of the congregation, visitors to the church or which affect the good reputation of the congregation.

### **C 4. Employee Complaint/Appeal Procedure**

*It is important to note that FirstU reserves the right to assess the seriousness of an employee complaint that will determine the process for consideration and/or potential resolution, e.g., perceived harassment versus workplace concerns.*

Working conditions/other issues:

Complaint:

*(Note: In the following procedure, the role of the F/HRM is to provide advice to the supervisor and/or head of staff and to ensure that appropriate records are maintained.)*

When an employee has a complaint regarding his or her treatment, working conditions or other matters, this should be discussed with the supervisor, who will inform the F/HRM and provide documentation for the employee's records. The employee and the supervisor are expected to work together to try to resolve the issue. The supervisor will consider the complaint, may consult the F/HRM and/or the HoS, and will take any appropriate action within his or her authority.

If the employee complaint is regarding the supervisor, the employee will first try to resolve the issue with the supervisor but can take the complaint to the HoS if that is not found to be satisfactory.

The supervisor should respond to a complaint in writing within five working days, with a copy to the F/HRM and Head of Staff.

Appeal: If the employee does not accept the response and continues to feel that the matter is of concern, a written complaint should be submitted to the Head of Staff, with a copy to the F/HRM.

The Head of Staff should respond in writing within five working days.

Once addressed by the Head of Staff, there is no further avenue of appeal.

Complaint re Head of Staff (Lead Minister):

If an employee has a complaint concerning the Head of Staff, the employee may submit a complaint in writing to the Board President or any other Board member. If the complaint is first shared with a Board member, that person will share it with the Board President, who may involve the Personnel Committee in addressing the concern.

In this case, the first response to the employee shall be made in writing within five working days confirming that the matter is under review and that the Board will inform further in due course.

*\* For complaints regarding ministers, the CUC would be consulted at the discretion of the Board, e.g., in the case of any requirement for discipline of a Minister.*

## C 5. Whistleblower Policy

FirstU has a whistleblower Policy, which is described in the Governance Manual.

## D Health and Safety

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### D 1. Legal requirements

FirstU takes the health and safety of its employees seriously and abides by the requirements of the current Occupational and Health and Safety Act for Ontario Employers.

<https://www.labour.gov.on.ca/english/hs/index.php>

The FirstU health and safety officer is the Operations Manager (OM). All health and safety questions or concerns should be directed first to the employee's immediate supervisor, with support to be sought from the health and safety officer. If this is the same person support may be sought from F/HRM.

### D 2. Safe Workplace

FirstU is committed to the Congregational Covenant which is meant to guide the behaviour of congregants and staff. The F/HRM and OM are responsible for promoting a positive, discrimination-free and harassment-free work environment and intervening when problems occur. Early intervention is essential to prevent escalation.

In addition, there is a Staff Covenant, as follows:

- We strive to create a workplace that has a welcoming environment in which we do good work and enjoy ourselves.
- We encourage direct communication and collaboration.
- We cultivate a playful spirit that allows for the flow of new ideas, vibrancy and creativity.
- We respect the expertise that Staff members bring to their work and actively seek each other's input and guidance when appropriate.
- We ask one another for help and support when needed and we support each other in fulfilling our varied responsibilities in positive ways.
- We commit to learning and celebrating our differences while working together to realize the values-based vision of FirstU and of Unitarian Universalism.
- We respect boundaries and act in ways that show high regard and appreciation of one another.
- We take our work, but not ourselves, (too) seriously

### **D 3. Discrimination**

FirstU affirms that the Congregation is an equal opportunity employer and will offer the same consideration to all prospective employees and staff, regardless of race, ancestry, place of origin, ethnic origin, citizenship, creed, record of pardoned offences, marital status, family status, disability, religion, age (18 and over), gender or sexual orientation.

### **D 4. Workplace Violence and Harassment**

(see APPENDIX for process to address this item)

FirstU will take whatever steps are reasonable to protect its staff, congregants, and visitors from workplace violence and harassment, including sexual harassment and abuse, from all sources. All complaints or action taken because of an investigation shall be handled in a confidential manner.

Definitions, as outlined in the Ontario OHS Act (Occupational Health and Safety Act).

Workplace violence means:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker
- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker
- A statement or behaviour that it 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.

Workplace harassment means:

- 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 and not already protected under the Human Rights Code.
- Workplace harassment may include bullying, intimidating or offensive jokes or innuendo, displaying or circulating offensive pictures or materials, or offensive or intimidating phone calls.

- Reasonable action or conduct for the employer, F/HRM or OM that is part of his or her normal work function is not considered harassment.

### **General Responsibility**

FirstU has a responsibility to create a climate of safety, respect and caring for people of all ages in our congregation. It is especially important that children and youth feel safe and are able to express their concerns to the adults around them. Under the Child and Family Services Act in Ontario, it is the duty of professionals and the responsibility of all citizens to report immediately to the Children's Aid Society any suspected abuse of a child under the age of 16. Under the Criminal Code of Canada, a report shall be made to the police when a 16 or 17-year-old youth is suspected of being abused by a person in authority.

Supervisors will adhere to this policy and the supporting program. Supervisors are responsible for ensuring that staff follow measures and procedures and will ensure that a Workplace Violence and Harassment policy is posted in a prominent location.

Supervisors will investigate and deal with all incidents and complaints of workplace violence and workplace harassment in a fair and timely manner, respecting the privacy of all concerned as much as possible.

Persons may file a complaint with the Ontario Human Rights Tribunal of Ontario if they believe that they have been harassed or discriminated against in the workplace on a matter related to Ontario's Human Rights Code.

False accusations are treated seriously. Acts which are criminal in nature will be referred to Ottawa Police Services.

## **D 5. Environmental Sensitivities Accommodation**

Recognizing that FirstU has a legal obligation to protect staff, members, volunteers and visitors with environmental sensitivities, staff are asked to refrain from wearing perfumes, colognes or anything which could trigger a sensitivity. Cut flower arrangements and blooming plants should also be placed in a location where they are least likely to cause discomfort to others.

## **D 6. Fire Safety**

Employees must be familiar with the locations and use of fire extinguishers within the FirstU building, which are found throughout the building. These are inspected yearly. If you have mobility issues, please advise the OM.

The location of the fire alarms is noted in the diagram included as Appendix B and will be included in the orientation session and walk through.

**NOTE: The location of the fire extinguishers may never be changed without the prior approval of the health and safety officer (OM). If an extinguisher is used, notify the OM immediately in order for it to be refilled.**

Periodic fire drills are held to ensure that you are familiar with appropriate safety routines. All fire drills must be treated seriously and given your full attention.

In case of fire: activate the nearest fire alarm and dial 911 from an outside location.

In case of a fire alarm:

1. Leave the building by the closest exit. If the door is hot, use alternate exit.
2. Proceed in single file to the parking lot for a head count by the OM.
3. The OM should report on circumstances of a fire to the Head of Staff.

## D 7. Defibrillator (AED)

Staff must know the location of the Defibrillator (AED) and complete an online training for use. Training for the specific ZOLL model can be found at <https://www.youtube.com/watch?v=OtvXMjpkac>

The location of the defibrillator is noted in the diagram included as Appendix B and will be included in the orientation session and walk through.

## D 8. General Safety and Security Precautions

Please alert your supervisor and the Health and Safety Officer (OM):

- If you discover potentially dangerous objects anywhere in or around the building;
- If you notice suspicious activity anywhere in or around the building;
- If a theft or vandalism occurs.

**NOTE: The last staff person to leave the building must ensure that the doors and windows are locked and that any other closing procedures have been followed.**

## D 9. Work Injury/Accidents

All injuries incurred while at work must be reported immediately to the employee's supervisor and the F/HRM. The F/HRM will document the incident on the Employer's report of injury form (WSIB). Employees must complete the Employee's report of injury. Information (WSIB), including instructions for the required forms are below:

[www.wsib.on.ca/](http://www.wsib.on.ca/)

## D 10. Animals in the Church Building

We are currently reviewing and updating this policy to reflect the current standards of support animals in the workplace. At this time, dogs are permitted in the building and should be contained to the offices with the permission of others who share the same space. All dogs must be contained, controlled or leashed when outside of the offices.

- Guide Dogs are permitted
- Special events where animals are specifically invited (such as the blessing of the animals service);
- Other circumstances, with the consent of others in the building or immediate area.
- All efforts are to be made to avoid animals in the kitchen areas.

## E General Employment Policies

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### E 1. Confidentiality/Privacy of Information

The OM is the designated Privacy Officer.

The OM and the F/HRM are responsible for controlling the use of the congregational information and for maintaining the privacy of information, in accordance with standards set by federal, provincial or other government agencies and with overall precautionary approach to privacy. The intent of the current legislation is to protect individuals against "identity theft" and to prohibit the use of personal information for "commercial purposes."

All employees are required to sign a non-disclosure agreement titled Employee Confidentiality Agreement. Employees who improperly use or disclose proprietary, confidential or personal information will be subject to appropriate disciplinary action, up to and including termination of employment, and possibly legal action, even if they do not actually benefit from the disclosed information. The obligations under the Employee Confidentiality Agreement survive the termination of employment and form part of the agreement of employment between the employee and FirstU.

All documents of a confidential nature should be cleared from employees' desks before leaving at the end of the work day. All file cabinets or desks containing files on confidential matters should be locked at night.

### E 2. Exit Interviews

Employees will be given an exit interview by their direct supervisor as soon as possible after notice of termination of employment is given by the employer or the employee.

### E 3. Employee Personnel File

The F/HRM will maintain personnel files for each employee in a locked cabinet. Employees will have access to the information kept in the file, upon request.

### E 4. Hours of Operation (office)

***The office hours may change as required.***

Monday through Friday 9:30am to 4:00pm;

Most Sundays from 9:00am to 1:00pm.  
The office is closed on Saturdays.

During the program year the OM and the F/HRM shall work 1 Sunday a month each.

## **E 5. Job Description /Letter of Offer**

Upon hiring, employees will be given their letter of offer and job description that form the employment agreement.

## **F General Office Procedures**

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### **F 1. Leaves/Absences**

All leaves/absences will be reported to the supervisor and F/HRM. Records are to be kept in the employee's personnel file with the F/HRM.

### **F 2. Dress Code**

Staff should dress according to job requirements, in accordance with generally acceptable standards at the discretion of the HoS.

### **F 3. IT Network and Computer Systems/ Office Equipment**

IT issues along with other equipment issues should be noted to the supervisor and the OM for action.

### **F 4. Personal Phone Calls and Computer Use**

Personal phone calls and other communication should be kept to non-work time, i.e., lunch hours and breaks.

### **F 5. Invoice Authorization and Payment**

F/HRM or OM are responsible for approval of invoices submitted by outside vendors and other parties, e.g, Committees. Committee expenditures should be approved in advance by the Committee Chair and submitted to the F/HRM for payment.

The F/HRM or OM will involve the Head of Staff, as necessary.

### **F 6. Timesheets**

Timesheets must be submitted by part-time, hourly employees and should be given to the OM or F/HRM for approval.

All timesheets, vacation requests, leave notices including sick days need to be submitted to the F/HRM on the Monday after the payroll period ends.

### **F 7. Teleworking from Home**

Teleworking is at the discretion of Management or the Head of Staff.



# APPENDIX A - Workplace Violence and Harassment Procedures

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FirstU takes the health and safety of its employees seriously and abides by the requirements of the current Occupational and Health and Safety Act for Ontario Employers. Canada's Criminal Code deals with matters such as violent acts, threats and behaviours such as stalking. The police will be contacted immediately when an act of violence has occurred in the workplace or when someone in the workplace is threatened with violence.

Persons may file a complaint with the Ontario Human Rights Tribunal if they believe that they have been harassed or discriminated against in the workplace. The process is independent of FirstU's process and can be done simultaneously. The tribunal is a neutral party and does not take sides. Tribunal staff assists with questions about specific claims.

Information on Ontario employer policies and suggested programs follows:  
<https://www.labour.gov.on.ca/english/hs/topics/workplaceviolence.php>

## **Risk Assessment for Workplace Violence**

Supervisors and managers will conduct a risk assessment for workplace violence and implement remedial measures as required.

## **Workplace Violence and Harassment Program**

Supervisors in consultation with the F/HRM are responsible for developing and updating a workplace violence and harassment policy which will include procedures that covers;

- Measures to control the risks of workplace violence,
- How to report incidents of workplace violence or harassment
- How FirstU will investigate and deal with incidents or complaints of workplace violence or harassment.

The supervisor and F/HRM will train employees about these procedures.

## **Refusal to work**

An employee may refuse to work where they have reason to believe that they are in danger of being a victim of workplace violence. However, work cannot be refused on the grounds of workplace harassment. The Act sets out a specific procedure that must be followed in a work refusal.

## **Reporting**

When an incident of workplace violence occurs, the supervisor should first notify police or emergency responders for immediate assistance. In addition, an employer has a number of duties if a workplace violence incident results in a person being injured.

FirstU must:

- Within 48 hours contact the Ministry of Labour, giving the circumstances of the occurrence and any information that may be prescribed.

### **Workplace Violence Procedure**

#### **Employee, volunteer and member responsibilities**

All employees, particularly supervisors, are responsible for ensuring that workplace violence is not tolerated.

Employees, volunteers or members shall report promptly to the Head of Staff and Board when they become aware of alleged actions or complaints of workplace violence.

#### **Manager Responsibility**

Those in Managerial positions are responsible of providing a work environment that is free from violence. This responsibility includes promoting a positive, harassment-free work environment and intervening when problems occur. Additionally, they are responsible for dealing with inappropriate actions of others that come to their attention. Harassment can escalate to violence. Also, the victim of harassment may resort to violence. Early intervention is essential to prevent escalation.

### **Steps when there is violence in the workplace**

#### **Step 1 - Ensure safety/report immediately**

Report incidence(s) of violence immediately to the supervisor and Head of Staff. The supervisor will call 911 for immediate medical or police support as deemed necessary. The supervisor/Head of Staff will ensure safety of all until the police arrive.

HRM will keep a written record of the date, time, details of the event and witnesses, if any.

#### **Step 2 - Complainant responsibilities**

The complainant shall:

1. a. Provide a letter of complaint that contains a brief account of the violent incident (i.e. when it occurred, the persons involved, injuries if any, names of witnesses, if any). The letter should also include the remedy sought and be signed and dated by the person complaining.
  - b. File the written complaint that describes the incident in Step 1 with the F/HRM/ Head of Staff. If the complaint is against the Head of Staff, then written complaint should be given to the President of the Board.
  - c. Cooperate with those responsible for investigating the complaint.
2. Employees, volunteers or members who fear domestic violence may come into the workplace and are encouraged to report such concerns to their supervisor/ Head of Staff. The supervisor will investigate and deal with these concerns on a case-by-case basis.
  3. An employee, volunteer or member who becomes aware of situations where violence may be occurring shall notify his/her supervisor/ Head of Staff.

#### **Step 3 - Management Support and Intervention**

1. The F/HRM and OM, with guidance from the HoS, will investigate all incidents of alleged violence as soon as possible after receiving the complaint. The investigation process shall involve interviews of the complainant, the respondent and any witnesses named by either.

2. The F/HRM or OM will prepare a written report of the investigation findings along with recommendations, if any, to the Head of Staff and Board who may involve the Personnel Committee.

- All complaints or action taken as a result of the investigation shall be handled in a confidential manner;
- Disciplinary action for violations will take into consideration the nature and impact of the violations, and may include a reprimand, suspension (with or without pay) or termination (with or without notice);
- Victims of violence will be offered pastoral counseling and support;
- False accusations are treated seriously;
- Acts, which are criminal in nature, will be referred to Ottawa Police Services.

### **Workplace Harassment Procedure**

#### **Steps for dealing with workplace harassment or discrimination**

##### **Step 1 - Direct communication**

Employees, volunteers, or members are encouraged to attempt to resolve their concerns by direct communication with the person(s) engaging in the unwelcome conduct. Where the complainant feels confident or comfortable in doing so, communicate disapproval in clear terms to the person(s) whose conduct or comments are offensive. Keep a written record of the date, time, details of the conduct and witnesses, if any.

##### **Step 2 - Report to Supervisor**

Employees, volunteers or members who are not confident or comfortable with step 1 are encouraged to report these matters to F/HRM, the OM or the Head of Staff or Board, as applicable.

An employee, volunteer or member who becomes aware of situations where discrimination or harassment may be occurring shall notify his/her supervisor, F/HRM or the Head of Staff or Board, as applicable.

##### **Step 3 - Formal Complaint**

The steps to file a formal complaint are:

1. Provide a letter of complaint that contains a brief account of the offensive incident (i.e. when it occurred, the persons involved, names of witnesses, if any). The letter should also include the remedy sought and be signed and dated by the person complaining;
2. File the complaint with the F/HRM or Head of Staff or the Board, as applicable.
3. Cooperate with those responsible for investigating the complaint.

##### **Step 4 - Investigation and discipline**

1. The OM and/or F/HRM will investigate all formal complaints. The investigation process shall involve interviews of the complainant, the respondent and any witnesses named by either. Within 10 days of the notice of the incident, the OM and or F/HRM shall investigate the incident and prepare a written report of the investigation findings. The report shall be provided along with recommendations, if

any, to the Head of Staff and Board, as applicable.

2. All complaints or action taken because of the investigation shall be handled in a confidential manner.
3. Disciplinary action for violations will take into consideration the nature and impact of the violations, and may include a verbal or written reprimand, suspension (with or without pay) or termination (with or without notice).
4. False accusations are treated seriously.
5. Acts which are criminal in nature will be referred to Ottawa Police Services.

## **Sexual Harassment and Abuse**

The Ontario Human Rights Commission oversees this issue, as follows:

<http://www.ohrc.on.ca/en/sexual-harassment-employment-fact-sheet>

### **Definition of Sexual Harassment and Abuse**

Harassment is defined as “engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome”.

Sexual harassment and abuse refer to demeaning behaviour of a sexual nature ranging from jokes, verbal innuendo and suggestive talk to unwanted sexual attention or touching to demands for or forced sexual activities. It may include threats of such behaviour or punishment for refusing to comply. Sexual harassment, sexual exploitation, sexual assault, pastoral sexual misconduct are all forms of sexual abuse. Confusion, embarrassment, fear, and anger are common reactions on the part of the victim. Loss of dignity and lowered self-esteem may result.

It is important to understand that sexual harassment and exploitation are misuses of power and not sexual issues.

### **Guiding Principles**

- Sexual harassment and/or abuse are unacceptable at FirstU.
- All allegations of sexual harassment/abuse will be taken seriously.
- Protection of children/youth is a fundamental concern and all legal requirements shall be met.
- All policies and procedures will strive to minimize further distress and ensure fairness for all.

### **Procedures for Sexual Harassment and Abuse (establishment of a Sexual Abuse Resource Team (SART))**

HoS will be responsible for establishing a SART team, in response to an event.

### **Responsibilities of SART:**

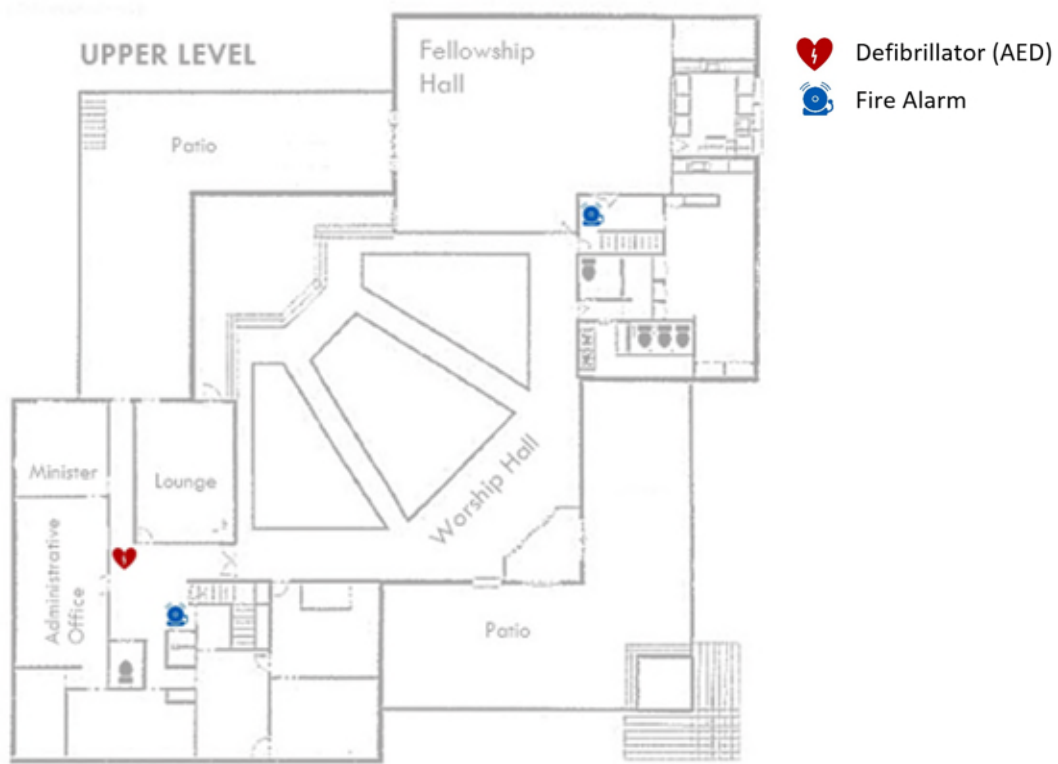
- listen with empathy and caring to all concerns which are raised
- receive allegations, to investigate immediately, and to recommend action
- involve the complainant and the accused in processes, informal or formal, appropriate to the situation

- protect children and youth, ensuring as far as possible that an adult accused of sexual exploitation does not participate in congregational activities with children or youth until the matter is settled
- understand the legal responsibilities, and manner of reporting incidents, and to seek advice when necessary
- report to the Board President within 90 days

### **Children and Youth**

1. Any person receiving a complaint concerning a child or a youth 17 years of age and under will immediately inform the Head of Staff.
2. Any complaint regarding suspected abuse of a child under the age of 16 by any person must be reported to the Children's Aid Society immediately. The duty to report is a legal requirement which takes precedence over the right to confidentiality.
3. The Children's Aid Society (CAS) is responsible for the investigation and the police usually will become involved. Pastoral support is appropriate, however, only the CAS staff and police may question the complainant and accused during the investigation stage.
4. SART members and employees are expected to cooperate with the Children's Aid Society and the police during an investigation.
5. The accused will not be assigned any duties involving contact with children until the investigation is completed and the matter is resolved.

## Appendix B – Location of Fire Alarms and Defibrillator



### LOWER LEVEL

