

TOWN OF HANOVER

HR-001 PERSONNEL POLICY

Version: October 3, 2022

This manual is exclusive of:

- provisions contained in any collective agreements
- policies of the Fire Department relating to volunteer firefighters
- Hanover Public Library policies
- and applies to all full-time, part-time, contract or seasonal employees unless otherwise specified

REVIEW RECOMMENDATIONS

Full-Time staff are requested to review each section of this document.

Part-Time staff are encouraged to review each section of this document, but requested to review the sections indicated below, at minimum:

Note: If viewing electronically, click on the link below to go to each section.

- [2.4 Employee Responsibilities](#)
- [5.1 Employee Classifications](#)
- [14.0 Conditions of Employment](#)
- [18.0 Probationary Period](#)
- [19.0 Performance Appraisals](#)
- [22.7 Salary Administration – Pay Periods](#)
- [23.1 Hours of Work - General](#)
- [23.4 Meal Breaks](#)
- [23.5 Tracking of Hours of Work](#)
- [23.6 Attendance](#)
- [23.7 Overtime and Lieu Time](#)
- [24.0 Paid Holidays](#)
- [25.0 Vacation – Other Employees](#)
- [26.0 Training and Development - General](#)
- [27.2 Pension Plan - OMERS](#)
- [27.3 Worker’s Compensation](#)
- [27.4 Employee Protective Clothing and Footwear](#)
- [27.6 Employee Discount Program](#)
- [28.0 Personal Vehicle Use Reimbursement](#)
- [29.0 Employee Recognition](#)
- [33.0 Medical/Sick Leave](#)
- [37.0 Maternity/Parental and Statutory Leaves](#)
- [41.0 Inclement Weather](#)
- [42.0 Bereavement – Compassionate Leave](#)
- [44.0 Standards of Conduct - General](#)
- [45.0 Workplace Violence & Harassment](#)
- [46.0 Driver’s Licence Infractions](#)
- [47.0 Progressive Corrective Measures](#)
- [48.0 Conflict Management](#)
- [49.0 to 55.0 Layoff and Termination of Employment](#)
- [56.0 to 56.7 Use of Corporation Property, Premises and Records](#)
- [57.0 Gifts, Gratuities and Honoraria](#)
- [59.0 Smoking and Vaping in the Workplace](#)
- [62.0 Confidentiality - General](#)
- [63.0 Employee Contact with Media](#)
- [64.0 Social Media](#)

TABLE OF CONTENTS

A. INTRODUCTION AND OBJECTIVES	7
1. INTRODUCTION.....	7
2. RESPONSIBILITIES.....	8
2.1 COUNCIL RESPONSIBILITIES	8
2.2 CHIEF ADMINISTRATIVE OFFICER RESPONSIBILITIES.....	8
2.3 DEPARTMENT HEAD RESPONSIBILITIES	8
2.4 EMPLOYEE RESPONSIBILITIES.....	8
B. PERSONNEL RECORDS.....	9
3. GENERAL	9
3.1 GOALS AND OBJECTIVES OF PERSONNEL RECORDS.....	9
3.2 RESPONSIBILITY FOR PERSONNEL RECORD KEEPING.....	9
3.3 CONTENTS OF PERSONNEL RECORDS.....	9
3.4 RETENTION OF PERSONNEL RECORDS.....	10
3.5 RELEASE OF INFORMATION.....	10
3.6 MUNICIPAL FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT ..	10
3.7 RELEASE OF INFORMATION TO GOVERNMENT AGENCIES	10
3.8 RELEASE OF INFORMATION FOR INTERNAL CORPORATION PURPOSES	10
3.9 WRITTEN CONSENT REQUIRED FOR RELEASE	10
3.10 PERSONNEL MEDICAL RECORDS	11
3.11 ADMINISTRATIVE REQUIREMENTS	11
3.12 OTHER APPLICABLE LEGISLATION	11
C. POSITIONS AND CLASSIFICATIONS.....	12
4. ORGANIZATIONAL CHART.....	12
5. DEFINITIONS.....	12
5.1 EMPLOYEE CLASSIFICATIONS.....	12
5.2 CHANGE OF POSITION CLASSIFICATION.....	12
5.3 ACTING APPOINTMENTS	13
5.4 EMPLOYEES AS VOLUNTEER FIREFIGHTERS.....	13
6. POSITION DESCRIPTIONS.....	13
6.1 GENERAL.....	13
6.2 CONTENT OF POSITION DESCRIPTIONS	14
6.3 PREPARATION OF POSITION DESCRIPTIONS	14
6.4 POSITION DESCRIPTION ONGOING MAINTENANCE.....	14
D. RECRUITMENT AND SELECTION.....	15
7. GENERAL	15
8. EMPLOYMENT ELIGIBILITY	15
8.1 HIRING OF RELATIVES OF EMPLOYEES	15
8.2 CITIZENSHIP REQUIREMENTS FOR EMPLOYMENT	15
9. APPROVAL OF HIRING.....	16
9.1 GENERAL HIRING BUSINESS CASE	16
9.2 EMPLOYEE HIRE APPROVALS AND RESPONSIBILITY.....	16
10. JOB POSTINGS AND ADVERTISING.....	16
10.1 GENERAL	16
10.2 INTERNAL AND EXTERNAL POSTINGS AND PLACEMENTS	17
11. APPLICATIONS FOR EMPLOYMENT	17
11.1 ACKNOWLEDGMENT AND RETENTION OF APPLICATIONS.....	17

11.2	SCREENING OF APPLICATIONS.....	17
11.3	CONFIDENTIALITY OF APPLICATIONS	17
12.	EMPLOYMENT INTERVIEWS	17
12.1	INTERVIEW PANEL MEMBERS	17
12.2	ACCESSIBILITY AND ACCOMMODATION FOR INTERVIEWS	18
12.3	INTERVIEW QUESTIONNAIRES	18
12.4	RETENTION OF INTERVIEW QUESTIONNAIRES	18
12.5	ASSIGNMENTS AND TESTING	18
12.6	REQUIREMENTS FOR COMPLETE & ACCURATE CANDIDATE INFORMATION ...	18
13.	REFERENCE CHECKS.....	19
14.	CONDITIONS OF EMPLOYMENT	19
14.1	CRIMINAL/VULNERABLE SECTOR RECORDS CHECK.....	19
14.2	DRIVER'S ABSTRACT	19
15.	OFFER AND ACCEPTANCE OF EMPLOYMENT	20
15.1	OFFER OF EMPLOYMENT	20
15.2	EMPLOYEE PERSONAL DATA	20
16.	MOVING EXPENSES.....	20
E.	ONBOARDING, ORIENTATION, AND APPRAISALS.....	21
17.	ONBOARDING AND ORIENTATION OF NEW EMPLOYEES.....	21
17.1	GENERAL	21
17.2	INDUCTION OF NEW EMPLOYEES.....	21
17.3	EMPLOYEE ORIENTATION GOALS AND PROCESS	21
17.4	NOTIFICATION TO COUNCIL OF NEW HIRES	22
17.5	INDIVIDUAL ACCOMMODATION PLANS	22
18.	PROBATIONARY PERIOD	22
18.1	GENERAL POLICY.....	22
18.2	LENGTH OF PROBATION	22
18.3	PROBATIONARY PERFORMANCE APPRAISALS	22
18.4	PROBATIONARY PERFORMANCE APPRAISALS OF PROMOTED EMPLOYEES ..	22
18.5	EXTENSIONS TO THE PROBATION PERIOD	23
19.	PERFORMANCE APPRAISALS.....	23
19.1	GENERAL POLICY.....	23
19.2	PURPOSES AND USE OF PERFORMANCE APPRAISALS	23
19.3	FREQUENCY OF PERFORMANCE APPRAISALS	24
19.4	POST-APPRAISAL SUMMARY	24
F.	COMPENSATION.....	25
20.	SALARY PLAN GENERAL POLICY	25
21.	JOB EVALUATIONS	25
21.1	GENERAL	25
21.2	ESTABLISHING AND MAINTAINING RELATIVE VALUE OF POSITION RANKINGS	25
22.	SALARY ADMINISTRATION.....	25
22.1	GENERAL	25
22.2	PROMOTIONS	25
22.3	DEMOTIONS	26
22.4	TRANSFERS	26
22.5	SALARY ADMINISTRATION AND PERFORMANCE REVIEW.....	26
22.6	GRID ADJUSTMENTS	26
22.7	PAY PERIODS	26
22.8	WAGE GARNISHEES, FAMILY SUPPORT PLAN AND OTHER DEDUCTIONS	26
G.	EMPLOYMENT PROVISIONS.....	27
23.	HOURS OF WORK	27

23.1	GENERAL	27
23.2	FLEX HOURS AND SCHEDULING	27
23.3	WORK FROM HOME	27
23.4	MEAL BREAKS	27
23.5	TRACKING OF HOURS OF WORK.....	27
23.6	ATTENDANCE	28
23.7	OVERTIME AND LIEU TIME	28
24.	PAID HOLIDAYS.....	29
24.1	PAID HOLIDAYS	29
24.2	COMPENSATION FOR PAID HOLIDAYS	29
24.3	PUBLIC HOLIDAY NOT A REGULAR WORKING DAY	30
24.4	SPECIFIC HOLIDAYS	31
25.	VACATION LEAVE.....	31
25.1	GENERAL	31
25.2	VACATION YEAR.....	31
25.3	ADVANCEMENT OF VACATION ENTITLEMENT	31
25.4	ACCRUAL OF EARNED VACATION DURING LEAVES OF ABSENCE.....	32
25.5	SPECIAL CIRCUMSTANCES.....	32
25.6	CARRYOVER OF UNUSED VACATION LEAVE ENTITLEMENT	32
25.7	VACATION TIME REQUESTS AND APPROVAL	33
25.8	VACATION PAY UPON TERMINATION OF EMPLOYMENT	33
H.	TRAINING & DEVELOPMENT	34
26.	GENERAL	34
26.1	APPROVAL OF TRAINING AND DEVELOPMENT.....	34
26.2	TYPES OF TRAINING AND DEVELOPMENT	34
26.3	TRAINING & DEVELOPMENT REIMBURSEMENT POLICY.....	35
I.	BENEFITS	36
27.	GENERAL	36
27.1	GROUP LIFE, EXTENDED HEALTH, MEDICAL AND INCOME REPLACEMENT INSURANCE DENTAL BENEFIT COVERAGE	36
27.2	PENSION PLAN - OMERS	36
27.3	WORKERS' COMPENSATION.....	36
27.4	EMPLOYEE PROTECTIVE CLOTHING AND FOOTWEAR	36
27.5	PHYSICALS TO MAINTAIN LICENCE CLASS	38
27.6	EMPLOYEE DISCOUNT PROGRAM	38
28.	PERSONAL VEHICLE USE REIMBURSEMENT	38
28.1	GENERAL	38
29.	EMPLOYEE RECOGNITION.....	38
29.1	EMPLOYEE LONG SERVICE	38
30.	RETIREMENT	39
30.1	GENERAL	39
30.2	PRO-RATED ALLOCATIONS	39
30.3	PAYMENT AND BENEFITS.....	39
30.4	RETIREMENT AWARD AND GIFTS.....	40
30.5	RETIREMENT LUNCHEON AND PRESENTATIONS	40
31.	COMMITTEE PARTICIPATION POLICY.....	40
31.1	PARTICIPATION ON INTERDEPARTMENTAL STAFF COMMITTEES	40
31.2	PARTICIPATION ON PROFESSIONAL EXTERNAL COMMITTEES.....	40
31.3	PARTICIPATION IN ELECTIONS.....	41
31.4	MEMBERSHIP AND ASSOCIATION PARTICIPATION	41
31.5	PROFESSIONAL MEMBERSHIPS.....	41

31.6 ASSOCIATION ACTIVITIES	41
J. LEAVES OF ABSENCE	42
32. GENERAL	42
33. MEDICAL / SICK LEAVE	42
33.1 GENERAL	42
33.2 SCHEDULING OF APPOINTMENTS	42
34. SHORT TERM DISABILITY	42
34.1 GENERAL	42
34.2 SHORT TERM DISABILITY ELIGIBILITY	43
35. LONG TERM DISABILITY	43
36. RETURN TO WORK PROGRAM	44
37. MATERNITY / PARENTAL LEAVE AND OTHER STATUTORY LEAVES	44
38. PERSONAL LEAVE OF ABSENCE WITHOUT PAY UP TO TEN (10) DAYS	44
39. PERSONAL LEAVE OF ABSENCE WITHOUT PAY BEYOND TEN (10) DAYS	45
40. LEAVES OF ABSENCE WITH PAY	45
41. INCLEMENT WEATHER	45
42. BEREAVEMENT – COMPASSIONATE LEAVE	46
43. JURY DUTY OR COURT SERVICE	47
K. STANDARDS OF CONDUCT AND PROGRESSIVE CORRECTIVE MEASURES	48
44. STANDARDS OF CONDUCT	48
44.1 GENERAL POLICY	48
44.2 DISCLOSURE OF HINDRANCE TO EMPLOYEE PERFORMANCE	48
45. WORKPLACE VIOLENCE AND HARASSMENT	48
46. DRIVER'S LICENCE INFRACTIONS AND/OR LOSS OF CLASSIFICATION	48
46.1 GENERAL	48
47. PROGRESSIVE CORRECTIVE MEASURES	49
47.1 GENERAL	49
47.2 SUSPENSION WITH PAY	49
47.3 RELOCATION	49
48. CONFLICT MANAGEMENT	49
L. LAYOFF AND TERMINATION OF EMPLOYMENT	50
49. GENERAL	50
50. LAYOFF	50
51. RESIGNATION	50
52. TERMINATION	50
53. EXIT INTERVIEWS	50
54. RETURN OF CORPORATION PROPERTY	51
55. SIGNING FINAL PAPERS	51
M. EMPLOYEE USE OF CORPORATION PROPERTY, PREMISES AND RECORDS	52
56. GENERAL	52
56.1 USE OF MUNICIPAL EQUIPMENT	52
56.2 USE OF CORPORATE VEHICLES	52
56.3 USE OF CORPORATE CREDIT CARDS	52
56.4 USE OF CORPORATION PROPERTY AND PREMISES	52
56.5 USE OF CORPORATION DOCUMENTS AND RECORDS	52
56.6 USE OF CORPORATION OR PROGRAM NAME	52
56.7 USE OF CORPORATION TECHNOLOGY	52
57. GIFTS, GRATUITIES AND HONORARIA	53
57.1 GENERAL	53
57.2 GIFTS AND GRATUITIES	53
57.3 HOSPITALITY	53

57.4 HONORARIA	53
58. PURCHASING INCENTIVES	53
59. SMOKING AND VAPING IN THE WORKPLACE	53
60. OWNERSHIP OF CREATIVE WORK.....	54
61. SOLICITATION AND DISTRIBUTION OF GOODS OR SERVICES	54
61.1 EMPLOYEES.....	54
61.2 NON-EMPLOYEES.....	54
N. CONFIDENTIALITY.....	55
62. GENERAL	55
63. EMPLOYEE CONTACT WITH MEDIA	55
64. SOCIAL MEDIA.....	55

A. INTRODUCTION AND OBJECTIVES

1. INTRODUCTION

This manual applies to all full-time, part-time, contract or seasonal employees unless otherwise specified. The policies in this Manual do not supersede the negotiated language or entitlements as outlined in prevailing Collective Agreements, policies of the Fire Department relating to volunteer firefighters or the Hanover Public Library policies. Unionized employees should also consult their Collective Agreement.

The Personnel Policies of the Corporation of the Town of Hanover (the Corporation) are designed to:

- Form the basis of understanding between the Corporation and employees,
- Assist employees of the Corporation with consistent direction and application of decisions,
- Ensure accountable and equitable organizational standards and working conditions that promote:
 - Staff growth, achievement, development and sense of pride, and
 - Efficient operations and provision of high-quality service to individuals and groups served by the Corporation.
- Support organizational relations by promoting honest communication throughout all levels of the Corporation,
- Provide for organizational planning, and
- Provide information and direction that is compliant with governing legislation including federal and provincial statutes, other Corporation policies, guidelines and by-laws.

Related policies, guidelines, and forms are referenced throughout this policy and should be reviewed for further information and shall be the standard for use.

A copy of the Personnel Policy will be available on the Corporation's intranet site and at each of the Corporation's worksites.

Revisions to this policy are administered by Human Resources as required, with a comprehensive review at least once every five (5) years. Revisions are subject to Chief Administrative Officer (CAO) and Council approval. Employees may contribute suggested revisions through their Department Head. Approved revisions will be distributed.

DISCLAIMER

All parts of this Manual are supplementary to the applicable federal and provincial legislation. In the event of a conflict, the legislation shall prevail.

HUMAN RIGHTS CODE POLICY STATEMENT

The Corporation intends that all personnel policies, guidelines and practices relating to staff employment (i.e. recruitment, hiring, promotion, transfers, training, compensation and termination) will be carried out without regard to age, race, colour, religion, national origin, gender, marital status, sexual orientation or disability, except where there is a bonafide occupational requirement, in accordance with the Ontario Human Rights Code (ORHC). All employees of the Corporation share the responsibility of maintaining an employment environment that supports this policy statement.

HEALTH AND SAFETY POLICY STATEMENT

Please refer to JHS-001(G) Health & Safety Program Guide.

2. RESPONSIBILITIES

2.1 COUNCIL RESPONSIBILITIES

Council represents the citizens and is responsible for determining the overall objectives of the organization and for establishing policies and procedures to meet those objectives.

2.2 CHIEF ADMINISTRATIVE OFFICER RESPONSIBILITIES

The CAO is responsible for overall corporate management and administration as directed through Council. The CAO takes on the additional role as facilitator between Departments and Council. The CAO is responsible for co-ordinating union negotiations and will act as the chief spokesperson in union negotiations, unless otherwise delegated.

2.3 DEPARTMENT HEAD RESPONSIBILITIES

Department Heads are responsible for general administration and management within their Department. The Department Head will work with Human Resources to ensure that the policies and procedures contained in this manual are carried out within their departments.

Department Heads include:

- Director of Corporate Services/Treasurer
- Director of Parks, Recreation & Culture
- Fire Chief/FPO/CEMC
- Director of Development
- Director of Public Works

2.4 EMPLOYEE RESPONSIBILITIES

Employees are responsible for reading and understanding the policies and practices in this Manual and to speak to their Supervisor, Department Head or Human Resources where they require clarification of any policy, guideline or procedure. Completion of Confirmation of Understanding of the Corporation's Policies is required and is included in onboarding for new employees.

B. PERSONNEL RECORDS

3. GENERAL

The Corporation recognizes its employees as its most important asset. In this regard, personnel records will be established and maintained for every employee.

3.1 GOALS AND OBJECTIVES OF PERSONNEL RECORDS

- Provide for the systematic collection, retention and retrieval of personnel information, as required, to keep track of the employment history and prospects of employees.
- Guarantee the proper handling and confidentiality of personnel information.
- Ensure that employees are aware of and provided with adequate access to appropriate files, records and documents about their employment.
- Provide managers with information to make decisions about personnel practices in the Corporation.

3.2 RESPONSIBILITY FOR PERSONNEL RECORD KEEPING

- The official corporate personnel records are kept in Human Resources under proper confidentiality and security. Official records include all paper and electronic records.
- All official personnel records are kept and maintained in Human Resources. Department Heads may deem it necessary to maintain copies of certain records under their direction, such as copies of employment agreements. In this situation Department Heads must ensure these records are kept under strict security and confidentiality and may not be accessed by others.
- Human Resources ensures that the official personnel record is established, maintained and kept under security and confidentiality. Human Resources, Department Heads and Corporate Services employees will ensure that confidentiality is maintained by limiting access to personnel files to those employees who must deal with the information in the performance of their duties.
- Employees are entitled to access their own official personnel files, upon scheduling a request, and such access must be done in the presence of Human Resources personnel. Employees may not remove any items from their file. Photocopies of file entries shall be provided upon request. Employees may add items to their file with the concurrence of Human Resources.

3.3 CONTENTS OF PERSONNEL RECORDS

The Personnel record is a recorded employment history of each employee. The files may include copies of forms, reports, letters and any other records, paper and electronic, that deal with the employment of each employee. Personnel files may include the following:

- Documents required by law
- Original application and resume for employment with the Corporation
- Letter of offer of employment and employment agreement
- Probationary reports
- Notice of payroll authorizing appointment and pay level
- Details of all employee benefits and payroll deductions
- Performance appraisal reports and disciplinary action reports
- Records of training and development
- Records of leave of absence
- Records of promotion, transfer, demotion, special assignments
- Commendations, citations
- Correspondence regarding the employees' work history
- Circumstances related to the employees' termination
- Exit interview questionnaires
- Such other information as deemed appropriate by Human Resources

3.4 RETENTION OF PERSONNEL RECORDS

Personnel records shall be retained in accordance with the Corporation's Retention By-Law, as amended from time to time.

3.5 RELEASE OF INFORMATION

Confidentiality of personnel records is the first priority to protect the employee's right for privacy. Under certain circumstances, it may be permissible to release certain information in response to specific requests.

3.6 MUNICIPAL FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

The Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) requires the protection of privacy of an individual's personal information existing in government records, and gives the individual rights to request access to Corporation records, including most general records and records containing their own personal information. Release of personal information will comply with the MFIPPA.

3.7 RELEASE OF INFORMATION TO GOVERNMENT AGENCIES

The Corporation may be contacted regarding verification of employment of an employee for credit or other purposes. These enquiries may be responded to by confirming job title, salary range, benefits and length of service. No other information may be released without the expressed written permission of the employee.

Certain personal information may be disclosed to select third parties, within reason and upon request, and may be released without the knowledge and consent of the subject employee. This includes:

- the employee's title
- benefits
- the employee's job classification
- departmental affiliation
- length of service
- salary range of the employee (as per earnings exceeding limits as per Ontario law)
- Canada Revenue Agency (CRA) requirements for Employment Insurance or information required for Records of Employment (ROE)
- Information required for pension plan administration
- Information required to support funding agreements (Eg. for summer students)

3.8 RELEASE OF INFORMATION FOR INTERNAL CORPORATION PURPOSES

Supervisory employees will be granted access to an employee's personnel file where the information/record is needed for them to perform their duties. In cases where employees need access to specific information to perform a duty which is not routine, the employee shall make a specific request to Human Resources.

Payroll employees may access a personnel file to ascertain payroll, benefits, deductions and entitlement provisions. Physical access to the Corporation's central Personnel files will be restricted to or be under the personal direction of the Human Resources Manager or designate.

Human Resources will note the time and date that an employee outside of Human Resources or Payroll reviews a personnel file and the nature of the material viewed.

All of the above that apply to paper records are also applicable to electronic records.

3.9 WRITTEN CONSENT REQUIRED FOR RELEASE

The following personal information will not be released to third parties without the written consent of an employee. This information includes, but is not limited to:

- Performance evaluations
- Certain Medical Records
- Credit or payroll deduction information
- Applications for employment with the Corporation
- Records concerning grievances or complaints
- Academic records
- Records of arrests, convictions or investigations
- Material relating to WSIB claims
- Material relating to employment insurance claims
- Material relating to severance payments
- Retirement records
- Confidential letters of reference or recommendation
- Results of any pre-employment testing
- Personal information/home address, home telephone, marital status/SIN Number

All requests for information about employees by third parties are to be addressed to Human Resources in writing. All requests will be processed in accordance with the MFIPPA and other applicable legislation and regulations.

3.10 PERSONNEL MEDICAL RECORDS

Confidential employee medical records are maintained by Human Resources in accordance with all legal, professional and ethical standards. Employees' medical records are kept in a separate secured file and are only available to Human Resources and the employee except where an employee's physician has so requested the confidentiality of their report. No information from the employee's medical records is released without the informed, signed consent of the employee, except where required by law and/or to the extent necessary to provide appropriate accommodations.

3.11 ADMINISTRATIVE REQUIREMENTS

Human Resources and Corporate Services staff are responsible for advising employees regarding the appropriate handling of confidential personnel information. Department Heads and supervisory staff are responsible for consistent application of this policy within their Departments.

Disciplinary action up to and including termination may be taken for violations of employee confidentiality under this policy.

3.12 OTHER APPLICABLE LEGISLATION

The Human Rights Code, the Employment Standards Act, the Occupational Health and Safety Act and other relevant legislation, regulations and collective agreements will be adhered to regarding the release of particular personal information.

C. POSITIONS AND CLASSIFICATIONS

4. ORGANIZATIONAL CHART

Please refer to HR-001(A1) Organizational Chart.

5. DEFINITIONS

5.1 EMPLOYEE CLASSIFICATIONS

An **Employee** is a person hired by the Corporation for a position, who is paid by the Corporation and is in receipt of a T4 slip. The following are definitions of employee classifications:

- A **Full-Time Permanent Employee** is an employee who has completed their probation, and who works in a continuous full-time permanent position for either thirty-five (35) or forty (40) hours per week, depending on standard work week. A year of full-time service is equivalent to fifty-two (52) weeks of work performed on a continuing basis. All full-time non-union employees receive a salary based on a bi-weekly rate that is calculated from an hourly rate. All full-time employees participate in all eligible benefits within the Corporation benefit plan.
- A **Part-Time Permanent Employee** is an employee who has completed their probation and works either on a year-round basis or continuous set periods of time throughout the year (e.g. Aquatics Daytime Staff) for less than thirty-five (35) hours per week on average, in a position not within the Corporation's established full-time complement, and receives a specified hourly rate. An employee in this category is not eligible for benefit coverage under the Corporation's benefit plan.
- A **Temporary or Fixed-Term Employee** is a **Non-Permanent** employee who is hired for specific periods of time. An employee in this category is not eligible for benefit coverage under the Corporation's benefit plan, except where they are eligible coverage under the retiree benefit plan in accordance with plan carrier provisions.
- A **Seasonal Employee** is an employee who is engaged for specific purposes during specific seasons of the year. An employee in this category is not eligible for benefit coverage under the Corporation's benefit plan.
- A **Probationary Employee** is an employee hired for a position, either full-time or part-time, and is required to serve a probationary period in accordance with their employment agreement/contract.
- A **Union Employee** is an employee who falls within the above status classifications and who is covered by a Collective Agreement. They shall abide by the policies contained in this manual and only deviate from same when specified by the applicable Collective Agreement.

5.2 CHANGE OF POSITION CLASSIFICATION

Movement of an employee from one position classification to another may occur as a result of transfer, promotion, demotion or secondment.

DEFINITIONS

Transfer is the movement of an employee from their current job classification to a new or existing job classification that requires a comparable level of competence and responsibility and which offers an equivalent rate of compensation.

Promotion is the movement of an employee from their current job classification to a new or existing job classification that requires an increased level of competence and responsibility and which offers an increased rate of compensation.

Demotion is the movement of an employee, either temporarily or permanently, from their current position to a new or existing position that requires a lower level of competence and/or responsibility, and which offers a reduced rate of compensation. A demotion may only be considered temporary for a period of up to, but not exceeding, six (6) months. After six (6) months, an employee who remains in a demoted status shall be considered permanently demoted.

Secondment is the movement of an employee to a temporary position to cover the short-term staffing needs of the Town or another organization for a specified period of time. Upon completion of the secondment, the employee will return to their previous position.

5.3 ACTING APPOINTMENTS

Eligibility

Acting appointments may be recommended to the CAO for consideration in cases involving the temporary vacancy in a position due to a resignation, termination, death or retirement, or in the extended absence of an incumbent due to an authorized leave of absence, long-term illness or disability.

Compensation

An employee who is approved to hold an Acting Appointment as outlined above for a period of twenty (20) consecutive working days or more, and who will perform the duties of the higher classified position according to the respective position description, shall be paid at the minimum entry level of the higher salary pay band, provided it is a higher rate of pay than the employee's normal position. Payment of the higher rate of pay shall commence effective the twenty first (21st) consecutive day of acting incumbency, unless provided earlier in accordance with a written employment agreement. The compensation period indicated is a guideline and may be altered at the discretion of the CAO.

Length of Acting Appointments

After serving in an acting capacity for one (1) year in a position not already within the Corporation's organizational structure, the incumbent's performance will be reviewed and the organization's need for the position will be assessed. If the Corporation chooses to continue the position, the job may be offered to the "acting" incumbent in a permanent capacity, or an open competition may be held. If the "acting" incumbent is not assigned permanently to the higher level classification, they will be returned to their original position and original grid level.

5.4 EMPLOYEES AS VOLUNTEER FIREFIGHTERS

Please refer to HR-024(G) Employees as Volunteer Firefighters

6. POSITION DESCRIPTIONS

6.1 GENERAL

The Corporation maintains descriptions for all positions in the organization. Position descriptions benefit the Corporation and its employees and are used to:

- Define the requirements of positions in an organized manner by using common factors and language.
- Provide documentation to ensure a balanced accountability, authority and responsibility in the Corporation.
- Assist with organizational and staff planning
- Assist with the conduct of job evaluation for establishing equitable pay policy.

6.2 CONTENT OF POSITION DESCRIPTIONS

Position descriptions are prepared and updated by using common factors as follows:

- **Position Title** asks “What is the position called?” It should be brief but descriptive enough to place the position in the organization.
- **Department** answers the “where?” question.
- **Reporting Relationship** identifies who the position is accountable to in the organization for task assignments, direction, control, performance appraisal, training and development.
- **Position Summary** describes, in a sentence or two, why the position exists and what the goals and objectives of the position are.
- **Duties and Responsibilities** provides a summary, under major activity headings, of the duties that are required of the position and how they are carried out. Duties and Responsibilities can also show the scope of the position to make decisions and to represent the Corporation.
- **Education, Skills and Experience** provides the minimum educational requirements, identifies required skills and scope of experience required for the position.
- **Physical Demands and Working Conditions** provides a summary of the work setting and normal working conditions for the position.
- **Contacts** provides a listing of both internal and external contacts the position is anticipated to interact with, and may include the frequency in which those interactions may occur.

6.3 PREPARATION OF POSITION DESCRIPTIONS

When a new position is required, a position description is prepared using an established template.

Department Heads, in consultation with Human Resources, are responsible for ensuring the accuracy of position descriptions and for the preparation of “new” and “revised” position descriptions.

If a new job is created or the duties of an existing job change substantially, the following procedures will be followed:

- Supervisors/Department Heads will identify the need to create, revise, or update position descriptions, with incumbent input where possible.
- All requests for position description creation, revisions, or updates will be sent to Human Resources, who will execute changes in consultation with the Supervisor/Department Head as required
- The Supervisor, Human Resources, Department Head and, in some cases, the CAO will approve the position description.
- Human Resources will update or create a job evaluation score according to a gender-neutral job evaluation process, if required, upon approval of the position description.
- Human Resources will place the new or revised position in the appropriate pay band based on the new or revised job evaluation score.

Job evaluations may be completed in-house or with the assistance of a consultant as deemed required. A point factor job evaluation methodology is used to achieve Ontario statutory Pay Equity and internal equity, and will be used to evaluate all non-union positions, unless otherwise excluded, for pay banding purposes. Any change in this methodology requires the approval of Council.

6.4 POSITION DESCRIPTION ONGOING MAINTENANCE

Supervisors/Department Heads will review position descriptions annually during regular employee performance appraisals and make recommendations for revisions to Human Resources. This review ensures that the description accurately reflects the duties to be performed by each employee. Department Heads are responsible for ensuring the accuracy of position descriptions.

D. RECRUITMENT AND SELECTION

7. GENERAL

The Corporation's recruitment policy shall be utilized to attract, select and retain qualified and competent candidates to meet the immediate staffing needs of the Corporation and to anticipate and plan for future recruitment needs, including progression and succession planning and evolving strategic direction of the Corporation in consultation with Departments.

The Corporation's current employees shall be given opportunities for personal and professional development in conjunction with recruitment objectives.

The recruitment process will:

- Provide a consistent, effective, efficient, fair and equitable application of recruitment procedures in hiring the most suitable candidates and will incorporate best practices into the staffing function through the use of contemporary and objective methodology, procedures, strategy and skilled interview teams.
- Be based on bona fide occupational/job requirements and will be free from discrimination on grounds outlined in the OHRC and the Accessibility for Ontarians with Disabilities Act (AODA).
- Promote the Corporation through the professional treatment of all job candidates and excellent customer service experience.
- Ensure appropriate documentation is in place and appropriate processes have been followed to support staffing decisions.
- Foster good employee relations concerning staffing matters through appropriate interpretation and application of provisions of collective agreements as they relate to staffing.
- Include notification to employees and the public about the availability of accommodation for applicants with disabilities throughout recruitment and hiring processes.

8. EMPLOYMENT ELIGIBILITY

8.1 HIRING OF RELATIVES OF EMPLOYEES

Immediate relatives of an existing employee, (i.e. parent, son, daughter, brother, sister, wife or husband, declared common-law spouse or relatives by spousal relationship) may be employed by the Town at the discretion of the CAO.

Ideally, relatives will not work in positions which require them to report to one another. Where an immediate relative is hired into a position or is assigned to a position where they would be supervised directly or indirectly by a related employee, alternative measures must be put in place to ensure real or perceived favouritism or nepotism does not occur. The related supervisor may provide day-to-day direction but is not permitted to address performance issues, progressive corrective measures, labour relations, and/or workplace conflict issues involving their relative. These items must be referred to an alternative supervisor, generally the Department Head, in partnership with Human Resources.

Any instances of nepotism will result in progressive corrective measures, up to and including termination.

No member of an interview/hiring committee will be a relative of any candidate interviewed for a position with the Town.

8.2 CITIZENSHIP REQUIREMENTS FOR EMPLOYMENT

Successful applicants must be legally entitled to work in Canada.

9. APPROVAL OF HIRING

9.1 GENERAL HIRING BUSINESS CASE

Department Heads will identify their staffing requirements through the normal budget process. Efficient and economical use of staff complement is a priority for Department Heads. Should a Department Head deem an additional employee is required, the Department Head will give appropriate notice to the CAO in accordance with the budget process. To obtain approval for additional staffing positions, the Department Head must submit a business case to the CAO for consideration and approval. A similar business case is required where a Department Head determines it is not necessary to replace a permanent position, or where restructuring is recommended.

The business case should include the following:

- A summary of the position duties and responsibilities plus the position description;
- An assessment of how the position meets the current and future requirements of the department and the corporation including the implications associated with not adding or replacing the position, or restructuring;
- An assessment of how the duties can possibly be performed by others, either internally or by contract; and
- The financial implications associated with any options.

The CAO will discuss business cases with the Department Head as required and approve or deny staffing requests as deemed appropriate. For the purposes of complement control, the CAO may approve staffing any regular full-time status position consistent with the approved budget.

The CAO is responsible for providing written notice to the requesting Department Head and Human Resources of approved and denied staffing replacement business cases.

9.2 EMPLOYEE HIRE APPROVALS AND RESPONSIBILITY

- **CAO** position is recommended and approved by Council.
- **Department Head** positions are approved by the CAO.
- **Full-time** position appointments are approved by the Department Head.
- **Other Employees** will be hired by the respective Department Head or designate.

10. JOB POSTINGS AND ADVERTISING

10.1 GENERAL

Human Resources, in consultation with the respective Department Head or designate, will co-ordinate all job postings/advertisements. Human Resources will ensure completeness and accuracy of job postings, as well as consistency with the requirements of the OHRC, AODA and other applicable statutes or regulations.

Job postings and recruitment advertisements list the posting number, position title, employee classification, working location of the position, major responsibilities and qualifications required for the position. All job postings will include a statement such as follows:

“The Town of Hanover is an equal opportunity employer that values diversity. Accommodations for accessibility are available throughout the recruitment process. Applicants must self-identify and make their accessibility needs known in advance. We thank all applicants for their interest; however, only those individuals selected for an interview will be contacted. Information is collected solely for the purpose of job selection under the provisions of the Municipal Freedom of Information and Protection of Privacy Act.”

10.2 INTERNAL AND EXTERNAL POSTINGS AND PLACEMENTS

Internal non-union postings will be posted for a minimum of five (5) working days. All employees currently on payroll at the time of the posting are eligible to apply for the posting.

A Department Head may request that an available position be advertised externally if a suitable candidate is not located internally.

Further, postings may be issued both internally and externally simultaneously or consecutively as deemed appropriate by the Department Head or designate in consultation with Human Resources.

11. APPLICATIONS FOR EMPLOYMENT

Please refer to the Application for Employment Form. This application form is not always required.

11.1 ACKNOWLEDGMENT AND RETENTION OF APPLICATIONS

All solicited applications for employment with the Corporation are acknowledged by Human Resources unless otherwise noted in the advertisement and are retained on file at the Corporation in accordance with the Corporation's retention schedule.

All unsolicited applications are kept on file for a maximum of six (6) months.

11.2 SCREENING OF APPLICATIONS

All applications are screened by Human Resources according to the critical factors, including the required qualifications and experience, established for the posted vacancy, with first consideration given to internal applicants.

Screened applications are forwarded to:

- Council for the CAO position.
- The CAO for Department Heads.
- Department Heads or designate for all other personnel.

11.3 CONFIDENTIALITY OF APPLICATIONS

External candidate applications are kept confidential from their current employers unless otherwise authorized by the candidates.

Internal candidate applications from interested employees are welcomed and encouraged. Those who wish to apply are required to do so in accordance with the job posting. All internal applicants are either interviewed or advised why they will not be interviewed for the position.

12. EMPLOYMENT INTERVIEWS

Please refer to HR-010(G) Guidelines for Employment Interviews

12.1 INTERVIEW PANEL MEMBERS

Human Resources, Department Heads and/or appointed designate(s) shall schedule dates, times and locations for meeting with the candidates selected for interview.

Interviews shall be conducted under the auspices of the Department Head and/or appointed designate(s). A panel of at least two (2) interviewers is required to conduct candidate interviews.

- Council interviews candidates for the CAO position with support from Human Resources.

- Candidates for Department Heads are interviewed by the CAO, Human Resources, and designated personnel.
- Middle Management and Supervisors are interviewed by the Department Head, and Human Resources and/or CAO.
- Candidates for other positions are interviewed by the respective Department Head and/or designate with the inclusion of Human Resources for all permanent positions.
- No interviewer will be a relative of a candidate.

12.2 ACCESSIBILITY AND ACCOMMODATION FOR INTERVIEWS

The Corporation is an inclusive employer who encourages applications from persons with disabilities and will offer reasonable accommodations throughout the recruitment and selection process for those who self-identify as requiring accommodations for reasons related to disability.

Invitations to interview must include notice of interview components (e.g. verbal interview questions, written assignments, computer assignments, anticipated length of the interview etc.) Interview invitations must include notification that accommodations are available, upon request, to participate in the interview process (e.g. scooter or wheelchair accessible space, ability to use assistive technologies, large print copies of documentation, extra time to complete assignments).

Consult Human Resources upon receiving requests for accommodation. The Corporation must consult with the applicant and provide a suitable accommodation that takes their accessibility needs into account. A candidate with a disability often knows best which accommodations will be appropriate (e.g. location of the interview, format of assessment tests, room set-up, interview timelines, support person, etc.).

If appropriate accommodations are not immediately available, inform the applicant that they will be contacted again, as soon as possible, once necessary arrangements are coordinated to confirm their interview date, time and location.

12.3 INTERVIEW QUESTIONNAIRES

A standard interview questionnaire must be used for all interviews for employment with the Corporation, based upon the qualifications and experience required for the position. The questionnaire must contain questions that are relevant to the position and related job requirements, and must comply with the OHRC and other relevant statutes and legislation. The questionnaire must document the candidates' responses and provide a standard and consistent method of scoring responses.

12.4 RETENTION OF INTERVIEW QUESTIONNAIRES

Documentation related to the successful and unsuccessful candidates is retained according to the Corporation's retention policy.

12.5 ASSIGNMENTS AND TESTING

Assignments and tests which vary in nature may be incorporated into the recruitment and selection process. Assignments and tests should be designed to demonstrate knowledge, competencies and skills required to perform the position. Assignments and tests may be altered upon request to suit the accommodation requirements of candidates.

Supervisors and Managers should consult Human Resources for assistance in incorporating appropriate assignments and testing into their recruitment process.

12.6 REQUIREMENTS FOR COMPLETE & ACCURATE CANDIDATE INFORMATION

Candidates who, during the interview or in their applications, withhold critical information about or make false statements about their qualifications, experience, skills or other factors which may impact on their ability to competently and consistently perform the essential duties of the position, are disqualified from employment. If evidence of such false statements comes to light after a candidate has already been offered employment, the

offer is withdrawn. If such evidence comes to light after a candidate has commenced employment, they shall be subject to termination without notice.

13. REFERENCE CHECKS

Employment references are to be conducted by the appropriate Department Head or a member of the interviewing group only after consent to contact references has been provided by the candidate. Refer to HR-001(F7) Reference Authorization Form and HR-010(G) Guidelines for Employment Interviews.

No employee should be hired until employment reference information has been obtained from at least two (2) reliable, work-related references, ideally from previous supervisors.

In the case of candidates who have been self-employed or have no previous employment experience and therefore cannot provide current employer or supervisor references, references will be sought from third parties that possess significant knowledge of the candidate's current skills and abilities.

When checking references, it is recommended that a prepared set of questions be used to ensure that the information gathered is consistent with the Interview Questionnaire and position requirements. Reference check questions must comply with the OHRC and other relevant statutes and regulations. Refer to HR-001(A2) Sample Reference Check Questions.

Reference check information shall be protected in accordance with the Municipal Freedom of Information and The Protection of Privacy Act and retained in accordance with the Corporation's retention policy.

14. CONDITIONS OF EMPLOYMENT

All Corporation employees shall conduct themselves in accordance with the Corporation's Code of Conduct for Municipal Employees (see HR-002 Employee Code of Conduct) and all policies and procedures of the Corporation.

14.1 CRIMINAL/VULNERABLE SECTOR RECORDS CHECK

Upon hire, all employees of the Corporation, regardless of age, must provide a Criminal Record Check, at their own expense, that yields satisfactory results to the Corporation.

Where the responsibilities of the position involve contact with vulnerable persons such as children or the elderly, employees age eighteen (18) or older shall also provide to the Town, at their own expense, Vulnerable Sector Check that yields satisfactory results to the Corporation.

Applicable employees are required to complete a criminal offence declaration annually, with a full background check every five (5) years at the expense of the Town. Please refer to HR-001(F8) Criminal Offence Declaration Form.

14.2 DRIVER'S ABSTRACT

Employees hired for a position that involves driving a vehicle provided by the Corporation, or driving a personal vehicle required for corporate business must provide a current driver abstract, at their own expense, satisfactory to the Corporation. Periodic review of driver's abstracts may be conducted by the Corporation for all applicable positions at the Town's expense.

Staff are required to report certain driving infractions. Please refer to the [DRIVER'S LICENCE INFRACTIONS AND/OR LOSS OF CLASSIFICATION](#) section of this policy.

15. OFFER AND ACCEPTANCE OF EMPLOYMENT

15.1 OFFER OF EMPLOYMENT

Upon receiving appropriate notification from the applicable Department Head, Human Resources will issue a written Offer of Employment Letter and Employment Agreement to each employee who has been selected for a position with the Corporation. The employment agreement and letter of offer provides confirmation of various terms and conditions of employment, including:

- Commencement date or fixed period of employment
- Title and nature of the position
- Salary information based on an hourly wage in accordance with the established pay grid, where applicable
- Benefits (confirmation of eligibility for enrolment in group benefits and any applicable waiting period, vacation leave, sick pay), if applicable
- Work schedule/hours of work
- Probationary period
- Requirements for Satisfactory Pre-employment Medical Report (a copy of the required report form is included with the letter), if applicable
- Requirement for Satisfactory Results from Criminal Record or Vulnerable Sector Check, and/or Driver's Abstract, if applicable
- Successful candidates will be informed that the Corporation has an accommodation process in place and provides accommodations for employees with disabilities.

The employee must sign one copy of the Offer of Employment Letter and Employment Agreement to verify their acceptance of the position, and must return the signed copy to Human Resources for placement in the employee's personnel file. A copy of the offer letter and employment agreement will be provided for the employee's personal records.

15.2 EMPLOYEE PERSONAL DATA

All new hires must complete a HR-001(F9) New Hire Data Sheet Form and TD1 and TD1ON forms and provide them to Human Resources as soon as possible. Copies of these forms should be provided to the hire along with the Offer of Employment Letter and Employment Agreement. Please refer to New Hire Personnel Data form and TD1 and TD1ON forms.

It is the employee's responsibility to ensure that the Corporation has current information concerning their personal status. The employee must advise Human Resources as soon as possible of any change in marital status, address, telephone number or beneficiaries. Such changes are incorporated into the employee's personnel file, and on such payroll deductions and benefit registration forms, as required.

16. MOVING EXPENSES

When an external candidate is offered a position, the CAO may authorize a negotiated payment amount for moving expenses be included in the Offer of Employment provided that:

- a. The distance from the present residence to the new residence is greater than the distance one must move to qualify for the moving expense deduction under the Canada Income Tax Act (currently 40 km);
- b. It covers only expenses actually incurred supported by receipts;
- c. The amount does not exceed \$7,500.00; and
- d. The employee relocates to a property in the Town of Hanover within one year of employment commencement.

Payment of moving expenses will occur upon the submission of approved Expense Reports and supporting receipts.

E. ONBOARDING, ORIENTATION, AND APPRAISALS

17. ONBOARDING AND ORIENTATION OF NEW EMPLOYEES

17.1 GENERAL

Orientation of a new employee is the responsibility of the Corporation and is one of the most important human resources and departmental functions. The information outlined in this policy is intended to assist Supervisors and/or Department Heads in delivering an employee orientation program, and should be provided to every new employee in the Corporation.

17.2 INDUCTION OF NEW EMPLOYEES

As soon as possible after commencing employment, a new employee or their Department Head or designate will be contacted by Human Resources regarding further information needed for the employee to complete onboarding and orientation requirements, dependent upon the position hired for, such as:

- Login credentials for the Corporation's Intranet site, online training platform, and time clock system
- Documentation pertaining to the Ontario Municipal Employees Retirement Savings (OMERS) pension plan
- Documentation pertaining to the benefit plan, waiting periods, coverages, and enrolment information

17.3 EMPLOYEE ORIENTATION GOALS AND PROCESS

The orientation process takes place as soon as possible after the commencement of employment. Employees are expected to complete all orientation and training requirements within the timeframes set out on HR-001(F10) New Hire Checklist – Employee form.

The goal of the orientation process, as facilitated through the Department Head or designate and/or Human Resources is to equip the new employee with a thorough understanding of the terms of their employment including:

- The probationary period.
- a thorough understanding of their position, its purpose, services and objectives.
- an explanation of their job duties and performance standards, a copy of their position description, and an outline of the criteria that will be used to evaluate their performance.
- the salary rate payable and method of payment.
- the benefit entitlements and enrolment policies and procedures.
- the personnel administration policies related to working conditions, standards of conduct, vacation and leaves, complaint procedures, personal development opportunities.
- the organization structure and reporting relationships and departmental functions.
- a working knowledge of the Corporation's purpose and programs.
- the role of Council, the Mayor, CAO and Department Heads.
- health and safety information and requirements.
- a working knowledge of the general community and a more thorough knowledge of his/her their own program's resources, service needs and issues, where applicable.
- an introduction to co-workers.
- a tour of the physical workplace including locations of other departments, washrooms, lunchrooms, exits, and other health and safety information.

The Department Head or designate must monitor completion of all new hire policy and guideline sign offs and training requirements and forward all confirmations of completion to Human Resources. Human Resources will advise Department Heads or designates of items which are past-due and outstanding for completion.

17.4 NOTIFICATION TO COUNCIL OF NEW HIRES

Council will be informed of all new Department Head hires. Department Heads will ensure new employees that will have contact with Council due to the nature of their position are introduced to Council.

17.5 INDIVIDUAL ACCOMMODATION PLANS

Requests for Individual Accommodation Plans, if applicable, must be submitted to Human Resources as soon as possible upon commencing employment or prior to the commencement of employment. Please refer to HR-019(G) Individual Accommodation and Emergency Plans and HR-019(F1) Workplace Accommodation Request Form.

18. PROBATIONARY PERIOD

18.1 GENERAL POLICY

All new employees are required to serve a period of probationary employment. The purpose of probationary employment is to confirm the employee’s skills in performing their duties and their ability to adjust to the working environment. It is also intended to assist the employee in identifying strengths and gaps in their job performance and to develop remedial strategies, if necessary.

Employees may also be required to serve probationary periods in the case of promotion, transfer or demotion.

18.2 LENGTH OF PROBATION

A guideline for minimum probationary periods is set out below. Any exceptions to this schedule are subject to CAO approval.

POSITION	MINIMUM LENGTH OF PROBATION
New full-time staff	Six months
New part-time staff	Three months
Promoted (to non-management position)	Three months
Promoted (to management position)	Six months
Transferred (to non-management position)	Three months
Transferred (to management position)	Six months
Demoted (to non-management position)	Three months
Demoted (to management position)	Six months

18.3 PROBATIONARY PERFORMANCE APPRAISALS

A probationary employee receives a formal performance appraisal prior to their probationary period ending, at which time a decision is made about continued employment of the employee. At the discretion of the Department Head, additional counseling, with documentation, may occur during the probationary period.

When the probationary performance of the employee does not meet the standards that are required, the employee may be terminated at the discretion of the Corporation after a full review of the employee’s performance and appraisal. Human Resources must be consulted prior to any terminations occurring.

18.4 PROBATIONARY PERFORMANCE APPRAISALS OF PROMOTED EMPLOYEES

Promotion is the appointment of an employee to a new or vacant position requiring increased competency and responsibility. Promotion is based on educational qualifications, experience and an evaluation of the employee’s ability to meet the requirements of the new position.

Should a promoted employee not successfully complete the probationary period, the Corporation shall have the option to:

- dismiss the employee, given just cause;
- return the employee to the position which they occupied prior to the promotion, if still available; or
- transfer the employee to a position equivalent to that previously occupied, provided that they are qualified for that position, and that such a position is available within the organization.

Human Resources must be consulted where a promoted employee does not successfully complete the probationary period.

NOTE: For the purpose of employment standards, the Town will recognize the Original Hire Date of an employee as it relates to the provisions of the Employment Standards Act. Where a separation of employment greater than 13 weeks + 1 day has occurred, the most recent date of hire will be used.

18.5 EXTENSIONS TO THE PROBATION PERIOD

The Department Head has the authority to require up to one extension of the probation period for further consideration of any new incumbent in consultation with Human Resources. Completion of the Performance Improvement Plan (PIP) will be required which will include steps to be taken to improve performance and status of progress during the extension. See HR-011(F1) Performance Improvement Plan Form.

If performance is still unsatisfactory at the end of the extension, Human Resources must be advised and consulted regarding termination of employment.

19. PERFORMANCE APPRAISALS

Please refer to HR-011(G) Procedure for Performance Appraisals.

19.1 GENERAL POLICY

The performance of all employees will be evaluated according to the Corporation's expectations. Review and appraisal of performance is one of the most significant and crucial management responsibilities.

The performance of an employee is formally reviewed and evaluated by their supervisors near the end of the probationary period and at least annually thereafter. In accordance with HR-018 Salary Pay Grid Policy, upon completion of a successful performance appraisal, employees may be eligible to move upward on the salary grid upon supervisor recommendation and Human Resources and CAO approval.

Appraisal results are discussed with the individual as an aid to improvement and advancement on the job. Both the supervisor and employee prepare a written performance evaluation for discussion.

Department Heads and/or designates will review and consider individual accommodation plans or accessibility needs when managing employee performance. The individual employee's accommodation plan will be reviewed prior to a performance appraisal being completed to ensure that all relevant accommodations are implemented and taken into consideration in the appraisal assessment and discussion. Human Resources will provide support in creating and implementing individual accommodation plans.

Both the employee and supervisor will sign off on the performance evaluation either on paper or electronically. Employees will acknowledge that the report has been discussed with them and that they understand it; the employee does not have to agree with the evaluation.

All pay increases (either a step movement or annual adjustment) require at least satisfactory performance. Employees with performance issues may have their pay increase (step movement or annual adjustment) held back and a performance improvement plan (PIP) implemented. Please refer to HR-011(F1) Performance Improvement Plan Form. The affected employee will not receive their pay increase until their performance improves. Any subsequent pay increase will not be retroactive.

19.2 PURPOSES AND USE OF PERFORMANCE APPRAISALS

The purpose of a Performance Appraisal is to:

- focus maximum attention on achievement of duties.
- advise the employee of strengths and areas for improvement

- ensure understanding of what is expected of them in their position.
- challenge the individual to continually improve performance and personal effectiveness.
- build and strengthen the supervisor-employee relationship.
- identify training and development needs, if applicable, and place primary emphasis on the employee's self-development.
- establish whether a probationary employee meets the performance standards required to successfully complete their probation.
- support corporate succession planning initiatives.

19.3 FREQUENCY OF PERFORMANCE APPRAISALS

It is the responsibility of the Department Head or designated supervisor, to ensure that the performance evaluations are completed related to the following:

- a) When the employee is proceeding from the probationary period to regular status;
- b) Annually thereafter by December 1st;
- c) At any time a Department Head and/or designate deems it appropriate to document an employee's accomplishments (e.g. after a project is completed) or when performance improvement plans are required.

19.4 POST-APPRAISAL SUMMARY

Action is called for immediately after the appraisal has taken place to recognize that a review of performance has occurred and that something will be done about it, whether it be training, counseling, praise, a pay increase, promotion, demotion, termination or reassignment of duties. If a deferral is called for, it must be followed up at an agreed upon time when the performance can be re-assessed. It should be remembered that the issue of performance does not end with the appraisal. It signals a new beginning, and in some cases, a fresh start.

F. COMPENSATION

20. SALARY PLAN GENERAL POLICY

The Corporation is committed to compensating employees at a level that recognizes the skills required to perform the job and the experience each employee brings to the job. The Corporation's priority is to strive for:

- a) Internal equity
- b) External equity and competitiveness
- c) Statutory equity
- d) Pay for performance and results

The salary policy and administration guidelines are developed and maintained by the CAO and Human Resources and any changes are proposed by same and recommended to Hanover Council for approval.

The Salary Plan consists of four key elements:

1. Job Definition
2. Job Evaluation
3. Salary Administration
4. Performance Evaluation

21. JOB EVALUATIONS

21.1 GENERAL

Job evaluation and salary administration-involves a balance between the relative value of jobs in the organization and the maintenance of salary relationships within the Corporation. It is also about equity and fairness in the way people are paid for their work, which includes internal equity and compliance with the Ontario Pay Equity Act. The objective of job evaluation and salary administration is to be fair, consistent and reasonable.

Job evaluation tools are used to help determine the relative worth of all positions in the Corporation. The job evaluation process builds a foundation for consistent salary administration and for maintaining salary ranges. The CAO and Human Resources, with direction from Council, will implement, administer and monitor the Salary Pay Grid.

21.2 ESTABLISHING AND MAINTAINING RELATIVE VALUE OF POSITION RANKINGS

Human Resources is responsible for managing the Salary Pay Grid on the advice of the CAO. Please refer to Policy HR-018 Salary Pay Grid Policy.

22. SALARY ADMINISTRATION

22.1 GENERAL

Salaries shall be determined in accordance with the non-union Salary Pay Grid as approved and amended from time to time by Council. All salaried employees of the Corporation are paid according to salary ranges based on an hourly rate.

22.2 PROMOTIONS

An employee who is promoted to a position that is evaluated at a higher pay band than their present position shall be placed at a step within the new pay band which reflects their degree of proficiency for the new position. Salary change due to promotion will be recommended by the Department Head and/or designate and approved by the CAO.

22.3 DEMOTIONS

An employee who is temporarily demoted to a position that is evaluated at a lower pay band than their present position shall be frozen at their current rate of pay. Employees in this situation will not be eligible for pay adjustments until the job rate for the new position exceeds or is equal to the frozen rate of pay from the previous position.

An employee who is permanently demoted to a position that is evaluated at a lower pay band than their present position shall be placed at a step within the new pay band which reflects their degree of proficiency for the new position. Salary change due to permanent demotion will be recommended by the Department Head and/or designate and approved by the CAO.

22.4 TRANSFERS

An employee who is transferred to a position that is evaluated at a different pay band than their present position shall be placed a step within the new pay band which reflects their degree of proficiency for the new position. Salary changes as a result of transfer are recommended by the Department Head and/or designate and approved by the CAO.

22.5 SALARY ADMINISTRATION AND PERFORMANCE REVIEW

Please refer to the Performance Appraisal Section of this policy manual.

22.6 GRID ADJUSTMENTS

Council is responsible, on the advice of the CAO, for determining annual adjustments to be made to the overall salary plan. Adjustments will be guided by the general trends in municipal salaries, the Consumer Price Index, general economic trends in the area, general labour market and other economic indicators. Annual adjustments which are approved by Council will be applied to the entire salary grid. Adjustments will usually be expressed as a percentage of current rates. Unless altered by Council, all salary grid adjustments are effective January 1 of a given year. Any employees on leave of absence without pay will receive any approved annual adjustment effective the date that they actively return to work.

The CAO may, at any time, deem that a special review of a particular salary range is required due to compression caused by either market pressures (e.g. an insufficient differential between the employee's and the Department Head or Supervisor's pay rates after a new hiring) or collective agreement adjustment. The CAO will recommend any revisions to Council for approval. Refer to HR-018 Salary Pay Grid Policy.

22.7 PAY PERIODS

Payments for employees of the Corporation are calculated on an hourly rate and issued on a bi-weekly basis. Payment is issued via direct deposit in the employee's bank account. The use of this payment method is authorized in writing by each employee and is a condition of employment with the Corporation.

All salary employees are paid every second Friday for work up to and including the current payday Friday at 11:59 p.m. All hourly employees are paid every second Friday for work up to and including the preceding Sunday at 11:59 p.m. The regular hourly pay period is from Monday to Sunday.

22.8 WAGE GARNISHEES, FAMILY SUPPORT PLAN AND OTHER DEDUCTIONS

If an official Wage Assignment, Garnishee or Family Support or Maintenance Order is received, Corporate Services advises the employee of:

- a) The condition of the Wage Assignment, Garnishee or Family Support or Maintenance Order, and
- b) The amount to be deducted each pay period to satisfy the requirement of that document.

Wage garnishments are deducted in accordance with applicable Federal and Provincial statutes. Payroll deductions can be made for expenses recoverable from employees upon direction from Department Head or designate and in agreement with employee.

G. EMPLOYMENT PROVISIONS

23. HOURS OF WORK

23.1 GENERAL

Normal hours of work are stipulated in each position description. Department Heads are responsible for scheduling such hours of work. Public service shall be the priority and interdepartmental consistency shall be monitored by Department Heads and the CAO. Non-union full-time employees work a minimum of thirty-five (35) hours per week. Part-time, seasonal and occasional non-union employees are governed by their respective schedules and department needs.

23.2 FLEX HOURS AND SCHEDULING

Flex hours may be accommodated for personal needs on an irregular basis (e.g. personal appointments, child care) subject to Department Head and/or CAO approval.

Flex scheduling allows non-union employees to select and schedule their working hours within certain limits, according to the demands of their job and their personal time requirements. It is not mandatory for employees to utilize flex scheduling. Flex scheduling is at the discretion and approval of the Department Head.

The flex scheduling options for Civic Office employees (full-time employees and part-time employees) runs from 7:30 a.m. to 5:30 p.m. In this time period, employees are required to be present during the core hours of 10:00 a.m. to 3:00 p.m. Outside the core hours, employees may schedule their working hours to meet the requirements of the department, service levels, and their personal needs, subject to Department Head or designate approval.

Flex scheduling options for employees outside the Civic Office or employees within the Civic Office that work irregular hours (evenings/weekends), can be selected to meet the demands of their job, department needs, and their personal time requirements with the approval of their Department Head or designate. Coverage for public access to reception during advertised Corporate hours must be provided (ie. Civic Office, Aquatic Centre, P & H Centre, Fire Hall).

The Department Head or designate will encourage staff co-operation in scheduling personal appointments during off-hours whenever possible. Although it is understood that this is not always possible, full-time employees are requested to respect the core hours and work day if feasible to minimize disruption to service levels and extra workload for co-workers.

23.3 WORK FROM HOME

Working from home may be considered on a case-by-case basis in accordance with HR-026 Work from Home Policy.

23.4 MEAL BREAKS

Employees are entitled to meal breaks in accordance with ESA standards. These breaks shall be determined by the Department Head and based on different work schedules and effective public service.

23.5 TRACKING OF HOURS OF WORK

Employees sign in and out each shift using the Time Clock and/or Web Clock, where applicable, or submit a time sheet in order to show regular time worked, pre-authorized overtime and time off with the appropriate approvals. All Department Heads or designates are required to ensure that employee hours of work are entered into the payroll software system appropriately and within payroll deadlines.

23.6 ATTENDANCE

Regular attendance during all scheduled hours of work, reporting to work on time, and continuing to work to the end of the established work period is expected of every employee. Employees who, for any reason, cannot carry out their scheduled shift(s) must notify their immediate Supervisor as soon as possible, indicating the reason and the expected time and date of return to work. Supervisors must be notified of both anticipated and unforeseen absences.

Unsatisfactory attendance, including arriving late, leaving early, or not reporting for shifts without proper authorization and notification, may result in disciplinary action up to and including termination.

Any unauthorized absences will be subject to non-payment. Where an employee is absent for one (1) shift without notifying their Supervisor, the Supervisor will attempt to contact the employee to ensure their well-being, ascertain the reason for their absence and determine the date of their return. Any staff member who is absent without proper notification and Supervisor approval for three (3) or more consecutive scheduled shifts may be deemed to have abandoned their position and employment may be terminated at the discretion of the Department Head in consultation with Human Resources and CAO.

23.7 OVERTIME AND LIEU TIME

Part-Time Staff

Authorized overtime will be paid in accordance with the ESA. In most situations this is equivalent to 1.5 times the normal hourly pay rate for all hours worked in excess of forty-four (44) hours per week. Some exclusions may apply.

Managers and Supervisors

Any authorized overtime for Managers and Supervisors is eligible for straight time off in lieu up to a maximum of seventy (70) or eighty (80) hours per calendar year, depending on the employee's standard work week. Lieu time earned by working on a statutory holiday shall not be included in this maximum calculation.

Non-Management and Non-Supervisory Staff

Any authorized overtime for non-management and/or non-supervisory employees, with the exception of unionized employees, is eligible for straight time off in lieu for time worked up to forty-four (44) hours in one week. Lieu time will be granted at 1.5 times for all hours worked above forty-four (44) hours in one week, unless previous agreements are in place for occasional flexing or averaging of hours.

Lieu time shall only be used when it is in the best overall interest of the Corporation. Completion of the request for lieu time must be completed electronically online through the Payroll System. Notwithstanding the ESA, the Corporation has a lieu time policy for overtime as follows:

a) **Authorization**

All overtime and resulting lieu time shall be authorized by the Department Head and/or designate, prior to its occurrence. Authorization is not automatic; overtime must be justified to the Department Head. The Department Head and/or CAO's decision is final. A record of overtime must be completed online through the Payroll System.

b) **Exception**

Prior authorization is not required when it is impractical or extremely difficult for an employee to obtain authorization from the approval authority before working overtime (e.g. in emergencies). In such cases, justification shall be provided after the fact to the approval authority to obtain authorization. Authorization will not be automatic and the Department Head's and/or CAO's decision is final.

c) **Overtime Rate**

Overtime will not be paid out, unless through an approved previous agreement or provided for within a Collective Agreement or the ESA.

d) **Administration of Lieu Time and Carry-Over****Managers and Supervisors**

Time in lieu is to be used in the calendar year in which it was accumulated. Lieu time carry-over up to a maximum of thirty-five (35) or forty (40) hours, depending on standard work week, may be approved by the Department Head and CAO. Lieu time that has been carried forward into a new calendar year must be used prior to April 1st of that year. Lieu-time carry-over not taken by April 1st of the following year will be forfeited.

Non-Management and Non-Supervisory Staff

Time in lieu accrued in a calendar year must be used prior to April 1st of the following year.

24. PAID HOLIDAYS

24.1 PAID HOLIDAYS

The following days are observed as paid holidays for eligible employees. If a paid holiday falls on a scheduled day off, an additional day will be made available for use at a later date as mutually agreed upon.

New Year's Day	(ESA)	Canada Day	(ESA)	Remembrance Day	
Family Day		Civic Holiday		Christmas Eve Day	
Good Friday	(ESA)	Labour Day	(ESA)	Christmas Day	(ESA)
Easter Monday		Thanksgiving Day	(ESA)	Boxing Day	(ESA)
Victoria Day	(ESA)				

Part-time employee statutory holidays will be in accordance with the Employment Standards Act (ESA).

*Part-time employees will recognize Family Day as per the ESA.

24.2 COMPENSATION FOR PAID HOLIDAYS

Full-Time Non-Union Employees

All full-time non-union employees are eligible for paid statutory holidays at their regular daily rate beginning the first pay period following employment. Working on a statutory holiday should only occur where required to support necessary operations. Prior to a full-time non-union employee working on a statutory holiday, the employee and their supervisor must complete HR-001(F1) Full-Time Non-Union Consent to Work on a Public Holiday Form. Full-time non-union employees who are approved to work on a statutory holiday are eligible to:

- Receive their regular public holiday pay plus take alternative time off with pay, accrued at 1.5 times hours worked (default option if form is not submitted on time);

or

- Receive 1.5 times their regular hourly rate of pay for hours worked on the statutory holiday, plus public holiday pay, and forfeit taking alternative time off.

Full-Time Union Employees

Union Employees should refer to their collective agreements regarding public holidays.

Working on a statutory holiday should only occur where required to support necessary operations. Prior to a full-time union employee working on a statutory holiday, the employee and their supervisor must complete HR-001(F2) Consent to Work on a Public Holiday Form – Full Time Union. Employees who are approved to work on a statutory holiday are eligible to:

- Receive their regular public holiday pay plus take alternative time off with pay, accrued at 2.0 times hours worked;
- or
- Receive 2.0 times their regular hourly rate of pay for hours worked on the statutory holiday, plus public holiday pay, and forfeit taking alternative time off (default option if form is not submitted on time).

Part-Time Employees

Compensation for paid holidays is provided to part-time employees as they qualify for such holiday pay under the ESA. Working on a statutory holiday should only occur where required to support necessary operations. Prior to a part-time employee working on a statutory holiday, the employee and their supervisor must complete HR-001(F3) Part Time Staff Consent to Work on a Public Holiday Form. Part-time employees who are approved to work on a statutory holiday are eligible to:

- Receive their regular public holiday pay for the statutory holiday plus 1.5 times their regular rate of pay for all hours worked on the statutory holiday (default option if form is not submitted on time),
- or
- Take alternative time off and receive public holiday pay for the alternative day off.

24.3 PUBLIC HOLIDAY NOT A REGULAR WORKING DAY

There may be occasions where a public holiday falls on a day which an employee is not regularly scheduled to work, but where that date is still considered a regular working day. This does not include situations where a public holiday falls on a Saturday or Sunday and therefore the Town chooses to recognize the holiday on a Friday, Monday, or other day of the week.

Full-Time Employees

Prior to a public holiday occurring on a non-working day for a full-time employee, the employee and their supervisor must complete HR-001(F4) Full-Time Staff – Public Holiday Not on Regular Working Day. Full-time staff in this situation are eligible to:

- Receive public holiday pay for the actual date of the public holiday, and not take an alternative day off;
- Or
- Take an alternative day off with pay, and not receive public holiday pay for the date of the public holiday (default option if form is not submitted on time).

Part-Time Employees

Prior to a public holiday occurring on a non-working day for a part-time employee, the employee and their supervisor must complete HR-001(F5) Part-Time Staff – Public Holiday Not on Regular Working Day. Part-time staff in this situation are eligible to:

- Receive public holiday pay for the actual date of the public holiday, calculated as per the ESA, and not take an alternative day off (default option if form is not submitted on time).
- Or
- Take an alternative day off on a normal working day and receive statutory holiday pay based on that alternative date.

24.4 SPECIFIC HOLIDAYS

a) **Remembrance Day**

If Remembrance Day falls on a Saturday or Sunday, it will be observed as a paid floating public holiday for regular full-time status employees, to be mutually agreed upon with the respective Department Head or designate, and must be taken during the current calendar year.

b) **Lieu Public Holidays**

If any of the designated holidays, except Remembrance Day, fall on a Saturday or Sunday, the preceding Friday or the following Monday shall be observed as a day off in lieu, as approved by the CAO.

c) **Religious Holidays**

Employees wishing to observe a religious holiday(s) other than those designated above, shall complete an Application for Leave of Absence Form to be granted a leave of absence without pay, or shall charge the holiday(s) against earned vacation time or accumulated lieu time, and time-off is subject to the respective Department Head's and/or CAO's approval, which will not be unreasonably withheld.

25. VACATION LEAVE

25.1 GENERAL

The Corporation provides an annual vacation to all eligible employees to be taken during the calendar year in which the vacation entitlement is granted. Scheduling and monitoring of vacations for employees is the responsibility of the employee, their Department Head and CAO for Department Heads.

Union employees must refer to their Collective Agreement regarding vacation provisions.

25.2 VACATION YEAR

The vacation year shall be January 1st to December 31st. Regular full-time employees shall earn an annual vacation entitlement in accordance with their credited years of service. Vacation entitlements will be pro-rated according to amount of time worked during the year.

Vacations are to be taken by December 31st of the current year and the scheduling of vacations will be at the approval of the Department Head or designate and/or CAO.

Vacation for new employees outside the standard entitlement is subject to approval of the CAO, as part of the employment agreement negotiation process.

25.3 ADVANCEMENT OF VACATION ENTITLEMENT

Regular Full-Time Employees

Regular full-time employees shall receive annual vacation with pay in accordance with the following schedule, to a maximum of thirty (30) days:

YEARS OF SERVICE	VACATION ENTITLEMENT
Less than 1 year	1 day per month (max 10)
One	11 days
Two	12 days
Three	13 days
Four	14 days
Five	15 days
Six	16 days
Seven	17 days
Eight	18 days
Nine	19 days
Ten	20 days

YEARS OF SERVICE	VACATION ENTITLEMENT
Eleven	21 days
Twelve	22 days
Thirteen	23 days
Fourteen	24 days
Fifteen	25 days
Sixteen	26 days
Seventeen	27 days
Eighteen	28 days
Nineteen	29 days
Twenty	30 days
Over Twenty	30 days (maximum)

For example, if an employee's tenth anniversary occurs in 2019, they are entitled to twenty (20) days of vacation, to be taken between January 1st and December 31st, 2019.

Pay for vacation time used will be based on the employee's regular rate of pay in effect at the time the vacation time is taken, and will be paid via direct deposit as part of the employee's regular salary payment.

Employment Contract Status Employees

An individual on employment contract shall earn annual vacation in accordance with their employment contract.

All Other Employees

Regular part-time, temporary/ fixed-term, and seasonal employees shall receive a percentage of gross earnings each pay, in accordance with the ESA. Time off taken as vacation shall therefore be unpaid. Scheduling of vacations will be subject to the approval of the Department Head and/or Supervisor.

25.4 ACCRUAL OF EARNED VACATION DURING LEAVES OF ABSENCE

Vacation earned is based on active continuous service. Vacation credits will not accrue while an employee is on Long Term Disability or while on a personal Leave of Absence for more than ten (10) days in one year. Employees who are on Short Term Disability will continue to accrue vacation credits. Employees who take an approved statutory leave per the ESA will continue to accrue vacation earned, and advance on the vacation leave schedule during the leave.

25.5 SPECIAL CIRCUMSTANCES

Illness During Vacation Leave

An employee who becomes ill during their vacation period is not allotted sick time for the period of the illness unless the illness requires hospitalization and is confirmed in writing by a medical professional.

Illness Prior to a Vacation Leave

An employee that becomes ill prior to a previously scheduled vacation period is granted sick time in lieu of normally scheduled vacation time. The supervisor discusses with the employee the rescheduling of the unused vacation time.

25.6 CARRYOVER OF UNUSED VACATION LEAVE ENTITLEMENT

Employees are expected to use their accumulated vacation leave by the end of the year in which it has been earned.

Where a regular full-time, non-union employee does not use all of their vacation entitlement within the same

calendar year, they may carryover a maximum of seventy (70) or eighty (80) vacation hours, depending on standard work week, into the next year's vacation leave schedule. All carried-over vacation hours must be used prior to April 1st or be forfeited.

25.7 VACATION TIME REQUESTS AND APPROVAL

The Department Head or Supervisor is responsible for approving the scheduling of all vacation time off within their department. The CAO is responsible for approving and scheduling of all vacation time for Department Heads. Requests to use vacation time are submitted and retained electronically through the Payroll System.

Refer to HR-017(G) Vacation Planning Guideline for further information on vacation request and approvals.

25.8 VACATION PAY UPON TERMINATION OF EMPLOYMENT

Unless there are exceptional circumstances, the vacation pay provided to a full-time employee who is terminating employment service with the Corporation is equivalent to the value of accumulated vacation leave they had earned thus far during the current year, prorated according to the amount of time worked in the current year, plus the value of unused vacation leave allowed to be carried forward from the previous year, minus the value of any vacation leave taken during the current year.

H. TRAINING & DEVELOPMENT

26. GENERAL

It is the general philosophy of the Corporation to provide all employees with suitable and appropriate professional development opportunities ideally cited through the performance planning and review process. Employee training and development benefits both the Corporation and its employees, and contributes to productivity and effectiveness.

The Corporation will invest funds in training and development as an encouragement to employees who wish to broaden their knowledge base. The Corporation will also invest funds in employees who need to take training to address skills that are lacking to perform their current responsibilities. The Corporation will provide accessible career development and advancement opportunities for employees with disabilities. Training and development must be relevant to the work situation and the purposes of the Corporation.

26.1 APPROVAL OF TRAINING AND DEVELOPMENT

Department Heads, designates and/or the CAO are responsible for approving employee requests for training and development and reimbursement of the following costs.

- registration fees
- transportation costs
- books and training aids
- accommodations and meals

Employees may be held responsible for all related fees and associated costs for second or subsequent training.

Employee Interest in Program

Wherever possible, employees should demonstrate interest in specific development opportunities to their Supervisor during their annual performance review for consideration within budgets. Any course, workshop, seminar, webinar etc. deemed job related and valuable to a corporate employee shall be brought to the attention of the respective Department Head or designate, through submission of a time off request in the payroll system with sufficient advanced notice. All education programs must be approved in advance by the respective Department Head and/or the CAO prior to the employee taking such program, in order to be eligible for funding reimbursement.

Corporation Interest in Employee Taking a Program

From time to time, the Department Head and/or CAO may recommend an educational program for employees which will benefit their work performance and is specifically job-related. In those instances where the Department Head and/or CAO directs an employee to attend an educational program, all related expenses will be covered by the Corporation.

26.2 TYPES OF TRAINING AND DEVELOPMENT

a) Duty Assignments

When employees are directed to take training as the result of performance review action or to be briefed on new technology, systems, policies, legislation (such as provincial seminars on new legislation, etc.), all costs, including travel and accommodation will be borne by the Corporation and approved by the respective Department Head and/or CAO. Any time required outside of normal working hours will be contributed by the employee.

b) Part-Time Course

All training and development must have a demonstrated benefit to the Corporation and is subject to

available funding. Employees may initiate training and development by applying to their Department Head and/or CAO as identified during the annual performance review process. The employee will provide information about the training program, its contents and outcome, duration, location and cost, and will demonstrate how the training will benefit the Corporation.

26.3 TRAINING & DEVELOPMENT REIMBURSEMENT POLICY

Refer to Policy FIN-010 – Conferences/Conventions Policy.

I. BENEFITS

27. GENERAL

The Corporation recognizes the importance of its employees' health, welfare and development and provides an excellent benefits program. It strives to make employment at the Corporation for its employees beneficial, both personally and professionally. The Corporation's management reserves the right to change benefits other than those outlined in the existing Collective Agreements.

The following information is superseded by benefit levels and descriptions in Collective Agreements and is intended for non-union employees. Union Employees should refer to their Collective Agreements regarding Health and Welfare Benefits.

27.1 GROUP LIFE, EXTENDED HEALTH, MEDICAL AND INCOME REPLACEMENT INSURANCE DENTAL BENEFIT COVERAGE

The Corporation will make available health and welfare benefits to permanent full-time salaried employees, following a three (3) month waiting period (waiting period is defined as a period of continuous active employment). Benefits included are Life Insurance, Accidental Death & Dismemberment, Vision Care, Short Term Disability, Long Term Disability, Dental Care, Prescription Drugs, Extended Health Care and Employee Assistance Program (EAP). Waiving of the waiting period is subject to CAO approval.

The Benefits Plan is explained in the Benefit Booklet provided by the Corporation's Benefit Carriers and is available from Human Resources. Please contact Human Resources for additional information regarding coverage.

27.2 PENSION PLAN - OMERS

All full-time permanent employees are required to join the Ontario Municipal Employee Retirement System (OMERS) Pension Plan and to make the required contributions jointly with the Corporation upon commencement of employment. The pension plan is integrated with Canada Pension Plan and deductions are governed by legislation.

Part-time and temporary/fixed-term employees are eligible to contribute to OMERS in compliance with plan administration and Pension Benefits Act (PBA) requirements. These employees will be offered voluntary enrolment in the plan upon satisfying eligibility requirements.

27.3 WORKERS' COMPENSATION

Workers' Compensation benefits are governed by the Ontario Workers' Compensation Act and Workplace Safety and Insurance Board (WSIB). Benefits may be available through Workers' Compensation or WSIB to an employee unable to perform duties due to a work-related injury, disability or illness.

Employees who suffer from any injury, disability or illness due to a work-related situation must report it to their supervisor immediately in accordance with JHS-007(G) Employee Incident & Accident Reporting. An employee who does not report accidents, injuries and work-related illness immediately, may become ineligible for Workers' Compensation. Workers' Compensation entitlements are not affected by probationary timelines.

27.4 EMPLOYEE PROTECTIVE CLOTHING AND FOOTWEAR

All non-union employees whose position requires protective clothing/footwear in accordance with the Corporation's Safety Standards, shall be reimbursed (upon presentation of the sales receipt) or provided

with same as provided for in the departmental budgets, departmental policies or collective agreements on a calendar year basis, unless otherwise specified.

Union Employees should refer to their Collective Agreements regarding protective clothing and footwear.

Position	Town Provision on Protective or Departmental Clothing/Footwear Requirements
Building Inspection (Including Chief Building Official, Building Inspector, and Joint Health & Safety Committee)	<ul style="list-style-type: none"> the purchase of one pair of safety approved work shoes or work boots per year Town identifiable construction helmet as required
By-Law Enforcement	<ul style="list-style-type: none"> the purchase of one pair of safety approved work shoes or work boots per year; The provision of one Town identifiable summer coat and one Town identifiable winter coat maximum once every 2 years. Uniform to be provided to a maximum of clothing allowance provided to Union Workers
Water/Wastewater Chief Operator & Public Works Foreman	<ul style="list-style-type: none"> the purchase of one pair of safety approved work shoes or work boots per year; Applicable Safety wear as required (coat, jacket, waders etc.) maximum once every 2 years. Up to four (4) town logo shirts per year
Director of Public Works	<ul style="list-style-type: none"> the purchase of one pair of safety approved work shoes or work boots per year Town identifiable construction helmet as required
Manager of Parks & Recreation Facilities	<ul style="list-style-type: none"> Up to four (4) town logo shirts per year the purchase of one pair of safety approved work shoes or work boots per year
Landfill Employees	<ul style="list-style-type: none"> the purchase of one pair of safety approved work shoes or work boots per year; Applicable Safety wear as required (coat, jacket, etc.), maximum once every 2 years. Up to four (4) Hanover/Walkerton Landfill shirts per year
Permanent Aquatics staff, Aquatics Supervisor, and Aquatics Assistant Coordinator	<ul style="list-style-type: none"> the purchase of one approved bathing suit per year
All Aquatics Personnel	<ul style="list-style-type: none"> lifeguard singlet, as required
Summer Camp Staff & Program Development Co-ordinator	<ul style="list-style-type: none"> Up to two (2) logo staff shirts per year

Building Maintenance Co-ordinator & Custodial Security Staff (Non-Union)	<ul style="list-style-type: none"> • Up to four (4) town logo shirts per year • The purchase of one pair of safety approved work shoes or work boots per year
Other Non-Union Full-Time Positions & Fire Department	<ul style="list-style-type: none"> • Provision at the discretion of the Department Head

27.5 PHYSICALS TO MAINTAIN LICENCE CLASS

Some positions within the Town require employees to maintain a D or A class licence. Where the Ministry of Transportation requires a physical checkup in order to maintain the required licence class, the Town will reimburse the employee for the cost of the physical, subject to Department Head approval and the submission of an expense report with receipt.

27.6 EMPLOYEE DISCOUNT PROGRAM

The Corporation may participate in employee discount programs as available. Information pertaining to any discounts will be made available to employees via the corporate intranet site.

28. PERSONAL VEHICLE USE REIMBURSEMENT

Also refer to EQP-001(G) Vehicle Use and Safety Guideline.

28.1 GENERAL

The Corporation will reimburse its employees for the use of personal vehicles for Corporation business. Mileage shall be paid according to the current Canada Revenue Agency (CRA) prescribed mileage rate. This per kilometre rate includes both operating and ownership costs of an employee’s personal vehicle, such as fuel, oil, maintenance, tires, insurance, license, depreciation, and finance costs. The Corporation’s compensation for personal vehicle use is limited to the kilometre rate.

Out of Town Business

Employees’ mileage while on out of town Corporation business, other than to and from a fixed place of employment, must be submitted on a monthly or quarterly basis using Expense Report Form.

In Town Business

Employee’s mileage for use of personal vehicles within a five (5) kilometer radius for Town work related purposes must be submitted on a monthly basis using the Mileage Tracking and Reimbursement Form containing all details of travel.

Rental Vehicles

It may be necessary for the Corporation to pay directly for the rental of a vehicle. In these instances, Department Head and/or CAO approval for a basic rental is required.

29. EMPLOYEE RECOGNITION

29.1 EMPLOYEE LONG SERVICE

Full-time staff, regular part-time staff, and Volunteer Firefighters that have achieved certain milestones in years of continuous and active service with the Town, will be recognized with a service award.

i. Maintenance of Service Awards Plan

Human Resources will maintain the Long Service Recognition Awards Plan and will provide the CAO with the list of recipients.

ii. Presentations

The Long Service recognition awards will be presented by Hanover Council or designate and Human Resources or the Department Head at the Annual Christmas Banquet or another appropriate event.

iii. Completion of Service Category

Long Service Awards will be presented to employees completing their respective service category as of December 31st of that year.

iv. Full-Time Employees in Capacity of Part-Time Firefighters

Regular full-time employees also serving in the capacity of Volunteer Firefighters will be recognized for their years of service in both positions.

YEARS OF SERVICE	SERVICE AWARD Regular full time, regular part time, and volunteer firefighters
5	Item etched or embroidered with Town Logo and/or Chamber Bucks (value up to \$100)
10	Item etched or embroidered with Town Logo and/or Chamber Bucks (value up to \$150)
15	Item etched or embroidered with Town Logo and/or Chamber Bucks (value up to \$200)
20	Item etched or embroidered with Town Logo and/or Chamber Bucks (value up to \$250)
25	Item etched or embroidered with Town Logo and/or Chamber Bucks (value up to \$300)
30	Item etched or embroidered with Town Logo and/or Chamber Bucks (value up to \$350)
35	Item etched or embroidered with Town Logo and/or Chamber Bucks (value up to \$400)
40	Item etched or embroidered with Town Logo and/or Chamber Bucks (value up to \$450)

30. RETIREMENT

30.1 GENERAL

All staff wishing to retire are required to submit formal notice to Human Resources through the completion of HR-001(F6) Notice of Retirement Form. Early submission of the form is encouraged for staffing and planning purposes

30.2 PRO-RATED ALLOCATIONS

For all union and non-union full-time staff, allocations for vacation time and sick time will be pro-rated in the year of retirement according to time worked in the year of retirement. For managers and supervisors, the maximum lieu time accrual will also be prorated according to time worked in the year of retirement. Over-use of any allocations will result in adjustments on or leading up to the employee's final pay.

30.3 PAYMENT AND BENEFITS

Full-Time Non-Union Employees with an Unreduced Pension

A full-time non-union employee with the Corporation who receives an unreduced OMERS pension shall be entitled to their choice of either:

- Three (3) days retirement pay for each full year of completed service, OR

- Full employee benefits (Dental, Vision Care and Extended Health Care), until they reach age 65, based on the Town's benefit package, as amended from time to time.

Payment will be made or the benefit come into effect when the employee goes into retirement and is in receipt of an unreduced OMERS pension. Payment shall be made at the employee's current rate of pay at retirement.

Full-Time Non-Union Employees with a Reduced Pension

A full-time non-union employee with the Corporation who receives a reduced OMERS pension shall receive three (3) days retirement pay for each year of completed service

Payment shall be made when the employee goes into retirement and is in receipt of a reduced OMERS pension. Payment shall be made at the employee's current rate of pay at retirement.

Union Employees

Union employees should refer to their Collective Agreement regarding Retirement.

30.4 RETIREMENT AWARD AND GIFTS

An employee retiring from the employ of the Corporation will receive an award valued at twenty (\$20) dollars per year of service to a maximum of six-hundred (\$600) dollars. The award will be presented by the Mayor and/or designate at the time of retirement. Employees with permanent full-time or permanent part-time status shall have both their years of service and retirement recognized. Human Resources will verify the years of service for an employee retiring from the Corporation.

The respective Department Head or designate may arrange an additional gift for the retiring employee. Any employee wishing to personally contribute to a gift for a retiring employee is welcome to do so.

30.5 RETIREMENT LUNCHEON AND PRESENTATIONS

A farewell luncheon may be arranged for a retiring employee at the approval of the Department Head or CAO.

Retirement presentations may be made directly by the Department, in their Departmental setting or during an approved luncheon. The Department is welcome to invite the Mayor and the CAO to any presentation being made to the retiring employee.

31. COMMITTEE PARTICIPATION POLICY

31.1 PARTICIPATION ON INTERDEPARTMENTAL STAFF COMMITTEES

The Corporation encourages employees to sit on interdepartmental staff committees outside of their regular job duties. Alternatively, employees may be required to sit on these committees as part of their job responsibilities. Employees are required to discuss voluntary membership on interdepartmental committees with their supervisor prior to acceptance, to identify any conflicts that may arise which may involve workload issues and scheduling conflicts between committee meetings and work demands.

31.2 PARTICIPATION ON PROFESSIONAL EXTERNAL COMMITTEES

Employees may receive invitations to serve on professional external committees, agencies, boards, etc. Approval from the CAO is required prior to sitting on a professional external committee. If an employee anticipates that scheduling conflicts might arise with their job responsibilities, the employee should discuss this matter with the CAO.

31.3 PARTICIPATION IN ELECTIONS

Federal and Provincial legislation sets out the rules for the conduct of elections, and to a certain extent, the limits to which employees can be actively involved. Beyond that, employees enjoy the same rights as any other citizens. Further, healthy involvement in community affairs and activities is applauded, encouraged and supported. However, employees are counseled to be careful that their political and community activities do not impede their objectivity, or influence the Corporation and its day-to-day operations. A perception of political impact by employees creates a negative public image.

Please refer to the ADM-015 Use of Corporate Resources for Election Campaign Purposes Policy and the HR-002 Employee Code of Conduct regarding Conflict of Interest.

31.4 MEMBERSHIP AND ASSOCIATION PARTICIPATION

Memberships are subject to Department Head approval and budget availability.

31.5 PROFESSIONAL MEMBERSHIPS

The Corporation may pay membership fees in municipal and related organizations that are of benefit to the Corporation, or in which the Corporation wishes to maintain a presence. The Corporation acknowledges that specific positions may require mandatory memberships in an association for accreditation.

31.6 ASSOCIATION ACTIVITIES

An employee's participation in a regional or provincial association, including acting in executive capacities, will be subject to the approval of the CAO. Upon approval, the employee may be eligible for reimbursement of mileage, travel and meal expenses, if such expenses are not covered by the association.

J. LEAVES OF ABSENCE

32. GENERAL

Employees who are on a leave of absence of any kind are required to maintain communication with the employer. Failure to respond to communications from the employer may result in disciplinary action, up to and including termination. It is the responsibility of the employee to keep the Corporation informed of any changes to contact information while on leave.

33. MEDICAL / SICK LEAVE

33.1 GENERAL

Medical leave is available to staff for use for personal illness or medical appointments, or in case of illness or medical appointment of a spouse, child, parent or other dependent.

Regular full-time employees working thirty-five (35) hours per week are eligible for paid medical leave of up to one hundred and five (105) hours per year, non-accumulative. (Regular full-time employees working forty (40) hours per week are eligible for up to one hundred and twenty (120) hours per year, non-accumulative). Paid medical leave entitlements will be pro-rated according to the amount of time worked in the year. Over-use of entitlements will result in adjustments to pay.

All other employees will be provided with 5 paid sick occurrences (shifts) per year, prorated according to time worked in the year, and/or as required by the ESA.

33.2 SCHEDULING OF APPOINTMENTS

Individuals are expected to arrange medical appointments or check-ups outside normal work-week hours where possible. If not possible, the employee should arrange such appointments at either the start or finish of the employee's shift and permission to leave must be granted by the Department Head or designate.

- A maximum of two (2) hours of paid medical leave may be granted for regular check-ups or appointments. For absences in excess of two (2) hours, lieu time, vacation time, or personal leave time may be utilized to cover the balance of time off.
- Specialist appointments and appointments for medical procedures or treatments are eligible for paid medical leave. Prior approval by the Department Head or designate is required.
- A medical certificate/doctor's note may be requested for any absence that is three (3) or more consecutive days in length. The Corporation reserves the right to request medical information as deemed required to support accommodations and return to work.

All other medical leave for full-time employees shall be subject to regulations of Short-term and Long-term Disability, plus Workers' Compensation.

34. SHORT TERM DISABILITY

34.1 GENERAL

Short Term Disability (STD) covers the period of time a full-time employee is permitted to be absent from work with pay by virtue of being ill, confined or disabled because of an accident for which compensation is not payable under the Worker's Compensation Act.

An employee approved for STD will receive short term income security equivalent to 100% of current rate of pay for up to 15 continuous weeks.

If hospitalized, approved STD will commence immediately on the day of hospitalization. Otherwise, approved STD shall commence on the fourth (4th) day of absence, after using medical leave for the first three (3) days.

Payments through the STD benefit will not be paid after day seven of absence unless sufficient medical documentation has been provided to Human Resources. Failure to provide this documentation for any leave would require the use of personal medical leave, vacation time, banked overtime/lieu time, or personal leave of absence until such time STD is approved, if applicable.

34.2 SHORT TERM DISABILITY ELIGIBILITY

In determining whether claimants are eligible for short term disability (STD) income benefits, in all situations, eligibility will depend on when the disability begins (i.e. Leave of Absence and/or Maternity Leave is treated on the same basis as any other Leave of Absence). Claimants, who are pregnant, will not be denied benefits merely because they have reached the tenth week prior to the delivery week.

If the disability begins prior to the date the leave commences, employees will be eligible for payments while they remain totally disabled under the specified conditions of the policy. To avoid overpayment, no disability payments are made while a claimant is receiving employment insurance maternity benefits. If the disability begins on or after the date the leave begins, employees will **NOT** be eligible for payments for the duration of the leave.

Proof of Illness / Attendance Records

An employee must submit medical documentation signed by a qualified medical practitioner, preferably in the form of HR-019(F) Functional Capacity Assessment Form, to Human Resources for illness or injury lasting four (4) or more consecutive working days. Human Resources will evaluate the medical information and determine eligibility for STD, in consultation with adjudication services, as deemed necessary.

It shall be the employee's responsibility to obtain and submit signed medical documentation within seven (7) days of the first day of STD leave and any time the Town requires an update. If an employee does not submit appropriate medical documentation, all time off will be taken as personal medical leave, vacation time, banked overtime/lieu time, or personal leave of absence. If the employee is absent on STD leave more than once in a six (6) month period, the Town retains the right to request a certificate of health from a physician designated by the Town at any time at its expense, for subsequent absences due to illness.

Where medical documentation does not include a defined timeline, the Corporation reserves the right to request updated medical information as deemed required to support accommodations and return to work.

35. LONG TERM DISABILITY

Long Term Disability (LTD) benefits may be approved by the Corporation's LTD insurance carrier for employees who have exhausted their Short Term Disability. Medical documentation required to support LTD approval must be obtained at the employee's time and expense. Where medical documentation does not include a defined timeline, the Corporation reserves the right to request updated medical information as deemed required to support accommodations and return to work. Please refer to the Benefit Booklet for complete details or contact Human Resources for additional information.

Benefit coverage for employees on approved LTD will be continued as per the terms and conditions of their benefits plan provided by the Corporation's Insurance carrier as amended from time to time.

36. RETURN TO WORK PROGRAM

Refer to HR-023(G) Return to Work Program for the return to work process for town employees who have been absent from work due to illness, injury and/or disability.

37. MATERNITY / PARENTAL LEAVE AND OTHER STATUTORY LEAVES

Maternity/Parental Leave and other statutory leaves shall be granted in accordance with the provisions of the Ministry of Labour, and the ESA. In order to expedite the hiring of replacement staff and minimize disruption of program operation and service delivery, the Corporation requests that any employee who plans to take a statutory leave provide as much advance notice as possible. Prior to commencement of statutory leave, it is recommended that the employee provide the expected date of return to their Department Head (including any vacation time planned.)

For all union and non-union full-time staff, allocations for vacation time and sick time will be pro-rated in the year of leave according to time worked in the calendar year. For managers and supervisors, the maximum lieu time accrual will also be prorated according to time worked in the year of leave. Over-use of any allocations will result in adjustments on or leading up to the employee's final pay.

The Corporation will cover the cost of all applicable benefits while an employee is on a statutory leave up to the ESA maximum weeks. Benefit coverage will not be applicable to any extended leave of absence over and above the ESA maximum weeks.

Statutory leaves of absence may be purchased in accordance with OMERS pension plan administration guidelines. Human Resources will notify employees of any leaves which are eligible for purchase.

The employee is responsible for registering with the applicable government agency to receive maternity/parental leave benefits under the Government Insurance program.

The anniversary date of an employee on a statutory leave will remain constant up to the ESA maximum weeks.

38. PERSONAL LEAVE OF ABSENCE WITHOUT PAY UP TO TEN (10) DAYS

An employee may request a personal leave of absence without pay for a period of up to ten (10) working days in any calendar year, by submitting a written request to the respective Department Head or designate and Human Resources for consideration. Approval or denial of the leave request will be confirmed to the employee in writing.

Approved leaves of absence under this section will be subject to the following conditions:

- i. All health, dental, STD, LTD, and life insurance benefit coverages will be maintained
- ii. Vacation entitlement will continue to be earned
- iii. Seniority will not be reduced for the purpose of calculating any remuneration adjustments and/or seniority

Leaves of absence may be purchased in accordance with OMERS pension plan administration guidelines. Human Resources will notify employees of any leaves which are eligible for purchase.

39. PERSONAL LEAVE OF ABSENCE WITHOUT PAY BEYOND TEN (10) DAYS

An employee may request a personal Leave of Absence without pay beyond ten (10) working days up to a maximum of one (1) year by submitting request in writing an Application for Leave of Absence Form to the respective Department Head or designate and Human Resources for consideration. Approval or denial of the leave request will be confirmed to the employee in writing.

Approved leaves of absence under this section will be subject to the following conditions:

- i. Extended health, dental and life insurance benefit coverages will be maintained to a maximum of thirty (30) days at the expense of the Corporation. The employee is responsible for paying for these coverages, as pre-arranged, for the remainder of the leave if the option to continue coverage is available through plan provisions.
- ii. STD and LTD coverage is terminated effective the eleventh (11th) day of leave. No STD or LTD benefits are payable by the Corporation when an insured employee is on a personal leave of absence for greater than ten (10) days. The employee will not have the option to continue paying for these coverages during the remainder of the leave.
- iii. For all union and non-union full-time staff, allocations for vacation time and sick time will be prorated in the year of leave according to time worked in the calendar year, for all time off in excess of the first 10 days of leave. For managers and supervisors, the maximum lieu time accrual will also be prorated according to time worked in the year of leave, for all time off in excess of the first 10 days of leave. Over-use of any allocations will result in adjustments on or leading up to the employee's final pay.
- iv. Seniority will not be reduced for the purpose of calculating any remuneration adjustments and/or seniority
- v. Wherever possible, the staff returning from an unpaid leave of absence will assume their former position. When this is not possible, every effort will be made to return that staff to a comparable position and level without loss of benefits. If this is not possible, the returning staff will be offered first consideration for any available position for which they are qualified.
- vi. A staff member who fails to return to work following the expiration of the approved leave period will be considered to have resigned their position with the Corporation and may be immediately terminated.

40. LEAVES OF ABSENCE WITH PAY

Leaves of absence with pay will be considered only in extreme and unusual circumstances and will be subject to CAO approval.

41. INCLEMENT WEATHER

Employee Responsibilities

Health and Safety of employees is important to the Corporation. In dealing with unfavourable weather conditions or emergency situations where travel to and from the employee's employment is deemed unsafe, the following basic guidelines will assist the employee.

It is the general responsibility of all employees to make every reasonable effort to attend their place of employment. When inclement weather prevents an employee from getting to work, the respective Department Head or designate is to be notified as soon as possible.

Where staff are unable to report to work but have ability to work from home as approved by their Department Head or designate, they will be expected to complete their duties by working from home.

Any failure on the part of the employee to attend their area of employment or to complete work from home as a result of inclement weather will result in lost time. The lost time will be debited in the following priority manner:

1. banked overtime/lieu time
2. vacation time,
3. unpaid leave OR,
4. borrow from future year's vacation allotment based on the employee's preference, in the event that the employee does not have overtime/lieu time or vacation time available in the current year.

In the event of inclement weather occurring after the start of an employee's shift, employees may consult with their Department Head or designate to leave early, if they are at the workplace. It is understood that the employee will record the time not worked as banked overtime/lieu time, or vacation used, or unpaid leave of absence.

In the event of an employee being on vacation or other leave of absence during such period when the Town operation is declared closed, no credit shall be granted for the day or time of closure by adding to the vacation or other leave.

Corporation Responsibilities

The CAO or designate will issue a directive when adverse weather conditions require the closure of Municipal facilities and/or employee work locations. A decision on the severity of any storm requiring cancellation or closure of municipal operations will be based upon weather and road conditions as they exist within the Town of Hanover and area. Facilities may be deemed closed to the public only, or to both staff and the public.

Where facilities are closed to the public only, employees remain responsible to make every reasonable effort to attend their place of employment as noted under Employee Responsibilities above.

Where facilities are closed to both the public and staff, the following will occur.

Closures Prior to Start of Shifts

- All staff, whether part-time or full-time, will receive pay for their scheduled shift.

Closures Part Way Through Shifts

- All staff, whether part-time or full-time, will receive pay for the remainder of their scheduled shift.

Note: In the event of an employee being on vacation or other leave of absence during such period when the Town operation is declared closed, no credit will be granted for the day or time of closure by adding to the vacation or other leave.

42. BEREAVEMENT – COMPASSIONATE LEAVE

When a death occurs in the immediate family of an employee, compassionate leave of up to three (3) days with pay will be granted between date of death and funeral service/burial and subject to days scheduled to work, and subject to Department Head and/or CAO approval. Immediate family will include:

Spouse	child	father	mother
foster parent	foster child	brother	sister
grandparent	grandchild	father-in-law	mother-in-law
brother-in-law	sister-in-law	son-in-law	daughter-in-law
grandparent-in-law	step parent	step child	step brother
step sister	step grandchild	step grandparent	

When a death occurs of an aunt or uncle of the employee, compassionate leave of up to one (1) day with pay will be granted between date of death and funeral service/burial and subject to day scheduled to work.

Employees may be permitted to use vacation time, lieu time, or unpaid leave to attend a funeral service/burial for relations not otherwise specified in this policy, in accordance with the ESA.

Extension to Bereavement Leave

Any extension of bereavement leave may be granted under special circumstances by the Department Head and/or CAO and taken as part of earned vacation, lieu time or as an unpaid leave of absence.

Please refer to ADM-007 Sympathy Expressions Policy.

43. JURY DUTY OR COURT SERVICE

Any full-time employee who must appear as a juror or witness for legal purposes during their normal scheduled work hours, is entitled to leave with pay provided they submit proof of the period of service required.

Any remuneration received from the Court, during regularly scheduled work days where the employee is not using vacation or lieu time, must be surrendered to the Corporation. An employee who elects to use vacation or lieu time to cover time away from work to complete jury duty or court service will be permitted to keep any remuneration received from the Court.

Meal and Travel allowance will not be reimbursed, unless the employee is appearing on behalf of the Corporation.

K. STANDARDS OF CONDUCT AND PROGRESSIVE CORRECTIVE MEASURES

44. STANDARDS OF CONDUCT

44.1 GENERAL POLICY

Codes of Conduct are designed to identify standards of behaviour that both the Corporation and prevailing legislation expect employees to observe and maintain. Such standards are designed to protect employees, provide for their safety and to guide their relationship with the Corporation, fellow workers and the public. Every employee is responsible for following the Corporation's Code of Conduct. Please refer to HR-002 Employee Code of Conduct.

44.2 DISCLOSURE OF HINDRANCE TO EMPLOYEE PERFORMANCE

The disclosure of any hindrance to an employee's performance is related to every day ethics and health and safety. It covers situations and circumstances, whether current or pending that may impair, interrupt or prevent employees from performing their duties. For employees' own protection and out of general courtesy to the Corporation, employees are required to disclose such situations immediately on becoming aware of them. These situations may include such examples as an illness, medical condition, personal injury on or off the job, family problems, legal obligations, conflicts of interest, harassment, personal conflicts, theft or damage to Corporation property or equipment, workplace health and safety concerns, or deterioration of equipment.

An employee should advise their Department Head or Human Resources if such a situation arises so that corrective measures can be taken and confidence restored. All disclosures will be kept in strict confidence. Failure to disclose hinderance to performance could result in the provision of progressive corrective measures, up to and including termination.

45. WORKPLACE VIOLENCE AND HARASSMENT

Please refer to HR-004 Workplace Violence and Harassment Policy and HR-004(G) Workplace Violence & Harassment.

46. DRIVER'S LICENCE INFRACTIONS AND/OR LOSS OF CLASSIFICATION

46.1 GENERAL

Many positions within the Corporation require employees to drive their own vehicles on town business, or drive town owned vehicles either on an occasional basis, or as an essential component of performing their core duties. The requirement of a valid license may be either stated specifically in the position description, or implied by the nature of the work.

Refer EQP-001(G) Vehicle Use and Safety for further information.

47. PROGRESSIVE CORRECTIVE MEASURES

47.1 GENERAL

Employees are required to abide by the Town's Progressive Corrective Measures policy. Department Heads and/or Supervisors are available to clarify standards of conduct as well as provide training in regards to job-specific requirements.

Failure to abide by any workplace requirement, including all policies and legislative requirements, may result in progressive corrective measures, up to and including termination. Please refer to HR-003 Progressive Corrective Measures Policy.

47.2 SUSPENSION WITH PAY

In the case of a serious misconduct, where immediate action is required, Management may remove an offending employee from the workplace and place them on "suspension with pay" pending investigation of the incident.

This "Suspension With Pay" will allow the supervisor to consult with Human Resources, and will give Management an opportunity to investigate further.

47.3 RELOCATION

Employees may be relocated to a new permanent work location to ensure continued good public service. If any employee's workplace is permanently adjusted, appropriate notice will be provided to the employee.

48. CONFLICT MANAGEMENT

The Corporation is to provide fair and consistent treatment to all employees. The Corporation takes pride in providing the best we can offer to our employees in benefits, pay and working conditions. The Corporation feels that fair treatment of its employees is essential and includes an "open door" communication approach to the concerns of its employees.

All employee suggestions and concerns shall be given full and fair consideration with an assurance that there will be no discrimination against any employee who identifies a problem or concern. It is in the best interests of the Corporation and employees that concerns are resolved. Please refer to HR-013(G) Conflict Management Procedure.

L. LAYOFF AND TERMINATION OF EMPLOYMENT

49. GENERAL

Termination of employment is defined as a separation from employment with the Corporation, either voluntarily or involuntarily. Regardless of cause of the employee's employment termination (e.g. acceptance of other employment, retirement, death, ill health, personal reasons or terminated with or without just cause), the circumstances surrounding the action must be treated in a confidential and professional manner by all parties involved. Department Heads are encouraged to ensure thorough and well documented termination procedures.

50. LAYOFF

Any layoffs, whether temporary or permanent, will be administered in accordance with the ESA and in consultation with Human Resources.

51. RESIGNATION

Employees of the Corporation are required to give at least the minimum length of notice of resignation as specified within their Employment Agreement(s); however as much advance notice as possible is preferred. Advance notice allows the Corporation to recruit and train a suitable replacement with as minimal impact to service as possible. Resignations are considered voluntary terminations of employment.

Human Resources must be notified of the resignation as soon as possible. The Corporation shall administer the cessation of all employment benefits in accordance with legislation, benefit carrier guidelines and pension administration guidelines.

52. TERMINATION

The Corporation may terminate the employment of an employee with or without just cause. The amount of notice or pay in lieu of notice provided to any employee whose employment is being terminated will be in accordance with the ESA. Human Resources must be consulted prior to the termination of any employee.

At the Sole Option of the Corporation

Either working notice or payment in lieu of notice, which incorporates the statutory notice requirements under the ESA will be provided. An additional period of working notice or payment in lieu of notice based on the completed number of years of employment will also be provided, using the most recent continuous service date. This additional working notice or payment in lieu of notice (which is not required to be paid by the Corporation under legislation), will be the equivalent of 0.5 weeks per year of employment completed on the date of receipt by the employee of notice of termination to a maximum of ten (10) weeks of pay.

The Corporation shall administer the cessation of all employment benefits in accordance with legislation, benefit carrier guidelines and pension administration guidelines.

53. EXIT INTERVIEWS

Exit interviews are encouraged for employees who voluntarily terminates employment with the corporation and who consent to completing the interview. Exit interviews provide valuable information concerning the position and any changes or alterations to the position description that currently exists. As well, the

employee can provide suggestions for operational improvements for the Department and/or the Corporation. The interview may be completed in person, or via written submission of HR-011(F11) Exit Interview Form.

54. RETURN OF CORPORATION PROPERTY

Department Heads are responsible to ensure employees whose employment with the Corporation is terminating, return all Corporation property to their Department Head, before completing their final day of work. Should Corporate property fail to be returned by the employee, the Corporation will ensure the final pay for the employee will be by cheque and release of the cheque will be dependent on the return of outstanding corporate property and/or the final cheque will be reduced by the value of the property if the employee is unable to return said property. Employees who do not do so are subject to any legal remedies that the Corporation may pursue in order to affect the return of its property.

55. SIGNING FINAL PAPERS

Human Resources will work with departing employees to ensure any necessary paperwork related to benefits, pension, or other items, is completed prior to termination occurring.

M. EMPLOYEE USE OF CORPORATION PROPERTY, PREMISES AND RECORDS

56. GENERAL

The Corporation provides the use of property, equipment, premises, and records to employees as required within their roles to support and achieve the goals and objectives of the Corporation. Failure to abide by requirements related to employee use of Corporation property, premises, equipment and records may lead to corrective measures up to and including termination and criminal charges.

56.1 USE OF MUNICIPAL EQUIPMENT

Corporation equipment includes machinery, tools and materials and is sensitive and expensive to maintain and repair. Employees may be permitted to use such equipment and are responsible for preventing the loss, damage or unusual wear and tear to the equipment. Employees who are authorized and qualified will use the equipment only for Corporation business. Employees are required to take the best possible care of all Corporation equipment.

56.2 USE OF CORPORATE VEHICLES

Please refer to EQP-001(G) Vehicle Use and Safety.

56.3 USE OF CORPORATE CREDIT CARDS

Refer to Policy FIN-008 Corporate Credit Card Policy.

56.4 USE OF CORPORATION PROPERTY AND PREMISES

The equipment, furniture, supplies, premises and other property of the Corporation have been acquired for the purpose of achieving Corporation and program objectives. They are to be used by Corporation employees only in the performance of their duties. Any other use constitutes misuse and is strictly prohibited. Unauthorized use of Corporation property, resources or premises, or the unauthorized removal of property from the Corporation's premises without prior Department Head or Supervisor approval is not permitted.

56.5 USE OF CORPORATION DOCUMENTS AND RECORDS

All records and documents of the Corporation are the sole property of the Corporation. Subject to policy regarding Confidential and Sensitive Information, and the requirements of the Freedom of Information and Protection of Privacy Act, and other relevant federal and provincial statutes, no documents or records of the Corporation can be borrowed, removed from the premises of the Corporation or photocopied for personal use without approval of the supervisor.

56.6 USE OF CORPORATION OR PROGRAM NAME

Council appoints individuals to serve as a spokesperson(s) for the Corporation. The Corporation recognizes the individual's freedom to make statements at any time, as a private citizen, or as a member of a professional association. However, the Corporation will not, without its prior consent, allow its name or the name of any Corporation program to be used in affiliation with such activities.

56.7 USE OF CORPORATION TECHNOLOGY

This policy is designed to identify responsibilities, requirements and provide guidance for the use of corporate desktop computers, laptops, Personal Digital Assistants (PDAs) i.e. cell phones, and related components, technologies and supporting software and hardware. Refer to ADM-008 Information Technology (IT) & Mobile Devices, ADM-014 Network System Passwords, and HR-026 Work from Home.

57. GIFTS, GRATUITIES AND HONORARIA

57.1 GENERAL

Employees must advise their immediate supervisor if they have been offered a gift, gratuity or honorarium. Employees must make workplace decisions based on impartial and objective assessment of each situation, free from the influence of gifts, favours, hospitality and entertainment.

Employees are not permitted to solicit reimbursement of any kind for rendering services, which are part of their work responsibilities as employees of the Corporation.

It is recognized that in the carrying out of their responsibilities on behalf of the Corporation, employees may be offered honorarium for teaching or public speaking activities or gratuities or gifts from clients, colleagues, job applicants, or firms that do business with the Corporation. In such instances, employees are required to discuss the matter with their supervisor, and to comply with the following guidelines.

57.2 GIFTS AND GRATUITIES

The employee is required to decline any personal gift where the acceptance of such gift would imply a contractual agreement with, or obligation to, the donor or any other conflict of interest on the part of the employee or the Corporation.

In those instances where the donor is a recipient of program services and insists upon offering a gift in appreciation for services rendered, it is preferable that the gift be an item of modest value.

57.3 HOSPITALITY

The Corporation recognizes there is a role for “moderate hospitality”. Employees should consult with their Department Head and/or the CAO to determine whether or not a specific gesture constitutes moderate hospitality.

57.4 HONORARIA

An employee who receives financial compensation for teaching or public speaking activities performed, as part of their work responsibilities, is required to remit to the Corporation the amount of financial compensation received, unless they are on their own time e.g. vacation or lieu.

58. PURCHASING INCENTIVES

Some of the purchases made by or on behalf of the Corporation may qualify for purchase incentive plans offered by firms with which the Corporation does business. Purchase incentives may include air miles, credit vouchers, special promotions or special prices on goods or services.

Corporation employees are prohibited from deriving personal gain as a result of their involvement in purchasing decision activities or contracts undertaken on behalf of the Corporation. When the expenditure of Corporation funds qualifies for receipt of a gift, bonus, credit for air miles, or any other purchasing initiative, the Corporation is and will remain the sole designated recipient of that incentive, except where an employee is required to use a personal credit card. The selection and disposition of the incentive is determined by the CAO, in accordance with the best interests and requirements of the organization as a whole.

59. SMOKING AND VAPING IN THE WORKPLACE

The workplace, for the purpose of this section, is defined as any office, facility, or vehicle that is occupied by the Corporation, its programs or personnel, on a full-time, part-time or occasional basis for service delivery, or for other activities that are carried out on behalf of the Corporation.

The Corporation is committed to providing a healthy, comfortable and productive work environment for our employees. In compliance with the Smoke-Free Ontario Act as amended from time to time, smoking and vaping is prohibited in all interior areas, and many outdoor areas of municipally owned premises and workplaces. Smoking and vaping is prohibited at outdoor work locations except at designated breaks. All forms of tobacco, vapor, or non-medicinal cannabis use is strictly prohibited within Town buildings including but not limited to offices, hallways, waiting rooms, washrooms, lunch rooms, stairwells, elevators, meeting rooms and all enclosed facilities. This policy applies to all employees, clients and visitors.

All town owned vehicles and equipment are designated smoke and vapor free.

Refer to HR-020(G) Substance Use and HR-021(G) Medical Cannabis.

60. OWNERSHIP OF CREATIVE WORK

Any inventions, discoveries, developments, methods, systems, program plans, manuals or other valuable and exclusive ideas, materials, writings or printings which any employee may obtain, have access to, invent or develop evolving from employment with the Corporation, are vested solely in the Corporation together with exclusive rights to any patents, copyrights or other ownership interests.

61. SOLICITATION AND DISTRIBUTION OF GOODS OR SERVICES

61.1 EMPLOYEES

Employees may solicit and distribute literature or products in common staff areas, as long as the activities do not impact on the work environment.

61.2 NON-EMPLOYEES

Persons not employed by the Corporation may not solicit or distribute literature or product on the Corporation's property unless previously approved by a Department Head or CAO.

N. CONFIDENTIALITY

62. GENERAL

Employees have access to confidential information by reason of their employment with the Corporation.

The Corporation requires that employees, as a condition of their employment, will ensure that the Corporation's information pertaining to clients, employees or other Corporation business that they acquire in the performance of their duties, is held in strict confidence. This includes, but is not limited to, financial records, client histories, accounting systems and programs, training and operation manuals, electronic and digital data access, comparable software documents or software programs and any other information regarding the Corporation. Any information relating to ownership, operation or management of the Corporation, which has been or may be disclosed to the employee by the Corporation, is confidential, proprietary in nature and of value to the Corporation. It is a condition of initial and continuing employment for all Corporation employees that they abide by this confidentiality.

Employees may access the computers, files and other recorded information of the Corporation and its programs only as authorized and required for the effective delivery of program or Corporation services.

Intentional or involuntary violation of confidentiality results in disciplinary action up to and including termination.

63. EMPLOYEE CONTACT WITH MEDIA

The Corporation is an organization that is publicly accessible. This increases the chances of being approached by the media. Employees are required to direct any media or inquiries from media to Department Heads and to the CAO on matters of policy or the Corporation's position on specific business to ensure the information is consistent and that confidential matters are addressed appropriately.

Please refer to Procedure HR-014(G) Media Guidelines.

64. SOCIAL MEDIA

Please refer to ADM-009 Social Media.