

# **Society of St. Vincent de Paul Toronto Central Council Policy Manual**

**Policy:** **General Personnel Policy**

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*It is understood that each Division has policies and procedures unique to their operations, and that this General Personnel Policy is the policy common to all employees of the Society of St. Vincent de Paul, Toronto Central Council.*

## **Statement of Purpose or Intent:**

The Society is an international organization of Catholic lay people who work to help the disadvantaged: people who are hungry, homeless, addicted, psychiatrically or physically or developmentally disabled, prison inmates, immigrants, refugees, transients, and anyone who has been rejected or abandoned.

The purpose of this Personnel Policy is to instill and foster the ideals of the Society and its founder, Frederic Ozanam. We seek to be true to the spirit of Blessed Frederic Ozanam and St. Vincent de Paul which provides, "No work of charity is foreign to the Society". In addition to the volunteer-based Home Visitation program, the Society operates a number of programs called Special Works offering longer term assistance to persons in need.

The Society adheres to all labour, employment and equity legislation in its dealings with its staff.

## **2. Operating Principles:**

The Society, seeks at all times to participate in service through a "person-to-person" outreach. All employees will actively promote a respectful working environment for clients, residents, colleagues and others.

To promote a professional and respectful workplace, the following shall apply:

- No individual will be discriminated against on the basis of race, religion, language, age, disability, national origin, marital status, gender, sexual orientation, socioeconomic background or circumstance;
- Employees will fulfill their duties and responsibilities with integrity. The highest possible quality of service is to be extended to the public, residents, clients and colleagues and affiliated service providers;
- Residents, clients, customers and co-workers shall be treated with the utmost respect, in a conscientious and dignified manner;
- Employees will not engage in personal relationships with residents while in our care, or for up to one year after residents have left the system. Employees will refrain from accepting all gifts, favours or hospitality from residents, clients, members of the Society or business associates, which could be interpreted as seeking to influence or obtain preferential treatment.
- Employees shall maintain their professional judgment, independence and competence without concerns from outside interests, activities and endeavours;
- Confidential information regarding residents, clients, employees or the operation of the Society is not to be discussed with anyone other than authorized individuals;
- Donations given to the Society for the benefit of clients or residents are not to be appropriated by or used by employees;
- All employees have a duty to report verbally or in writing any evidence of improper practice of which they are aware. As used here, the term “improper practice” means any illegal, fraudulent, dishonest, negligent, abusive or otherwise unethical action by an employee;
- Employees who attend work under the influence of alcohol, drugs or other mood altering substances will be subject to immediate dismissal;
- Employees will respect the policies and procedures of the Society, and work in a cooperative manner.

### 3. **Personnel Records**

All employees shall complete the following forms, to be maintained in their confidential file at Toronto Central Office, and at their place of work:

1. Education and employment history;
2. TD1;
3. New employee record form;
4. Driver’s abstract, as required;
5. Signed Employment Agreement,
6. Current emergency contact information
7. Status of Criminal Reference Check

8. Confidentiality agreement

4. **Job Description and Employee Classification**

Each employee shall be given a copy of their job description as well as the Policies and Procedures applicable to their program. Each employee is accountable to their immediate supervisor and will receive assignments and directions primarily from that person. Employees are expected to maintain a high level of job performance, ensuring that they arrive for work on time, focused and prepared to perform the work at hand.

Employee Classification:

Full Time Employees – regularly scheduled to work at least 32 hours per week  
Part Time Employees – regularly scheduled to work from 20 – 31 hours per week  
Relief/Casual Employees – work on-call, no guarantee of regularly scheduled shifts

Orientation:

All employees will participate in orientation and training procedures, as outlined for their specific work place.

5. **Probationary Period**

The probationary period shall be 720 hours for full time employees and 450 hours for part time employees.

The program director or manager shall ensure that a Performance Review takes place with the employee prior to the end the probationary period. If the review is unsatisfactory, probation may be extended, for one month at a time, to a maximum of 9 months after commencement of employment, with the approval of the Executive Director.

All employees who successfully complete their probationary period will receive a letter from their immediate supervisor confirming their permanent employment status. All offers of employment are conditional upon the satisfactory completion of a Criminal Reference Check.

6. **Medical**

An annual T.B. test is a requirement for all staff working in the Residential Homes Division, and may be required from time to time for individuals working in other divisions. There may be occasions at the request of the Public Health Department, when more frequent TB testing is required.

Inoculation against Hepatitis B Virus is strongly encouraged and shall be paid for by the Society for permanent employees.

7. **Performance Reviews**

Annual Performance Reviews will be conducted with all full time, part time and relief and casual staff.

The objective of the Performance Review is to enhance and support work-related professional development. Supervisory concerns will be addressed with individuals as they arise. Staff are expected to engage openly in the supervisory process and employ directives in an effort to improve the effectiveness of their work.

8. **Pay Period and Personal Information:**

Wages are calculated bi-weekly on the basis of hours worked, beginning on a Monday and ending two weeks later on Sunday. Pay is deposited directly into the employee's bank account on the following Thursday. Employees must ensure that the Society has up-to-date contact information at all times, including emergency contact information.

9. **Overtime/Call in /Education Pay/Compensatory Time**

Overtime may be incurred only with the express approval of the program Director.

Employees required to report for work will be paid a minimum of 3 hours work pursuant to the Employment Standards Act.

Pre-requisite courses may be required for some divisions prior to the offer of employment; however, payment for specialized courses will be reimbursed as follows:

Full Time Employees:

Mandatory courses will be paid for as well as the time spent at the course.

Part Time Employees:

Mandatory courses will be paid for.

Relief Staff:

Mandatory courses will be paid for.

Proof of certification for particular courses may be required as a condition of employment.

From time to time, employees may be required to stay at work past their scheduled time. The Society generally compensates for this by providing time off in lieu. This time will be authorized by the program Director or supervisor and must be taken during the stipulated time. Managers compensatory time will be authorized by the Executive Director.

10. **Statutory Holidays**

Full time employees who have successfully completed their probationary period are entitled to the following holidays with pay as prescribed in the Employment Standards Act:

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

Part time employees working regularly scheduled hours will be paid as prescribed in the Employment Standards Act.

In addition to the statutory holidays outlined in the Employment Standards Act, the Society grants full time employees, who have completed their probation period, paid days off for the August Civic Holiday and one floating holiday per annum. Each floating holiday must be taken within the calendar year.

## 11. **Attendance**

It is the responsibility of employees to be on time for work, arriving prior to the beginning of each scheduled shift. If attendance is not possible, the employee must inform their immediate supervisor of their inability to work prior to the start of their scheduled shift, following the timelines and procedures as stipulated in the policies and procedures manual for each division. Managers must inform the Executive Director of any absence or change in work schedule by telephone (a voice mail message is acceptable), prior to the start of their shift, with the reason for the absence or schedule change.

This procedure must be followed for each day of absence unless otherwise directed by the supervisor. Employees who are absent and fail to contact their supervisor for 3 consecutive days will be deemed to have abandoned their position and their employment may be terminated, unless the employee can provide satisfactory evidence that the absence may be linked to a disability.

## 12. **Professional Conduct**

### Dress Code

Dress, grooming and personal standards contribute to the morale of all employees and reflect an image of the Society to its clients, donors, and the general public. Employees are expected to wear clothing that is neat in appearance, clean, in good repair and appropriate for their assigned duties to ensure comfort, safety and propriety.

Unacceptable clothing would include “beach wear”, short shorts, midriff-baring tops, and workout gear. Also, clothing or buttons that depict slogans or pictures that may be deemed to be offensive to residents, co-workers or management is not acceptable. Managers have the right to direct employees on appropriate clothing.

Footwear:

Footwear approved by the Health and Safety Committee must be worn by any staff involved in the handling or delivery of materials, or as required for each work site. Persons working in the food services area, performing maintenance, participating in regular cleaning duties or receiving supplies must wear a fully enclosed shoe with a gripping tread. Suitable footwear would include running shoes with non skid soles. Flip flops or shoes with heels exceeding 2 inches in height are not permitted footwear in the residential homes or stores division. Additional footwear requirements may be detailed in the operations manual for each facility.

Staff members who do not comply with the footwear policy will be issued a written warning. Subsequent infractions will result in progressive discipline, and may result in the staff person being sent home from their shift without pay.

### **13. Sick Time and Leave**

Following the completion of the probationary period, all full-time employees are entitled to 1.25 days of paid sick leave per month (based on a 40 hour week, average of 8 hours per day) totaling 15 days per year. Accrual of sick time begins after the first calendar year of employment. A medical certificate may be required for any absence due to illness, at the discretion of the immediate supervisor.

In the event that a full-time employee does not use their full entitlement of sick days throughout the year, payment will be issued for the unused portion at the rate of 50% of the unused portion to a maximum of 10 unused days, at the employee’s regular rate of pay.

Pay out will be calculated and paid on the last pay period in December. The sick day accrual shall be calculated on a calendar basis from January 1<sup>st</sup> to December 31<sup>st</sup>.

In the event of a serious illness or accident, an employee may be entitled to use surplus sick days (days which were in excess of the payout to a maximum of five per year) to a total of 60 days, subject to the approval of the Executive Director.

Due to the nature of shift work, a number of employees work shifts in excess of 8.25 hours, therefore sick time and vacation time shall be calculated based on actual hours.

Staff members who are unable to attend work for a prolonged period of time due to medical issues are entitled to apply for Long Term Disability benefits as described in the Society’s benefit booklet issued by Standard Life. A copy of this booklet is provided to employees at the commencement of their employment.

Short term leave is available through Medical Employment Insurance Benefits. Managers will immediately inform the Executive Director or designate if an employee is unable to attend work for an extended period of time so that appropriate information and forms are provided to the employee as required.

Requests for Accommodation:

In the event that an employee is unable to perform their regular duties due to a disability or illness and wishes to request accommodation, the employee shall request accommodation in writing to their immediate supervisor who will in turn submit the request to the Executive Director. Medical evidence supporting the request will be required. All such requests will be reviewed by the Executive Director and wherever possible, the accommodation will be granted subject to review by the program chairperson with the provision that the Society does not suffer undue hardship in granting such accommodation. A response to each request will be provided in writing by the Executive Director within 10 business days. No employee will be penalized for making a request for accommodation.

All requests for accommodation will be treated confidentially. The request for accommodation and paperwork will be kept in a secure file, separate from the employee's employment file.

Employees who are dissatisfied with the Society's response to the employee's disclosure of a disability or a request for accommodation have the right to bring proceedings under the Ontario Human Rights Code. The Society will not punish or threaten any person for bringing such proceedings.

#### **14. Bereavement Leave**

Bereavement leave may be granted when an employee is absent from work due to a death in the family, as follows:

- a. Five days leave for immediate family members (parents, spouse, siblings, children);
- b. Two days leave for extended family members

#### **15. Leave of Absence**

Full time, part time and relief staff may apply for an unpaid Leave of Absence from their position. This request must be submitted in writing to their Director; and should include the requested start date of the leave, and the expected date of the return to work, in addition to the reason that the leave is being requested. The Society reserves the right to refuse a request for Leave of Absence if it is deemed to interfere with the operation of one of its facilities/program or to be otherwise inappropriate or unwarranted.

Requests for Leave of Absence that are not of an emergency nature shall be submitted at least one month prior to the start date of the leave.

Taking a Leave of Absence for a purpose other than for what is stated on the request could result in disciplinary action up to and including discharge.

During the Leave of Absence, the employee must keep the Society informed of any change of address, personal situation etc. A Leave of Absence may be extended if it is requested in writing, a minimum of two weeks prior to the expiration of the Leave.

Failure to return to work upon the agreed upon date, without approval, will result in termination of the position.

The Executive Director shall have final approval of all Leaves of Absence.

## **16. Vacation**

Annual vacation for full time employees (after one year of full time employment) is as follows:

- 3 weeks after one year of employment,
- 4 weeks after five years of employment,
- 5 weeks after ten years of employment and
- 6 weeks after twenty years of employment.

No vacation shall be permitted during the first six months of employment. Between the six and twelfth month of paid employment, one week of vacation, borrowed from the next year, may be permitted, at the discretion of the Director.

Vacation credits shall accrue on a monthly basis, based on a 40 hour week, average of 8 hours per day. An employee may not accumulate more than one year's annual vacation unless permission is applied for in writing and granted by the Executive Director.

Requests for vacation time off shall be made to the program Director by April 30<sup>th</sup> of each year and shall be posted. The Society reserves the right to allow only 1 staff at each facility to be on vacation at any one time. Conflicts in requested vacation time by 2 or more employees shall be resolved by seniority.

Employees of the Distribution Centre may be required to take two weeks of their vacation time during the summer shutdown in either July or August.

Part time employees working regularly scheduled hours may be entitled to 8 vacation days per year, based on hours worked. Part time employees may chose to take vacation pay in lieu of days off, but must chose one option over the other.

Vacation time is calculated based on the employee's anniversary date.

## **17. Benefits**

All employees scheduled to work for 32 hours or more per week are entitled to apply for the following benefits.

1. Life insurance, dependent life insurance, accidental death and dismemberment insurance.
2. Long term disability insurance.
3. Major medical insurance.
4. Dental insurance.

Employees who are scheduled to work more than 20 hours per week but less than 32 hours per week are entitled to the following benefits:

1. Life insurance, dependent life insurance, accidental death and dismemberment insurance.
2. Long term disability insurance.
3. Major medical insurance.

Employees shall be eligible for all insurance benefits that they are entitled to following a six month waiting period. However, the Insurer reserves the right to vary or modify these benefits at any time without notice.

Eligible employees, those regularly working a minimum of 700 hours, continuously, per year or earning more than \$12,915.00 per year will be enrolled in the pension plan after a two year period.

Employees are provided a booklet issued by Standard at the commencement of their employment. Updated copies of the booklet will be issued from time to time when changes are made to the benefit program.

## **18. Workplace Safety & Insurance**

In the event of any job-related bodily injury, the accident shall be reported immediately to the program Director, regardless of how insignificant the injury may seem. The program Director shall complete an Injury Report form as required by the Workplace Safety and Insurance Board within three days of the occurrence. A Form 6 will be issued to an employee who requires medical treatment for a workplace injury or illness. A "Near Miss" form will be completed and signed off by the Manager for any situation where an injury or illness almost occurred.

## **19. Termination of Employment:**

- a) Following the occurrence of any disciplinary incident, the immediate supervisor shall issue a verbal warning. With the approval of the Executive Director, progressive discipline, beginning with a written warning and ranging up to discharge, shall be issued for any subsequent similar incident. Depending on the severity of the issue, verbal warnings may be replaced by written warnings or suspensions.

- b) In cases of a wrongful act, insubordinate behaviour, an incident involving gross misconduct, willful neglect, breach of confidentiality or any other serious incident which affects the safety and security of the program or the reputation of the agency, the staff member may be subject to immediate dismissal.
- c) Lay-off by reason of redundancy or shortage of work shall be in compliance with the requirements of the Employment Standards Act.
- d) Upon termination of employment, whether voluntary, involuntary, retirement, or other cause, the employee shall immediately return any Society property including charge/credit cards, petty cash accounts, keys to all vehicles and facilities, etc.
- e) Staff members who wish to serve on any Committee of the Society shall wait a minimum period of nine months after termination before submitting their name for consideration to the chairperson.

## **20. Conflict Resolution Procedures**

In the event of an unresolved dispute with the employee's immediate supervisor following a verbal discussion, the following procedures apply:

- a) the complaint shall be presented in writing to the Executive Director
- b) the employee shall meet with the Executive Director and the Director of the Program
- c) in the event that the complaint remains unresolved, the employee shall appeal in writing to the Chairperson of the appropriate committee.
- d) if the complaint still remains unresolved, the employee shall have the right to file a written appeal to the Board of Directors, whose decision is final.

## **21. Use of Society Vehicles**

Any employee driving a Society vehicle must be registered with the Central Office as a designated driver. All vehicles shall be parked on designated Society property unless otherwise authorized.

All employees involved in a traffic violation or accident shall immediately report the incident to their Supervisor. Failure to report may result in disciplinary action. Employees are personally responsible for the payment of parking tickets or other penalties incurred due to their own negligence.

## **22. External Communications:**

Correspondence includes verbal, written, electronic and pictorial images of the Society for the purposes of advertising, fundraising, advocacy, signage, banners, clothing designs etc.

a) All correspondence prepared by program Directors relating to policy matters, advocacy or funding shall be submitted to the Executive Director prior to the preparation of the final draft. No other employee may conduct correspondence without the express approval of the program Director.

b) All requests for correspondence on employee matters for external use such as confirmation of employment must be submitted to the Executive Director as they will be prepared by the Head Office. Requests for written and verbal references must be approved by the Executive Director prior to being issued. The Society generally offers confirmation of position responsibilities and refrains from providing a written assessment of an employees work performance without first seeking approval from the Executive Director.

c) Copies of significant correspondence shall be submitted to the Head Office for filing.

d) Use of email communication:

It is understood that the Society's email system is meant for business use, however the Society does recognize that limited personal use may occur providing it is reasonable and does not interfere with work duties.

Duty of Care for email use:

Users must take the same care in drafting an email that they would as in any other communication. Confidential information shall not be sent by email.

The Society strictly prohibits the following and disciplinary action will be implemented in the following instances:

- Sending or forwarding emails containing libelous, offensive, racist or obscene remarks. If an email of this nature is received, it must be reported to a supervisor or Executive Director.
  - Sending unsolicited emails or chain mail.
  - failure to implement the Society's privacy guidelines when transmitting information
  - the use of email to harass, bully or otherwise intimidate individuals which is in direct conflict of the Society's Workplace Violence and Harassment Policy # 20.
- Forging or attempting to forge email messages, disguising or attempting to disguise identity when sending emails.