



CESBA

**(The Ontario Association of Adult & Continuing
Education School Board Administrators)**

HR Manual

January 2016

TABLE OF CONTENTS

WELCOME	5
Introduction	6
Who We Are.....	6
CESBA’s Global Ends (Objectives)	6
RESPECT FOR THE ORGANIZATION AND OTHERS	8
CESBA’s Reputation.....	8
CESBA’s Property.....	8
Technology.....	8
Social Media.....	9
Copyright	9
Conflict Of Interest	10
Gifts from Vendors/Customers/Employees.....	10
Confidentiality	10
Environmental Responsibility.....	10
Open Door Policy	10
Staff Interaction and Respectful Communications.....	10
Attendance	11
Personal Appearance	11
Tobacco, Alcohol and Illegal Substance Use	11
Dispute Resolution	12
Accessibility and AODA (Customer Service).....	13
RECRUITMENT AND HIRING.....	14
Equal Employment Opportunity	14
Job Posting, Application Process and Selection	14
Job Offers.....	14
Probation Period	15
Orientation/Communication	15
Employment of Relatives	15
Employment Categories	15
Employee Records and Privacy	16
Confidentiality of Business Information	16
COMPENSATION	18
General Guidelines.....	18
Pay Days.....	18
Business Related Expenses	18
PERFORMANCE MANAGEMENT	19
Personal Conduct Rules.....	19

Performance Reviews.....	20
Performance Improvement Planning/Progressive Discipline	20
Job Descriptions	20
GROUP HEALTH AND RELATED BENEFITS	21
Group Benefits	21
Sick Days	21
Leaves of Absence	21
Maternity/Parental Leave	21
Bereavement Leave	22
Jury Duty	22
Special Leaves	22
Family Medical Leave	22
Family Caregiver	23
Election Leave	23
Emergency Leave.....	23
Reservist Leave	23
Organ Donor Leave.....	24
Weather Days	24
Vacation and Holidays.....	24
Vacation Scheduling	25
Public Holidays	25
Other Time Off	26
Religious Holidays	26
Hours of Work.....	26
Flexible Work Arrangements.....	26
Overtime/Lieu Time	26
Summer Hours	26
Training and Professional Development.....	27
HEALTH AND SAFETY	28
Health and Safety Policy Statement	28
Prevention of Workplace Violence, Discrimination and Harassment Policy	28
Worker Rights	28
Safe Working Practices	29
Fire Response.....	29
Emergency Plan - Evacuation.....	30
Illness/Injury/Accident Reporting	30
LEAVING OUR EMPLOYMENT.....	32
Resignation	32
Probation Period	32
Progressive Discipline.....	32
Dismissal without Cause.....	32
Dismissal with Cause	32

Exit Interviews 32

APPENDICES.....33

Appendix 1 - The Information Technology Policy..... 33

Appendix 2 - Prevention of Workplace Violence, Discrimination and Harassment Policy 36

Appendix 3 - A.O.D.A. Accessibility for Ontarians with Disabilities Act..... 39

Human Resources Policy Acknowledgement of Receipt and Understanding 40

Welcome to CESBA

CESBA aims to attract the best and the brightest staff and contractors. You are joining a team of professional, dedicated and skillful staff. Incorporated in 1999, our organization has seen a variety of changes over the course of our history. We continue to adapt and grow, continuously providing excellence in leading edge solutions and approaches. Our success is largely dependent on our outstanding team of professionals, of which you are now an important member.

The success of our organization is driven by our ability to meet the vision of the organization, ensuring that all adult Ontarians have access to quality adult, alternative and continuing education services to reach their potential in an ever changing world. To this end, we inspire and lead the development of adult education through excellence in collaboration, research and professional development activities. This success is largely determined by the people that make-up our staff team, and in their expertise, imagination and determination. The policies as outlined in this Manual are a reflection of our principles and values.

Our attention to human resources ensures that CESBA and its employees enjoy a mutually rewarding and constructive relationship. The purpose of this manual is to provide clear information on the work environment and the conditions and benefits we provide. This Manual will serve as a guide to CESBA and the various aspects of your working conditions. Additional information about your particular responsibilities can be obtained from the Executive Director.

We welcome you as a valued member of the CESBA team.

The CESBA Executive Director

Introduction

This Manual details the policies and procedures that provide the direction and expectations associated with employment at CESBA.

It is important that you read this Manual carefully. It contains information that will help you to understand the organization, your benefits, your vacation and holiday entitlements, management policies and the code of ethics that defines the conduct expected of all employees as well as other operational policies with which you need to be familiar.

The scope of this Manual applies to all employees unless otherwise stated within the policy or unless other arrangements are made, such as may be the case with contract employees.

The Executive Director has final say with respect to interpretation of the Manual and other policies. Although the organization will endeavour to announce policy changes with appropriate notice, this may not always be feasible; therefore, CESBA may change, delete, suspend or discontinue any part or parts of the policies in this Manual at any time without prior notification.

As an employee, it is your responsibility to thoroughly review and abide by the terms of this Employee HR Manual and associated policies. After reading the Manual and policies, please discuss any questions you may have with the Executive Director. Then read and sign the [Acknowledgement of Receipt and Understanding Form](#) and return it to the Executive Director for inclusion in your Human Resources file.

Who We Are

The Ontario Association of Adult & Continuing Education School Board Administrators (CESBA) is the umbrella group for 56 publicly funded schools that deliver adult, alternative and continuing education programs across Ontario.

CESBA members provide adult programs to over 300,000 learners each year. Boards offer customized career pathway programs that include, but are not limited to, OSSD credit and non-credit courses, literacy, numeracy, ESL, FSL, LINC/CLIK, International Languages, employment preparation and skills development. Various boards also provide certificate courses in Child Care Assistant, Health Care, Personal Support Worker, Chef Training, Aesthetics, Hair Styling and Massage Therapy.

CESBA's Global Ends (Objectives)

- CESBA exists for conditions favourable to the delivery of exemplary adult and continuing education (A&CE) by Ontario school boards at a cost that demonstrates good stewardship of resources.
- Adult & Continuing Education Administrators who are CESBA members have the skills and knowledge necessary for effective leadership, supervision and advocacy of adult and continuing education programs in a school board environment.

- There is a forum for networking, collaboration, and exchange of information, knowledge and exemplary practices related to adult and continuing education for all CESBA members.
- Decision makers in school board senior administration, relevant provincial and federal Ministries, and regulatory and funding organizations have convincing evidence in front of them about the positive impact of adult and continuing education delivered by Ontario school boards.
- School board senior administrators and CESBA members recognize the core competencies unique to the administration of Adult & Continuing Education.

RESPECT FOR THE ORGANIZATION AND OTHERS

CESBA's Reputation

As a CESBA employee you must conduct all organizational transactions in an ethical and lawful manner while recognizing your responsibility to represent the organization's best interests. We expect you to avoid business relationships (including employment relationships), activities, or interests which conflict with, or give the appearance of conflicting with, the mission of the organization or that of its partners and that might reflect unfavourably upon the integrity and name of CESBA. You are to avoid any remarks, outside or inside the workplace, which could damage the reputation of the organization, its management or services.

In most situations, use of common sense and good judgment will ensure satisfactory conduct. If in doubt, you should refer/discuss the issue to/with the Executive Director.

CESBA's Property

Every tool you need to do your job efficiently is made available to you. These items belong to CESBA and are entrusted to you for as long as you are with the organization. It is your responsibility to ensure that they are not damaged or modified in any way and used only for the intended purpose.

Technology

CESBA provides you with the technological tools to do your jobs effectively. To that end, you have been provided with telephones and voice-mail and computers encompassing e-mail accounts and internet access including the use of social media.

This technology is CESBA's property and should be used first and foremost for business purposes. Exploring the internet for non-business reasons during business hours is not permitted. CESBA will allow you access to the internet including social media sites on the understanding that personal use of these sites must be limited to off times such as lunch period and breaks.

CESBA has the right to monitor and regulate the use of company equipment and resources, but trusts that you will make this unnecessary through the use of common sense and business protocol. Our voice-mail, e-mail and internet systems are not to be used to create any offensive, defamatory, derogatory, pornographic messages or any communication that could be detrimental to the organization.

It's important for you to recognize that you do not have any personal privacy rights to any content created, received or sent via any source on CESBA-owned equipment.

The Information Technology Policy (Appendix I) outlines in further detail the acceptable and unacceptable use of our technology.

Social Media

This policy provides guidance for employee use of social media, which should be broadly understood for purposes of this policy to include blogs, message boards, chat rooms, online forums, social networking sites such as Twitter or Facebook, and other sites and services that permit users to share information with others.

All employees are personally responsible for content they publish into social media tools and should be aware that what they publish will be public for many years. Knowing that, they need to know and adhere to the Company's employment policies when using social media in reference to the Company and any of their colleagues.

Employees should use their best judgment in posting material that is neither inappropriate nor harmful to CESBA, its employees, or customers.

This especially includes posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment. Employees are not to publish, post or release any information that is considered confidential or not public about the Company, its product and services, or other colleagues. Employees should get appropriate permission before they refer to or post images (photos) of current or former employees. If there are questions about what is considered confidential, employees should check with the Executive Director.

Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries to the Executive Director.

If employees encounter a situation while using social media that becomes upsetting, employees should disengage from the dialogue in a polite manner and seek the advice of the Executive Director.

CESBA does not intend to monitor social media sites, but may inadvertently come across content and information made available by employees through social media.

Copyright

All materials and programs prepared for the use of the organization by our employees and contract consultants during, or as a result of, their engagement with CESBA are the sole property of CESBA. All computer data, including lists and addresses, accumulated by the organization are its sole property and may not be shared or distributed without the consent of the Executive Director.

CESBA recognizes the intellectual property rights on the software we use in the office and respects all laws pertaining to copyright. Consequently, you must never copy or reproduce software purchased by the organization for its own use.

Conflict Of Interest

Without prior written approval from the Executive Director, employees and contractors must avoid any activity, employment, or business relationship, which interferes with job performance at CESBA, results in a real or apparent conflict of interest, or influences an employee's business judgment. Any questions of our interpretation of conflict of interest must be referred to the Executive Director.

Gifts from Vendors/Customers/Employees

Employees may accept or give small nominal tokens of appreciation, on special occasions only, from or to contractors or employees, etc. This would include things such as Valentine's Day chocolates. To accept or give any gift or favour of any significant value could be construed as a conflict of interest, favouritism, discrimination and/or bribe. In other words, you should not accept any benefit that could in any way influence, or appear to influence, your ability to make objective business decisions.

Employees may exchange gifts with each other to mark certain occasions, i.e. birthdays and anniversaries, again at nominal amounts.

Confidentiality

You must maintain the highest regard for the confidentiality of the information obtained directly or indirectly through your work at CESBA. This includes but is not limited to information regarding clients, other employees, the Board of Directors, and any financial information related to the organization.

Environmental Responsibility

Although CESBA has no formal 'environmental' policy, we encourage employees to be environmentally conscious and recycle/reuse wherever possible. This might include turning off unused lights and computers, reducing paper usage and refraining from using Styrofoam containers, as examples.

Open Door Policy

The Company is committed to having an open door policy for all employees at all levels. The Executive Director is available to you and is interested in your questions or concerns. The open door policy is intended to give every employee an easy way to be heard and understood.

Staff Interaction and Respectful Communications

Our Company strives to maintain a work environment that provides all employees with a safe, comfortable, and friendly atmosphere.

Conversations between staff and the manner in which staff interact with each other are actually an integral part of the work environment and have a significant effect on how employees experience the Company. We want colleagues smiling at us, looking at us, listening to us, prioritizing our needs and being generally helpful and courteous. We all feel dejected when we are shouted at, pushed around, gossiped about, ignored or laughed at.

Gossip can make people feel uncomfortable, even if the gossip is not about them. Treat your colleagues either how you wish to be treated and/or how you think they would like you to treat them.

Attendance

Your attendance at work is vital to the success of CESBA. As such, we expect you to be present regularly and to avoid lateness and unjustified absences. If you must be late or absent from work, it is your responsibility to inform the Executive Director, or co-worker if the Executive Director is not available, before the start of your work day, if possible, but no later than one hour after your regular start.

Personal Appearance

At CESBA we want to establish a comfortable yet professional environment in the office. There are certain standards that must be maintained, however, and one of those standards is the way our employees dress. Casual attire is allowed but clothing must be clean and in good repair. Common sense needs to be applied but, generally, clothes that are too revealing, display large logos, or contain offensive words or pictures are not appropriate office wear. Likewise, clothing and footwear that are worn for sports activities or the beach are not suitable for the office.

When attending meetings outside the office or dealing with the public you must dress professionally and appropriate to the occasion to uphold the reputation of CESBA.

Some employees may be allergic to the chemicals used in perfumes and aftershaves so it is asked that you refrain from using these products before coming into the office.

Tobacco, Alcohol and Illegal Substance Use

To protect your health and comfort, as well as that of your co-workers, CESBA is a smoke-free work environment and the organization supports the Smoke-free Ontario legislation. We request and expect your adherence in this matter.

Employees are asked to take necessary measures to minimize the smell of smoke on them as some colleagues can find the smell unpleasant and/or have an allergic or asthmatic reaction to any lingering smell of smoke.

Also, you must not report to work, be present on CESBA's premises or engage in CESBA's activities while under the influence of alcohol, controlled or illegal substances.

It is well recognized that the use of alcohol or drugs may have serious negative effects on an employee's physical and mental health, safety, and job performance.

All employees are to be fit for duty when reporting to work and remain fit for the duration of the day. This implies that employees must not be impaired by alcohol, illegal drugs, or prescription drugs. If an employee is required to take prescription drugs, these drugs should not inhibit their ability to proficiently perform their job functions.

Occasional exceptions to this policy against the consumption of alcoholic beverages may be made at the Company's sole discretion for small quantities of such beverages which may be available at social events. At such events, all employees are expected to exercise good judgment and moderation. All employees are expected to comply fully with all laws (including laws prohibiting the operation of motor vehicles while under the influence of alcohol), and to take safety precautions including arranging for safe transportation from the event.

Should there be reason to believe that an employee's job performance is being negatively affected by alcohol, illegal or prescription drugs, or that this policy is being violated in anyway, CESBA is entitled to inquire as to the nature of the problem and to take appropriate action; which may include sending the employee home before the end of the shift, especially if they could be a danger to themselves or their colleagues.

The Company will differentiate between behavior that is properly characterized as an illness or disability, and behavior that is not. Should an illness or disability be present, employees are encouraged to speak to the Executive Director.

The Company will work with the employee towards a goal of rehabilitation and the duty to accommodate under the Ontario Human Rights Code.

Dispute Resolution

CESBA believes that professional relationships between and among all work colleagues, should be healthy and based on openness and respect. We encourage you therefore, to speak openly to the Executive Director about any matter, suggestion or concern regarding the working conditions at the organization.

Even so, misunderstandings can occur and although most difficulties can be quickly and satisfactorily resolved between you and your co-worker or the Executive Director by frank discussion, the following process should be followed if the right of recourse to a third party is needed. Confidentiality needs to be maintained at all times.

Step One

If you have a concern or issue with a co-worker that needs to be addressed, it should be discussed with either your co-worker or the Executive Director first. If you and your co-worker cannot resolve differences, go to the Executive Director. If a mutually acceptable solution cannot be reached, or the matter is of such a personal or sensitive issue it needs to bypass this step, you can proceed directly to Step Two. If the matter in dispute concerns the actions of the Executive Director, you may proceed to Step Three.

Step Two

You may arrange an appointment, either on- or off-site, with the Executive Director. Come prepared to the meeting with the problem and any previously proposed solutions clearly defined and well documented. This may be a one-on-one meeting or include all parties involved in the dispute. The Executive Director will collect all the required information and respond with a decision within two weeks or sooner if required.

Step Three

If you are not satisfied with the decision, you may request a meeting with the Chair of the Board of Directors. The decision made at this stage will be final and binding and will be communicated to all appropriate parties.

Accessibility and AODA (Customer Service)

CESBA is committed to making the organization and its work as accessible as possible to people with disabilities. We will strive to find opportunities and to comply with all laws to ensure all members of the public have appropriate access to CESBA's initiatives including special events such as conferences and regional meetings.

The Accessibility for Ontarians with Disabilities Act (AODA) is an important law that sets out the structure by which we can make Ontario accessible to all people by 2025 through the development of accessibility standards so businesses and organizations that provide goods and services will have to meet certain accessibility standards.

This is an excerpt of the full policy; see appendices for the full policy.

RECRUITMENT AND HIRING

Equal Employment Opportunity

CESBA will provide equal opportunity to job applicants and employees in the conduct of all business activities without regard to an individual's race, ancestry, place of origin, ethnicity, creed, gender, sexual orientation, age, marital or same-sex partnership status, or disability, or any other prohibited ground. All conditions of employment, from hiring to termination, are to be free of illegal or discriminatory practices.

Job Posting, Application Process and Selection

CESBA hires people on the basis of job-related qualifications using a consistent and fair process. Most vacant positions will be posted by the Executive Director or Designate. Positions will be advertised both internally and externally using whatever current recruitment methods are appropriate and necessary. Each posting will contain the skills, education and other qualifications required for the position.

At CESBA, we endeavor to promote from within whenever possible. You are encouraged to apply for internal opportunities and should do so without fear of negative repercussions. In some cases, there may be positions with a natural line of progression and no posting or recruiting would occur.

Employees wishing to apply for a position must submit a resume and cover letter to the Executive Director. Employee applications will be disclosed to those who are involved in the interviewing process.

All internal and external applications will be reviewed by management or management's designate to determine suitable candidates to be interviewed. The candidates will usually be interviewed by a small interview panel comprised of people chosen by the Executive Director.

All discussions about the particular candidate will be held in confidence and those involved in the hiring process are required to maintain confidentiality. If two candidates are equally qualified, priority may be given to an internal candidate.

After checking references, the successful candidate will be offered the position; unsuccessful candidates will also be notified of the decision.

Job Offers

All job offers will be made in writing, indicating type of employment, salary and conditions of employment and signed by the Executive Director. If you are a contract employee, your offer letter will also contain details specific to your individual arrangements.

Along with an offer letter you will be given a copy of the job description, a copy of this Manual and any other relevant material. Original copies of the accepted offer letter will be kept by the Executive Director and form part of your Human Resources file.

Probation Period

All our employees are required to successfully complete a probationary period (either three-month or six month depending on position). Before the end of the probationary period, the Executive Director will complete a performance review. After the review you will: be recognized as having entered into regular employment; have the probationary period extended for a further period not to exceed three months; or be terminated from employment. Written notification that employment is ending will be provided.

Orientation/Communication

As a new employee you will be provided with an orientation to your role and the organization's mission and goals. You are required to read this Manual and other applicable CESBA policies and documents. All employee communications are facilitated through regular team meetings as well as special information sessions, e-mails and information on the organization's website.

Employment of Relatives

Due to the small size of the organization and the possible inherent risks involved, members of your immediate family will not be eligible for employment. Immediate family includes: spouse (including common law and same sex partners), child (including step-child), parent, parent-in-law, legal guardian, sibling, grandparent, grandparent-in-law or grandchild.

Employment Categories

The organization distinguishes three types of employment categories:

Contract Full-Time

This defines an employee whose work schedule is at least 35 hours or more per week on a regular basis and who was hired on a contractual agreement (in most cases on an annual basis beginning on April 1st of each year – beginning of the CESBA fiscal year) with specific terms of their employment defined by the contract. Our contract full-time employees are entitled to all benefits offered by CESBA including staff benefits.

Independent Consultant

Not considered employees, but retained by CESBA to carry out time-limited projects or to provide assistance, are independent consultants. They are self-employed and not entitled to benefits from the organization.

Employee Records and Privacy

Your Human Resources file, including copies of performance appraisals, is kept in a locked cabinet with access limited to the Executive Director and Administrator, and in very limited circumstances, to the Board or other necessary parties.

Employees have the right to expect that personal information is collected and retained in a manner that is confidential, with access only on a need to know basis, except as required by law. An Employee's full file may include not only a personnel hard copy file, but also information found on Company computer systems and in other Employee systems of storage.

Most of data collected such as a resume, offer letter, training records, disciplinary action, appraisal and transfer documentation, will be found in the Employee's hard copy Employee file and **may be viewed**. However, certain documents that the Employee **may not review** include: references or reference checks, records of any investigation undertaken by management, documents that would violate the confidentiality of another Employee, and documents used for Employee planning.

Employees, former Employees, and representatives of Employees may view their Employee file with advance notice to the Executive Director and during normal business hours.

Employee files must be reviewed in the presence of the Executive Director and Employees are not allowed to remove or insert any document into the file without authorization. A record of this viewing will be made and inserted into the Employee file. Photocopies of the file, or of any documents in the file, may be requested by the Employee.

All Employees must provide the Company with any changes to their current address, telephone number, marital status, SIN#, dependents, beneficiaries, known allergies, and other pertinent information as required. It is important that all Employee records are kept up-to-date at all times for payroll and benefit information. All information is kept confidential.

CESBA will destroy, or make anonymous, any personal information no longer needed for its identified purposes or for legal requirements.

Confidentiality of Business Information

All employees and those acting on behalf of CESBA with authorized access to confidential information are required to protect this information. The Company places great emphasis on your compliance with all of these security regulations. Infringement or violation may result in discipline, including dismissal or legal prosecution.

Examples of types of information include, but are not limited to, the following:

- An employee's personal information obtained through employee records
- Details about CESBA's financial, organizational, strategic, business, and/or marketing plans
- Security information
- Legal documents, including pending lawsuits and/or investigations

All employees:

- Will access confidential information for the sole purpose of performing their job-related duties.
- Will not seek personal benefit or permit others to benefit personally from any confidential information that comes to them through their work.
- Will not release or disclose or show anyone confidential information other than what is required to perform their job-related duties and in accordance with applicable policies and procedures on releasing or disclosing confidential information.
- Will keep personal passwords confidential and will not disclose them to anyone within or outside the organization. Passwords should be kept in secure places. Forgotten passwords and suspected compromises of passwords should be reported to the Executive Director.
- Will strive to keep confidential information on desktops or on computer screens or on their desks from being viewed by others and will strive to ensure that sensitive information is locked when away from their desk or office.
- Will strive to dispose of confidential information in accordance with applicable laws and/or policies on record retention.
- Will not remove confidential information from work premises without written authorization from the Executive Director.
- Will make every effort to conduct meetings where confidential is communicated in a location where this information will not inadvertently be overheard by anyone.

COMPENSATION

General Guidelines

The overall compensation philosophy of CESBA is to attract, retain and motivate our employees within the bounds of competitive pay markets and internal cost considerations. Accordingly, we provide salaries and wages to you that are competitive with comparable positions, in comparable organizations, in the same geographic region. We also endeavour to establish and maintain salaries and wages that are internally equitable.

The Compensation Package for full time employees includes the base salary or wage and a group benefits package.

CESBA relies on external funding sources that may vary considerably from year to year so its financial position is a primary factor in determining any annual wage increases. Other factors include your quality of performance, i.e. sustained performance which meets or exceeds the requirements of your job including objectives set for the year. Any increases would generally be awarded at the start of the fiscal year.

Pay Days

All CESBA employees are paid through direct deposit twice a month. Your pay will be deposited automatically into your bank or other financial institution on the Thursday evening before the Friday pay day. Additionally, you will receive a paystub twice a month showing the hours worked and all deductions. The organization does not issue salary advances to our employees.

You must ensure that the Executive Director is notified immediately if there are any changes regarding your current banking information or other personal data such as change of address or changes to your TD-1 tax amount claims.

Business Related Expenses

You will be reimbursed for legitimate expenses incurred while on CESBA business. Refer to the Expense Claim Policy form, part of your orientation package, for details.

PERFORMANCE MANAGEMENT

Personal Conduct Rules

A major factor in the smooth functioning of our operation is the Company's ability to see that proper personal standards of conduct are maintained at all times. It is the responsibility of every employee to conduct him/herself within accepted business standards of behavior, based on common sense and respect for others.

The following are examples of what the Company considers to be inappropriate behavior, and if we have reasonable suspicion or grounds to believe that personal conduct rules have been violated, appropriate disciplinary action will be taken.

1. Disregard for safety rules and common safety practices, which could endanger oneself or others.
2. The unauthorized operation, careless use or misuse of any tools, materials, or other property owned by other employees, or by the Company or in the Company's custody.
3. Unsatisfactory work performance, including restricting output or interfering with the work of other employees.
4. The making or publishing of false or malicious statements concerning any employee, the Company or its services.
5. Sabotage or deliberate abuse or destruction of any property belonging to the Company, its employees or property in the Company's custody.
6. Theft or misappropriation of property of employees, visitors or the Company or property which is in the Company's custody.
7. Verbally or physically assaulting, threatening, intimidating, harassing, coercing, or interfering with employees.
8. Misuse of, falsification of, removal from premises without proper authorization, or alteration of Company records, personnel files or confidential Company information of any nature.
9. Making false claim of injury or accident.

Performance Reviews

At CESBA, we believe that the way to keep people performing well is to make sure they know what is expected of them by having regular review sessions. Your performance will be reviewed near the end of your probationary period and annually thereafter. Improving personal performance is a high priority because it ultimately leads to overall organizational results and individual personal growth. The organization's performance review process is designed to:

- Align individual and team objectives with organizational priorities and objectives;
- Encourage coaching and feedback at all levels;
- Review and reward for performance results.

During the performance review, your job description will be reviewed and results evaluated against any objectives previously set. The process will also include setting performance and development objectives for the upcoming review period.

Following the review, you may submit comments about your review which will become part of your HR file as well although the Executive Director maintains the right to their assessments and decisions. You will also receive a copy of your completed review.

Performance Improvement Planning/Progressive Discipline

CESBA strives to provide a positive environment through development and progressive management practices that will allow both you and the organization to achieve excellence. If you do not perform up to CESBA's expectations, we plan to develop a fair and constructive disciplinary process that encourages your improved performance in the job.

Depending on the nature and severity of the problem, the following steps will be followed:

- The Executive Director will first counsel you as to the nature of the transgression and suggest improvements;
- A verbal warning will follow if no improvement is noted within a reasonable timeframe;
- A first written warning will outline the problems and specify the actions taken so far to remedy the situation. A time period will be outlined for improvement;
- A second written warning will be issued if improvement is not seen in the specified period and will include a warning about possible further discipline up to and including termination of employment.
- Suspension, demotion, change of duties or termination could follow next.

Job Descriptions

Your position at CESBA should have a job description that is accurate and up-to-date. These descriptions form the basis for performance appraisals, recruitment and employee compensation.

Each of you, in conjunction with the Executive Director, is responsible for the development and maintenance of your job descriptions. The plan is to review Job Descriptions on an annual basis or as changes occur.

GROUP HEALTH AND RELATED BENEFITS

Introduction

CESBA offers a benefits program that promotes the health and well-being of our eligible employees and their families. Benefits for eligible employees include a comprehensive Group Benefits Plan, paid sick days, and paid vacation.

For further details on the terms of, and coverage provided by, the Group Benefits Plan, please refer to the CESBA Administrator. Information in the Group Benefits Booklet supersedes the information in this HR Manual.

Group Benefits

Eligibility

After successfully completing the required probationary period, all eligible employees (those working 35 hours per week) are entitled to the benefits outlined in this section.

Eligible employees, following the procedures required by the insurer, may change the type of coverage (i.e. family or single) they require at any time, as described by the current benefit insurer. You may opt out of certain health plan benefits (such as health and dental benefits) if you can show proof of coverage by your spouse/partner.

The group benefits may be changed from time to time. You will be given as much notice as possible of any change. It's important that you promptly notify the CESBA Administrator of any family or personal changes that affect your benefits coverage, such as change to family status, change of address etc.

Sick Days

If you are ill, CESBA offers sick leave assistance. Full-time employees accumulate 1 sick day (7 hours) per month to a maximum of 12 days per year. Paid sick days do not have any monetary value and cannot be carried over to the next year nor are they paid out at termination of employment.

If you are absent from work due to illness you may be required to provide medical certification. A doctor's note may be requested for any absence, at the discretion of the Executive Director; however, a doctor's note is required if your absence exceeds five consecutive working days.

Leaves of Absence

If a leave of any type is necessary, it is the employee's responsibility in all cases to inform the Executive Director immediately and to maintain regular contact throughout the leave.

Maternity/Parental Leave

In accordance with the Employment Standards Act, you may take an unpaid leave for maternity and parental (including adoption) responsibilities.

You are asked to give as much notice as possible, in writing, of your intent to take either leave, but at a minimum, two weeks' notice is required. You also need to provide at least two weeks' notice of your intent to return to your position.

CESBA will continue to pay for your health benefits during maternity and parental leaves to the maximum period allowable under law. You will be required to pay the employee portion of your insurance premiums during your leave prior to the leave itself.

During your unpaid maternity, parental or adoption leave, credits for unpaid vacation will continue to accrue and sick day credits already earned in that year will be reinstated upon return.

Bereavement Leave

You may be entitled to up to five consecutive days off from work, with pay, in the event of a death within your immediate family. Immediate family includes: spouse (including common law and same sex partners), child (including step-child), parent, parent-in-law, legal guardian, sibling, grandparent, grandparent-in-law or grandchild.

The Executive Director has the discretion to grant bereavement leave, with or without pay, in the case of a death involving other relatives or close friends.

Jury Duty

If called for jury duty, CESBA would normally expect our employees to accept their obligation unless there are exceptional work or personal circumstances that preclude it. The Executive Director should be provided with a copy of the notice to appear as soon as you receive it and provide any other known details, such as the estimated length of service.

Leave with pay and benefits for jury duty will be authorized for a maximum of three weeks. Court fees paid to you during that period must be turned in to the organization. Any additional time off for this purpose will be considered an unpaid leave. You must report to work as soon as the case is dismissed.

Special Leaves

Unpaid leaves, for reasons other than those already specified, may be granted at the discretion of the Executive Director. The following conditions would apply: your request for a special leave must be approved in writing well in advance of departure; you would be required to take all outstanding accrued vacation and lieu time first; you must continue to participate in all benefit plans during the leave. Your employee contributions to the plans must be paid before the leave for the agreed-upon period. Under no circumstances will a special leave be granted for the purposes of alternative employment.

If an extension is required, the employee must seek the approval of the Executive Director prior to the original return date. Failure to return to work on the scheduled date without prior approval of an extension will be interpreted as a resignation and processed accordingly.

Family Medical Leave

This is a statutory entitlement for all employees that provides up to eight weeks of unpaid leave of absence to take care of critically ill family members (defined in the Employment Standards Act legislation) who have a significant risk of death within twenty-six weeks, as certified in

writing by a qualified medical practitioner. Some employees accessing this leave may be eligible for limited Employment Insurance benefits.

Family Caregiver

Family caregiver leave is unpaid, job-protected leave of up to eight weeks per calendar year per specified family member. It may be taken to provide care or support to certain family members for whom a qualified health practitioner has issued a certificate stating that he or she has a serious medical condition.

All employees, whether full-time, part-time, permanent, or term contract, who are covered by the ESA, may be entitled to family caregiver leave.

One of the main differences between family caregiver leave and family medical leave is that an employee is only eligible for the latter if the family member who has a serious medical condition has a significant risk of death occurring within a period of 26 weeks.

Election Leave

Federal Elections: The Canadian Elections Act provides employees, who qualify as electors in a federal election, are entitled to three consecutive hours, while the polls are open, during which to vote. If hours of work do not allow for this, the employee must be granted enough time off, with pay, to make up three (3) consecutive hours. For example, if the polls close at 7:00 pm and the normal work day ends at 5:00 pm, the employee must be granted one hour of paid leaving beginning at 4:00 pm to meet the requirements of the Act.

Ontario Provincial and Municipal Elections: The provision for leave to vote in a Provincial (Elections Act) or Municipal (Municipal Elections Act) election are similar to the Federal provisions; i.e. the period during which an employee can vote must be three (3) consecutive hours.

Emergency Leave

Personal emergency leave is unpaid, job-protected leave of up to 10 days each calendar year. Personal emergency leave may be taken in the case of personal illness, injury or medical emergency and the death, illness, injury, medical emergency of, or urgent matter relating to, certain family members, including dependent relatives.

While CESBA is not legally obliged to provide these day, the Company will provide its employees up to 10 full days of personal emergency leave every *calendar year*, whether they are employed on a full time or part time basis. They must take each of the 10 days as *full days and not partial days*.

Reservist Leave

Employees with 6 straight months service or longer at the Company and who are reservists and who are deployed to an international operation or to an operation within Canada that is or will be providing assistance in dealing with an emergency or its aftermath (including search and rescue operations, recovery from national disasters such as flood relief, military aid following ice storms, and aircraft crash recovery) are entitled under the ESA to unpaid leave for the time necessary to engage in that operation.

Organ Donor Leave

Organ donor leave is unpaid, job-protected leave of up to 13 weeks, for the purpose of undergoing surgery to donate all or part of certain organs to a person. In some cases, organ donor leave can be extended for an additional period of up to 13 weeks. All employees who have been employed in our Company for at least 13 weeks may qualify.

Generally, organ donor leave begins on the date of the surgery. It may begin on an earlier date, as specified in a certificate issued by a legally qualified medical practitioner.

Weather Days

Although employees are expected to make every effort to be at work on a regular basis, there may be some days with such severe weather conditions that travelling to work may put your personal safety at risk. You are advised to use your own best judgment when deciding whether or not to go to work on those days. If you elect to remain at home, you must notify your immediate supervisor before the start of the day of your decision.

You have the choice of taking a weather day unpaid, as a vacation day or using overtime/lieu time. Employees in certain positions may also have the option of working from home that day.

Vacation and Holidays

The organization provides paid vacation to our eligible employees to recognize and reward service with the organization. Vacation entitlement is based on the length of service calculated from your date of hire with the organization.

Vacation days will be earned pro-rated on a monthly basis. If you leave or are terminated during the year, adjustments will be made to your final pay. You must be employed for at least three months prior to taking vacation, unless other arrangements were made at time of hire.

For full-time employees, the vacation year is from January to December, and vacation days are to be taken during the vacation year in which they are earned. You may carry over a maximum of 5 vacation days into the next year upon written approval. Unused vacation, over the five day carry-over, will be lost and cannot be converted to a cash payment.

Vacation entitlement continues to accumulate during time spent away from work due to pregnancy and parental leaves as well as other approved leaves of 30 days or less. Vacation time accumulated during unpaid leaves is granted as unpaid vacation time.

Vacation Entitlement for Full-time employees:	
0-2 years of service	10 days or 4% of earnings (or as negotiated on hiring)
3-10 years of service	15 days or 6% of earnings
More than 10 years of service	20 days or 8% of earnings

Vacation Entitlement for Contract Part-time Employees

If you are a part-time employee, you will be granted vacation days on a pro-rated basis based on the hours worked and the formula above, or as set out in your offer of employment, or earn vacation pay.

Our summer students are not entitled to vacation days. They receive vacation pay of 4% of their gross pay, paid out at the end of their contract.

You are required to take your annual vacation each year as CESBA believes that it is in your best interest and that of the organization for employees to use their vacation entitlement on a regular basis.

Vacation may not be taken in advance of earning it unless approved by the Executive Director in writing. If approved, you must sign a waiver agreeing to repay CESBA for vacation days taken but not yet earned at the time of termination. The amount for vacation days taken but not earned will be deducted from your final pay.

Vacation Scheduling

In order to ensure the smooth functioning of CESBA's operations, we ask that all vacation time be scheduled and approved by the Executive Director, at least two weeks in advance. The organization will make a reasonable effort to accommodate your requests wherever possible. You can take your vacation time in single days or week blocks. Any vacation request of more than two consecutive weeks needs special review and approval by the Executive Director. You should not finalize any vacation arrangements until written approval has been received.

If you retire, resign, or are terminated, you will be paid for all unused vacation that was accumulated but not taken.

Public Holidays

Our eligible employees are provided with both statutory and non-statutory holidays. Part-time employees will be paid on a pro-rated scale.

Statutory Holidays

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

Non- Statutory Holidays

- Easter Monday
- August Civic Holiday
- Business Days between Boxing and New Year's Day

When a statutory holiday falls on a weekend or during a vacation period, you will be given equal time off in its stead. If it is necessary to work on statutory holidays, you will be paid as per the Employment Standards Act.

Other Time Off

CESBA closes between Christmas and New Year's. Full time employees can use their lieu time so that they will be paid during this time. to make up for these days.

Religious Holidays

Some of the holidays listed above are traditional Christian days of observance but are recognized and observed by society-at-large as secular holidays. Legitimate requests for other religious or cultural observances should be made to the Executive Director at least two weeks prior to the day or days in question. You may use lieu time, vacation days or substitute non-statutory holidays for these days.

Hours of Work

CESBA's hours of operation are Monday to Friday from 9:00 a.m. to 5:00 p.m. Full-time employees are expected to work to work 35 hours per week. Part-time contract employees work the hours outlined in their hire agreement. An employee is entitled to a one hour unpaid lunch break each day.

Flexible Work Arrangements

CESBA recognizes that there may be a need for flexible work arrangements with some employees and will strive to accommodate those requests taking into account the duties of the position and the impact on the professional operation of the office.

Any request of this nature must be approved by the Executive Director.

A request may be granted as long as you attend eight hours per day and the organization's core hours of 10:00 a.m. to 3:00 p.m. are met at either end. The chosen flex hours would be a regular schedule and must be adhered to on a consistent basis. However, the organization reserves the right to pre-empt that if certain situations demand full staffing from 9:00 a.m. to 5:00 p.m.

At the discretion of the Executive Director, AND on a case by case basis, you may occasionally be able to work from home. You must have successfully completed your probationary period before a request can be made and all requests must be approved in writing (e-mail request and response is acceptable). Arrangements will need to be scheduled with your manager in advance of working from home.

Overtime/Lieu Time

CESBA endeavours to provide reasonable workloads for our employees but there may be times, such as project deadlines or business demands, when overtime is required. All overtime hours must be approved in writing, in advance, by your manager. Overtime must be documented and is not paid out but taken as lieu time. Lieu time must be scheduled with your manager and taken within three months of the week in which the overtime was worked.

Accumulated lieu time must not exceed 35 hours.

Summer Hours

Our summer hours program launches the week before the Victoria Day weekend and ends the week before Labour Day. Employees may work an extra hour from Monday to Thursday and leave at 1:00 p.m. each Friday or work eight extra hours in a two week period and take every *other* Friday off. The hours must be worked prior to taking the time. This program is subject to change and is dependent on work commitments being met.

Training and Professional Development

CESBA encourages your development through participation in continuing education and/or training when such instruction is deemed beneficial and considered necessary to enhance your current job performance or eligibility for future opportunities. Any request for Tuition Reimbursement, up to a maximum of \$100 per year, must be pre-approved by the Executive Director.

CESBA provides this financial support for education and training opportunities within the constraints of its budget and operational requirements.

Employer-Initiated Training

From time to time, CESBA in discussion with you may identify a training need that can only be met during business hours. In such cases, the organization may give you support by providing paid time off to attend the identified course as well as by covering the registration/tuition fee. Any additional expenses related to the training must be discussed with the Executive Director.

As a participant in employer-paid conferences or seminars you will be expected to make reports or presentations to other employees so that everyone can benefit from the information acquired from these opportunities.

As a representative of CESBA, you may be asked to attend, participate in, or speak at workshops or seminars. The organization supports such endeavours provided they are not of such duration or frequency as to impact adversely on your responsibilities. The Executive Director must authorize all appearances in advance.

Where an honorarium is paid to you for such participation it must be turned over to CESBA when you have been invited to present as CESBA's representative.

Employee-Initiated Training

In the spirit of continuous learning and development, employees who seek educational opportunities outside of working hours may also be supported through CESBA's tuition reimbursement program. You are encouraged to discuss your educational interests with the Executive Director and show the relevance to your present or future position with the organization.

If approved, CESBA will reimburse you up to 100% of the tuition cost (maximum \$100) upon proof of successful completion of the course. The cost of books and other materials are your responsibility. You must be actively working for the organization at the time of reimbursement in order to qualify.

HEALTH AND SAFETY

Health and Safety Policy Statement

CESBA is genuinely interested in the health and safety of all Employees. Compliance with legislation and the protection of Employees from injury or occupational disease is a major continuing objective. As such, unsafe acts committed by our Employees will not be tolerated.

CESBA will make every effort to provide and maintain a safe, healthy work environment through the implementation and review of our health and safety program. All Employees must be dedicated to the continuing objective of reducing risk of injury.

CESBA as an employer is ultimately responsible for the health and safety of all Employees. Reasonable precautions will be taken for the protection of the worker to prevent injury and occupational illness.

Every worker must protect their own health and safety by working in compliance with legislation and with safe work practices and procedures established by CESBA.

Through our mutual efforts and cooperation, we all will continue to provide a safe, healthy and incident free workplace.

Prevention of Workplace Violence, Discrimination and Harassment Policy

CESBA is committed to providing a safe and healthy workplace for its employees. Accordingly, you are asked to report any unsafe or unhealthy conditions immediately to the Executive Director.

CESBA works to foster an environment where everyone is treated with respect and dignity. We are committed to maintaining a working environment that is free from violence, harassment and discrimination in all matters related to your employment. You are required to report all incidents of workplace violence and harassment to the Executive Director and you have the right to be free from reprisal or discrimination when inquiring about and/or reporting in good faith suspected incidents of violence or harassment.

This is an excerpt of the full policy; see appendices for the full policy.

Worker Rights

1. The Right to Know

The Act gives workers the Right to Know about toxic substances in the workplace.

2. The Right to Participate

Workers have the right to be part of the process of identifying and resolving workplace health and safety concerns. This right is expressed through worker membership on joint health and safety committees, or through worker health and safety representatives

3. Right to Refuse

The Occupational Health and Safety Act states:

A worker may refuse to work or do particular work where he or she has reason to believe that,

- a. *any equipment, machine, device or thing the worker is to use or operate is likely to endanger himself, herself or another worker;*
- b. *the physical condition of the workplace or the part thereof in which he or she works or is to work is likely to endanger himself or herself;*
 - b.1) workplace violence is likely to endanger himself or herself; or*
- c. *any equipment, machine, device or thing he or she is to use or operate or the physical condition of the workplace or the part thereof in which he or she works or is to work is in contravention of this Act or the regulations and such contravention is likely to endanger himself, herself or another worker.*

Safe Working Practices

Please use the following to keep yourself safe at work.

Avoid:

- awkward postures such as bending and twisting
- repetitive motions such as frequent lifting, reaching and carrying
- forceful exertions such as carrying, lifting or pushing heavy loads
- pressure points such as leaning against sharp edges
- static postures such as maintaining fixed positions for a long period of time

Fire Response

If you Spot a Fire

- Call the fire department immediately, regardless of the size of the fire call 911
- Verbally sound the fire alarm (Pull fire alarm switch)
- Use the nearest fire extinguisher to fight the fire, only if the fire is small and you feel it is safe to do so if not, leave the area and evacuate the building and close all doors behind you report to the "Evacuation Area" for a head count
- DO NOT return to the building until it is declared safe to do so by the Fire Department or Executive Director

If You Hear a Fire Alarm

- Stop what you are doing and shut down equipment if applicable
- Calmly walk to the nearest exit and close doors behind you
- Leave the building

- Follow instructions from authorized personnel and proceed to “evacuation area” for head count

Emergency Plan - Evacuation

This policy will assist to define the manner in which the workplace will respond to an emergency in the event that a man-made or natural hazard is present.

If for any reason the facility must be evacuated, then a signal (verbal or fire alarm) will be given. If for any reason the assigned signal cannot be used, the Employees will be advised verbally to evacuate.

In emergency:

- Try to remain calm
- Report the emergency condition
- Pull the fire alarm if needed
- Contain the situation if you know how to properly do so and are comfortable doing so – i.e. closing doors, extinguishing fires, etc.
- Listen carefully to any given instructions and be ready to evacuate (i.e. know the closest exit to you,
- Shutdown equipment.
- Help colleagues and visitors, especially those with disabilities and who have difficulty hearing fire alarms, walking quickly, seeing clearly, etc.
- If you have a disability or medical condition, or for any reason, if you need additional assistance, please ask for it. CESBA assists all staff by offering individualized emergency plans, if requested; we do not need to know the details of your medical condition or disability, only the kind of help you may need.
- Never re-enter a dangerous situation in order to collect something forgotten or help someone still inside – leave that to the professionals
- Meet up at the relocation point if required to evacuate to await instructions.

Illness/Injury/Accident Reporting

This policy applies to the following categories of illnesses or injuries reported by Employees, supplied labour, contractors and subcontractors:

- fatality
- critical injury
- lost time injury
- health care
- first aid
- near miss
- property damage
- fire
- occupational illness
- environmental release

All workers or contractors sustaining an injury or occupational illness as a result of workplace conditions must verbally report their condition to the Executive Director or designate immediately.

The Executive Director or designate, upon being notified of the injury, accident, incident or illness, shall:

- Promptly ensure that first aid is administered:
- Ensure the worker is given subsequent medical treatment if necessary; and that such treatment is recorded
- Additional emergency personnel are notified as necessary.
- Request an internal investigation of the incident and report as necessary
- Document details and witness names
- Complete any required paperwork
- Ensure that the scene is not tampered with until completion of the investigation
- Put in measures for any accidents or near misses to ensure no repeat incident and to ensure Employees know what to do in such situations

Ensure Ministry of Labour is contacted for any critical injury or fatality for contractor, Employee or guest. Critical injury examples include: life is in jeopardy, unconsciousness, substantial loss of blood, fracture of a leg or arm, amputation of leg, arm or foot but not finger or toe, burns to major portion of body, or loss of sight.

LEAVING OUR EMPLOYMENT

Although we hope that you will have a long and fulfilling career with us, your employment relationship may end for a number of reasons. Generally, these include dismissals with or without cause, or resignation. In all dismissal and layoff situations, all applicable laws and regulations will prevail. Employees leaving the organization fall under the following categories:

Resignation

If you are resigning from the organization, we request that you submit your resignation in writing, giving a minimum of two weeks' notice.

When possible, and upon mutual agreement, you must be available for training and providing orientation to replacement employees.

Probation Period

As a new employee, if you do not meet the requirements of the position, you may be dismissed at any time during the first three months of employment without any statutory obligations.

Progressive Discipline

In a situation where poor performance and/or behaviour are an issue, the organization will initiate a course of progressive discipline through our Performance Improvement Planning process described earlier in this Manual.

Dismissal without Cause

The organization reserves the right to implement a dismissal without cause and will do so with pay in lieu of notice.

Dismissal with Cause

Dismissal based on situations involving a serious breach of duty, gross misconduct or gross negligence is handled at the discretion of the Executive Director but may result in your immediate termination without notice or without pay in lieu of notice.

Exit Interviews

We wish to do exit interviews with employees who leave the organization, in order to track trends, identify issues, and improve the workplace for all employees. An exit interview gives you a risk-free opportunity to discuss your employment experience, and give feedback on company performance. Exit Interviews will be reviewed by the Executive Director.

Appendix 1 - The Information Technology Policy

This policy is intended to establish CESBA's acceptable use of the organization's information technology and to prevent exposure to liability.

Computer and telephone-related systems are the property of the organization. This includes but is not limited to: desktop computers, laptop computers, network equipment; software and operating systems; application software, phone equipment, company-provided smartphone devices and cell phones, email accounts, login and passwords to all business systems and applications, accounts providing access to web-sites that are business-related. They are to be used for business purposes in serving the interests of the company and our clients and in the course of normal operations. Furthermore, all data stored on computer or phone equipment including but not limited to: information stored in databases, word processing documents, spreadsheets, email, voicemail, and any logs associated with use of systems or electronic devices is the intellectual property of the organization and should only be used in the conduct of the organization's operations. Access to this data is limited by an employee's need to know; data should only be accessed if it is a requirement of the job, regardless of security placed on the data.

General Guidelines on Use and Access of Equipment and Internet-related Systems

Use of and access to computer systems, phone systems and the Internet should be conducted in a responsible and professional manner whether the employee is at the organization's office, home, or on the road representing the organization.

The following guidelines, restrictions and prohibitions apply:

1. Personal use of the systems including surfing of the internet or exchanging personal emails is allowed within reasonable limits during non-business periods.
2. Any use that violates federal, provincial, or local law or regulation is expressly prohibited.
3. Electronic media cannot be used for knowingly transmitting, retrieving, or storing any communication that is:
 - a. discriminatory or harassing,
 - b. derogatory to any individual or group,
 - c. obscene, sexually explicit or pornographic,
 - d. defamatory or threatening,
 - e. in violation of any license governing the use of software,
 - f. engaged in for any purpose contrary to the organization's policies or interests.
4. Knowingly or recklessly interfering with the normal operation of computers or networks is prohibited.

5. Connecting unauthorized equipment to the network for any purpose inconsistent with the organizations' purpose is prohibited.
6. Purposefully sending e-mail or other electronic communications that attempt to hide the identity of the sender or represent the sender as someone else is prohibited. Employees must never open, execute, or run unsolicited e-mail attachments.
7. Running or installing games or other unauthorized software on company computers without the express approval of the Executive Director is prohibited.
8. Using the organization's network to gain unauthorized access to any computer system (internal or external) is prohibited.
9. Access to confidential data of other employees whether protected or not, attempt to monitor, read, copy, change, delete or tamper with another employee's electronic communications, files or software without the express consent of the owner of the data is prohibited. This policy does not apply to management who has access to the files of their respective subordinate employees.
10. Attempting to breach, test, or monitor computer or network security measures is prohibited.
11. Making personal long distance phone calls on company phones or cell phones is prohibited unless traveling on company business in which case reasonable guidelines should be maintained.
12. Employees must safeguard their logon ID and password (passwords should be changed on a regular basis) from disclosure to any person with the exception of the Executive Director. Users may not access a computer account that belongs to another employee.
13. Taking any company data off-site whether via email, internet based storage system or on computer media or hard-copy and including but not limited to database records and emails, without the express consent of the area Executive Director is prohibited.
14. Encryption software or password protection should be used when sending confidential or proprietary information. Employees should receive authorization from their Manager prior to sending a document with such information.

15. Duplication or transmission of company software (including but not limited to application and system software) or taking company software off-site is prohibited without consent of the Executive Director.

16. Any use that is deemed to adversely affect the organization is prohibited.

Privacy of Communications

Employee communications on these systems are ***not private***; e-mail communication is the intellectual property of the organization. The organization or its authorized representative may monitor the use of its systems in its sole discretion, at any time, without notice.

Policy Enforcement

Employees found to be in violation of this policy may be subject to discipline up to and including termination of employment. Alleged violations will be reviewed on a case by case basis. Any concerns about violations of this policy should be reported to the Executive Director.

January2016

Appendix 2 - Prevention of Workplace Violence, Discrimination and Harassment Policy

CESBA is committed to conducting our business in a manner that maintains a safe and healthy work environment for all our employees, contractors, visitors and clients. Behaviour from anyone that intimidates, threatens, harasses, discriminates, abuses, injures or otherwise victimizes our employees will be addressed. Essential Skills Ontario will take appropriate steps to protect our employees from the potential risks associated with workplace violence and harassment.

The Executive Director takes responsibility for promoting a healthy work environment and protecting employees from workplace violence. She/he will ensure appropriate procedures are in place to minimize risks, communicate rights and responsibilities as they relate to workplace violence and harassment and train employees in recognizing and responding to workplace violence and harassment situations. Hershel will further ensure that incidents are investigated appropriately. There will be no negative consequences for reports of incidents that are made in good faith.

All CESBA employees have the responsibility to protect themselves and others in the workplace from violence and harassment and to be aware of and follow procedures that are in place regarding these issues.

HARRASSMENT

Workplace harassment means:

Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

Harassment may take various forms but can be grouped into two broad categories:

1. General Harassment

Harassment of an individual or individuals on any of the prohibited grounds of discrimination under the Ontario Human Rights Code will not be tolerated. The prohibited grounds include: age, race, sex, national or ethnic origin, color, disability, marital status, family status, sexual orientation or conviction of an offence for which a pardon was granted. It includes deliberate or unintentional gestures, comments, racial slurs, questions, representations or other behaviours that ought reasonably to be known by the harasser to be unwelcome by the recipient(s).

2. Sexual Harassment

Sexual harassment is defined as deliberate and/or unsolicited communications e.g. e-mail, verbal comments or physical contact of a sexual nature that is not welcomed by the recipient.

Various behaviors that may be interpreted as sexual harassment include sexually suggestive gestures, sexist jokes that embarrass, flirtations, advances or propositions, leering, the display of sexually offensive material, derogatory or degrading remarks directed toward members of one sex or one sexual preference group.

Formal Complaint/Investigation Process

Employees who believe they are being harassed on one of the prescribed grounds should take the following steps to stop the harassment and prevent reoccurrence.

- A)** Make their disapproval and/or unease known to the harasser immediately.
- B)** If there is more than one incident, keep a written record of dates, times, the nature of the behaviour and any witnesses, and report each such incident to the Executive Director.
- C)** If the unfair treatment of harassment does not stop after the person has spoken to the harasser, the employee should speak to the Executive Director and then confirm the conversation in a letter. If the Executive Director is the harasser, the employee should speak immediately to the Chair of the Board of Directors, if appropriate.

All complaints will be investigated, promptly and thoroughly and with as much confidentiality as possible. Where the investigation confirms the offensive behavior, prompt corrective action will be taken, up to and including dismissal of the offending party.

To intentionally accuse someone of harassment, knowing it to be false, is a serious matter. It will be subject to appropriate disciplinary action, up to and including termination of employment. We emphasize though that there will be no negative consequences for reports made in good faith.

DISCRIMINATION

This means any form of unequal treatment based on a *Code* ground that results in disadvantage, whether imposing extra burdens or denying benefits. It may be intentional or unintentional.

BULLYING

Bullying differs from harassment and discrimination in that the focus is rarely based on gender, race, or disability, etc. The focus is often on competence, or rather the alleged lack of competence or power of the bullied person.

Bullying is usually seen as a pattern of acts or verbal comments that could 'mentally' hurt or isolate a person in the workplace and is intended to intimidate, offend, degrade or humiliate a particular person or group of people in order to frustrate, torment or wear them down. It is misuse of power through aggression.

Examples include:

- misuse of power or authority – i.e. intentionally setting up someone to fail by establishing impossible deadlines, withholding necessary information or purposefully giving the wrong information, undermining someone
- spreading malicious rumours, gossip, or innuendo that is not true
- verbal aggression or abuse (shouting, yelling, swearing)

- excluding or isolating someone socially
- making jokes that are 'obviously offensive' by spoken word or e-mail
- criticizing a person persistently or constantly
- unwarranted (or undeserved) punishment
- public ridicule

If you believe you are being bullied, the actions are the same as if you believe you were being harassed or discriminated against: Ask the individual to stop and/or discuss your concerns with the Executive Director.

If you witness or are told of any incident that could be considered as bullying, whether or not it personally affects you, please document and report the incident.

WORKPLACE VIOLENCE

Workplace violence is defined as:

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

Procedures/Investigation Process

Employees are required to immediately report all incidents of workplace violence to the Executive Director.

However, in case of a direct violent incident, employees should summon immediate assistance by calling building security and/or 9-1-1, and, if possible and appropriate, go to a safe location outside the workplace. Building security phone numbers are listed on the wall behind the Executive Director's desk.

All incidents are to be put in writing by the complainant with the date, time, location, witnesses and nature of the incident documented and given to the Executive Director.

All complaints or incidents of workplace violence will be promptly investigated by management.

At the conclusion of the investigation, the Executive Director or designate will prepare a written report of the findings and take whatever measures are necessary to prevent a recurrence. Disciplinary action, up to and including termination of employment, may be taken if the perpetrator is a CESBA employee.

Appendix 3 - A.O.D.A. Accessibility for Ontarians with Disabilities Act

The Accessibility for Ontarians with Disabilities Act (AODA) is an important law that sets out the structure by which we can make Ontario accessible to all people by 2025 through the development of accessibility standards so businesses and organizations that provide goods and services will have to meet certain accessibility standards in five important areas of our lives:

- Customer Service
- Transportation
- Information and Communication
- Built Environment
- Employment

All businesses and organizations, which provide goods and services either directly to the public or to other businesses or organizations, and that have one or more employees in Ontario, must comply with this standard by January 1, 2012.

AODA'S CUSTOMER SERVICE STANDARDS

The first step, the Customer Service Standard, refers to delivering service to the public, including those individuals with a disability, and covers business practices, employee training, the use of service animals and support persons. In compliance, CESBA has:

- Developed policies, practices and procedures for providing customer service and goods to persons with disabilities (policy attached)
- Trained those involved in developing policies, practices and procedures on accessible customer service and those who interact with the clients and visitors
- Ensured that the policies, practices and procedures take into account a person's independence, dignity, integration and equality for opportunity
- Developed a policy on the use of personal assistive devices
- Communicated with a person with a disability in a manner that takes into account his or her disability
- Permitted persons with disabilities to bring their service animals into the Company
- Allowed persons with disabilities to be accompanied by their support persons while at the Company, and let them know what, if any, admission will be charged for support persons
- Provided notice when facilities or services that people with disabilities rely on to access or use the Company's goods and services that they are temporarily disrupted
- Established a process for customers to provide feedback on how we provide goods or services to people with disabilities along with a method on how and who will provide feedback as well as how we will take action on any complaints

For the expanded and comprehensive version of this policy, please contact the Executive Director.

Human Resources Policy Acknowledgement of Receipt and Understanding

Please read the following statements and sign below to indicate your receipt and understanding of the CESBA Employee Manual.

- I have received, read a copy of, and had an opportunity to ask questions of the CESBA HR Manual. I understand that the policies and rules contained therein are conditions of my employment and I agree to abide by the terms.
- I understand that no contract of employment has been expressed or implied by reason of this Manual and its contents.
- I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of CESBA.
- I further understand that my signature below indicates that I have read and understand the above statements.

Employee's Name (Printed)

Employee's Signature

Date

CESBA's E. D. Signature

Date