



POLICIES AND PROCEDURES

PERSONNEL

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Preface

The purpose of policies and procedures are to provide a framework for quality and responsible performance in each of the respective areas. Policies are intended to be helpful, not hindering. SSICS has a commitment to continuous improvement. Policies will be regularly reviewed and updated or changed as required to be the best possible guidelines they can be for the time. **The current policies were reviewed and updated in February 2020.**

SSICS Society Policies and Procedures include the following manuals:

- Service Delivery
- Personnel
- Health and Safety
- Management and Administration
- Governance

Terminology

Employee refers to all paid employees including both regular and casual, and both union and non union (exempt). Although many policies and procedures may be relevant to volunteers and contracted workers, it is not expected that this policy set be applied to those workers.

Supervisor refers to any SSICS employee who is responsible and accountable for the supervision of an employee, including the officially designated supervisor and other employees who may be temporarily assigned or providing back-up for the primary supervisor.

Objectives of the Personnel Manual

- Establish standards, policies and procedures regarding the responsibilities and rights of employees.
- Ensure consistent employee-management practices.
- Establish standards of fairness and accountability.
- Assist with the orientation of new employees.
- Provide structure to assist SSICS in meeting and maintaining accreditation standards.



SSICS Personnel Policies and Procedures are developed, maintained and reviewed by management. The Board of Directors have the final responsibility to approve new policies. SSICS will strive to include the collective wisdom and experience of employees in shaping personnel policies, procedures and practices.

Personnel Policies and Other Regulations and Agreements

Collective Agreement

SSICS employees, with the exception of exempt and contract persons, work under the terms of a negotiated collective agreement and are represented by the Hospital Employers Union (HEU). It is the responsibility of each unionized employee to know their responsibilities and rights as an employee by being familiar with both the current collective agreement and SSICS Policies and Procedures. The SSICS organization is a member of the Community Social Services Employers Association (CSSEA) and may call upon CSSEA labour relations consultants at times to assist with the interpretation and application of terms of the collective agreement as well as other labour relations issues.

SSICS Personnel Policies and Procedures generally cover items that are not included in the collective agreement. When an item is also included in the collective agreement, the policies and procedures are intended to complement the agreement, not substitute or amend it. The terms of the collective agreement take precedence over SSICS policies and procedures.

Employment Contracts and Policies for Union Exempt Employees

Employees not belonging to the union will have employment contracts which describe the terms of employment and form a binding agreement with the organization. A standard set of terms of employment for union-exempt employees are set out in the Exempt Employee Policies. It is the responsibility of each exempt employee to know their rights and responsibilities as an employee by being familiar with the employment contract, Exempt Employee policies, and SSICS Policies and Procedures.

Labour Standards

SSICS Policies and Procedures are not intended to substitute or amend existing provincial labour standards. BC Labour Standards will be a companion document to SSICS Policies and Procedures to maintain fair and reasonable personnel practices.



Human Rights Legislation

SSICS will comply with all applicable human rights legislation. British Columbia and Canadian Human Rights Acts will be companion documents to SSICS Policies and Procedures for reference to maintain fair and reasonable personnel practices.

Employee Relations Principles

- Employees of SSICS are its most important resource. They will be treated fairly and respectfully, their successes recognized, and their growth and development encouraged.
- Mutual respect in all working relationships will be achieved by open, fair and honest communication that respects the rights and dignity of each employee.
- SSICS management will fulfill their responsibilities to provide sound leadership. Management will strive to encourage, support, coach and direct employees to achieve quality results. Management will balance the organizational requirements of effectiveness and efficiency with the needs of employees and the unique aspects of their work assignments.
- Personnel Policies and Procedures will be comprehensive and current. Employees will be informed of changes and have easy access to all policy and procedure documents.
- Input from employees will be gathered and considered in the development and review of SSICS policies and procedures.
- Efforts will always be made to resolve issues, concerns or grievances at the earliest stage using a collaborative problem-solving approach.
- Policies and procedures will be applied and enforced in a fair and consistent manner.
- It is recognized that personnel matters may contain elements of some sensitivity. SSICS will maintain confidentiality and discretion in personnel matters.
- SSICS will be a dependable partner in signed agreements with unions, employee organizations and individuals and shall abide by the terms established in those agreements.



1. Employee Hiring and Orientation

1.1 Employee Recruitment

POLICY:

Vacant positions will be filled with qualified individuals through a fair and thorough recruitment process. No applicant will be discriminated against based on race, religion, sex, ethnicity, age, disability or sexual preference.

PROCEDURE:

1. Appointments of all full-time, part-time, and casual employees will be made by the Executive Director or designated manager.
2. The position of the Executive Director will be appointed by the Board of Directors.
3. Vacancies will typically be advertised publically, at SSICS worksites and on the website, at other internet sites, in newspapers and in other locations that give the most effective and efficient exposure of the vacancy to prospective employees. The Executive Director may approve to limit advertising to internal communication at times.
4. All applicants will be required to apply in writing.
5. Screening will include whenever possible an interview, credential verification, criminal record check and reference checks.
6. Hiring committees may be used for employee selection. Committees may be comprised of supervisors, employees, board members or others (e.g. individuals from collateral or funding organizations).
7. The evaluation of the suitability of an applicant will be based on qualifications, work-related experience, suitability and willingness to meet job requirements, references, terms of collective agreements and other factors that may be relevant.
8. If the most suitable candidate is disabled, reasonable adjustments to the work and worksite will be made, if possible, to accommodate those disabilities.
9. The successful candidate will be notified in writing of the start date, salary, probationary period and any other conditions of employment.
10. Unsuccessful candidates will be notified, either verbally or in writing, as soon as possible after the successful candidate has been confirmed.



1.2 Employment of Family Members

POLICY:

Family members of current employees will be given reasonable consideration for employment providing no conflict of interest would arise as a result of their employment. It is considered a conflict of interest if a supervisory or direct reporting relationship exists between family members.

“Family member” includes spouse (including common law), parents, step-parents, foster parents, mother-in-law, father-in-law, grandparents, children, step-children, grandchildren and siblings.

PROCEDURE:

11. All standard hiring policies and procedures will be followed in considering the application of family members of an employee.
12. In the case that a family member of a current employee is being considered for employment, the Executive Director will be notified and the situation will be reviewed to consider conflict of interest. If it is determined that a conflict of interest exists, steps will be taken to eliminate the risk, including reassigning supervision or disqualifying the individual.



1.3 Criminal Record Check

POLICY:

SSICS will comply with the requirements of the BC Criminal Records Review Act to protect the safety of children and vulnerable adults. Employees will provide a current criminal record check at the time of hire and every five (5) years as a condition of employment. Employment may be refused if a criminal or summary conviction charge is relevant to the work assignment.

PROCEDURE:

1. Criminal record checks for all SSICS employees, unless otherwise approved by the Executive Director, will be the official BC government check required for individuals working with vulnerable people.
2. Criminal record checks will be completed through the BC Criminal Records Program.
3. Criminal record checks are required at the time of hire and every five (5) years thereafter.
4. Any and all criminal convictions must be disclosed to SSICS.
5. In determining if there is cause to reject an applicant, criteria may include the nature of the convictions and the relevance of the conviction to employment.
6. In considering the relevance of past criminal convictions, the safety of program participants, and in particular children, will be paramount. An applicant with a record of sexual abuse or violence will not typically be considered for employment.
7. The Human Rights Act of BC will be considered in reviewing candidates with criminal records.
8. Any employee already hired who is found to have misrepresented a criminal record may be reassigned or terminated.
9. The employee will be responsible for arranging and covering any costs associated with the criminal record check required at the time of hiring. SSICS will be responsible for arranging and any cost associated with the criminal record check subsequent to hiring.



1.4 Verification of Credentials

POLICY:

Successful candidates for positions requiring a specific educational requirement or professional designation will provide SSICS with a verification of credentials including official confirmation from education institutions and professional associations.

PROCEDURE:

1. SSICS job descriptions will indicate the basic requirements for the position, including any specific certification, training or registration.
2. Employees will provide original documentation, certified or directly from the institution where possible, to be verified by SSICS and kept in the personnel file.
3. Verification and filing of copies of credentials exceeding the basic requirements of the job will be optional.



1.5 Contracted Workers

POLICY:

People retained on a contract basis for work exceeding three months or exceeding \$5,000 in value will be hired using a fair and thorough screening process. Contracts of lesser term and value may be appointed at the discretion of the Executive Director or designated manager. Terms of employment for all contract employees will be established in an Agreement for Contracted Services.

PROCEDURE:

1. Appointments of all contracted workers will be made by the Executive Director or designated manager.
2. A description of duties and required qualifications will be in place prior to screening and hiring of contracted workers.
3. Adequate advertising will be done to ensure effective notification of the contract work opportunity to prospective individuals.
4. Screening will include an interview and reference checks.
5. A criminal record check and credential checking may be required depending on the work assignment. The vulnerable sector criminal check will be required for contractors involved in direct service delivery.
6. Contract employees will sign an Agreement for Contracted Services stipulating the terms of work and payment. The Executive Director will sign on behalf of SSICS.
7. Contract employees will comply with confidentiality, code of conduct and other SSICS policies and procedures relevant to their work. These requirements and documents are included as part of the Agreement for Contracted Services.



1.6 Employee Orientation

POLICY:

New employees and employees transferring to new positions will complete an orientation to the organization and new position. The orientation introduces the employee to the organization, policies and procedures, specific responsibilities of their work assignment, and establishes the foundation of an effective relationship between the organization, supervisor and the new employee.

PROCEDURE:

1. The orientation for new employees will include the following:

- Mission and philosophy of SSICS
- Code of ethics
- Organization chart, structure, programs and services
- Relevant service delivery policies and procedures
- Personnel policies and procedures
- Health and safety policies and procedures
- Job description and standards of practice related to work assignment
- Work schedule and time sheets
- Performance appraisal process
- Confidentiality and rights of program participants
- Payroll and benefits
- Parking, keys, security, alarm
- Emergency/evacuation procedures
- Email, telephone and computer systems
- Union representation and collective agreement (if applicable)
- Record keeping procedures (if applicable)
- Accreditation standards and requirements (if applicable)



2. The supervisor will be responsible for coordinating the orientation of the new employee.
3. Orientation activities will begin as soon as possible with the priority items, and be completed within one month or ten (10) shifts of the first date of employment.
4. A verification and record of the orientation will be documented on the New Employee Orientation Checklist, signed by the new employee and placed in the employee personnel file.
5. Orientation for transferring employees will include relevant items from the New Employee Orientation Checklist as determined by the supervisor of the new position. A verification and record of the orientation will be signed by the transferring employee and placed in the employee personnel file.



2. Terms of Employment

2.1 Terms of Employment

POLICY:

Employees will be provided with clear, accurate and complete terms of employment upon hiring, transfer or as the terms of employment change.

PROCEDURE:

1. Terms of employment will be provided in writing to each employee at the time of hiring or transfer. Changes to terms of employment will be documented and provided to the employee and personnel file.
2. The terms of employment will include starting date, hours of work, salary, benefit entitlements, position title, classification, employment term, probation term, name of supervisor and other reporting relationships and other relevant terms.
3. Terms of employment for union employees will comply with the terms of the collective agreement.
4. The statements of terms of employment upon hiring will be signed by the Executive Director and supervisor. Updated and changed terms of employment will be signed by the supervisor.
5. Union employees will be directed to the local union steward to obtain a copy of the current collective agreement and explanation that employment terms are contained within that agreement.
6. Exempt employees will be provided with an employment contract and a copy of current exempt employee benefits outlining complete employment terms.



2.2 Casual Employee Status

POLICY:

A current list of employees eligible to work on a casual basis will be maintained for designated sites determined by SSICS to require casual relief. Employees will be permitted to work on a casual basis in one or more program areas provided they are qualified and approved for each casual list. They will be evaluated for eligibility, and comply with the procedures and conditions for casual staff for each area.

PROCEDURE:

1. Casual lists are maintained separately for each program area, or “job family” as described in the collective agreement and determined by SSICS.
2. Eligibility to work in a program area will be determined by screening criteria including the consideration of skills, qualifications and experience.
3. Employees who do not comply with the specific procedures regarding availability and employer notification may be removed from the list at the discretion of the organization. In these circumstances the employee will be informed in writing.



2.3 Job Descriptions

POLICY:

Job descriptions will be provided to employees for each position they hold. Job descriptions will be reviewed and updated annually to accurately reflect the work being required.

PROCEDURE:

1. Job descriptions will provide job title and summary, required qualifications, duties, responsibilities and reporting requirements.
2. An acknowledgement of understanding the job descriptions will be signed by employees as part of the employee orientation.
3. Job descriptions will be reviewed by supervisors on an annual or as-needed basis, typically coinciding with performance appraisals.
4. SSICS will develop and revise job descriptions in conjunction with employees and, when applicable, the employee's union.
5. Significant changes to job descriptions, including those that alter basic work duties, required qualifications, or may have other implications on the wage classification of the position will be submitted to the union for review.



2.4 Personnel Records and Emergency Contact Information

POLICY:

SSICS will maintain accurate and current personnel records and emergency contact information for every employee. Personnel files and other employee records will contain only work-related information, be stored securely and treated as strictly confidential.

Employees will report any changes to required personal information including name, address, telephone number, marital status or number of dependents. These changes are required for emergency contact, benefit entitlement and official communications.

PROCEDURE:

1. Personnel records will include the employee's resume, reference checks, emergency contact information, credential verification, criminal record check, job description and orientation, terms of employment, employee appraisal reports, training log, disciplinary actions taken and other relevant personnel information.
2. Personnel records will be reviewed annually to ensure that information is complete, current and accurate.
3. Employees may view their personnel file at the SSICS administration site by making a request to their supervisor.
4. Personnel records will be stored securely at the SSICS administration site. They will not be removed from this location without the authorization of the Executive Director or designate.



2.5 Release of Personal Information and Job/Credit References

POLICY:

Personal employee information will only be released without the permission of the employee themselves unless SSICS is required to by law or as part of administrative requirements such as payroll and benefit management.

PROCEDURE:

1. Employee or past employee information requested as part of a reference check will only be released with the permission of that person. Information will be limited to what is requested and will be based on factual and verifiable information.
2. Job references from SSICS will only be provided by the immediate supervisor or Executive Director.
3. Confirmation of employment for credit purposes will be limited to the information the employee has authorized for release and will only be provided when approved by the Executive Director.
4. Requests for information from an outside source about an employee received by any SSICS employee will be directed to the Executive Director to determine the proper handling of the request.



2.6 Job Sharing

POLICY

Job sharing may be permitted at the discretion of SSICS based on the agreement of each person and the organization. The first consideration in determining the feasibility of a job share is the quality and integrity of service delivery.

PROCEDURE

1. A request for a job sharing arrangement may be made by one or more employees in writing to the supervisor.
2. SSICS will determine the feasibility of a job share arrangement. The final decision will be made by the Executive Director.
3. The rights of each employee under the terms of the collective agreement or labour standards will be observed at all times.
4. A job share arrangement will be documented and signed by both parties and the organization. The agreement will be voluntary for all parties. The agreement will include all terms required to establish a clear and harmonious working relationship, including the procedure to end the arrangement and any changes to basic entitlements such as vacation time, benefits etc.
5. SSICS reserves the right to end or alter a job share arrangement at any time with proper notice to employees.
6. Job sharing arrangements will be dealt with on a case-by-case basis. An existing or prior job sharing arrangement does not determine future job sharing for a particular work assignment or employee.



2.7 Wages

POLICY:

Pay rates will be in accordance with the terms of the collective agreement for union employees and SSICS pay scales for exempt employees. The pay rate of the Executive Director will be determined by the Board of Directors.

PROCEDURE:

1. New and transferring employees will be placed on the lowest rank of the salary scale indicated for that position or a higher rank with the approval of the Executive Director based on relevant experience and/or education beyond the basic job requirements.
2. Wage increments for union employees will occur based on terms of the collective agreement, and be based on hours worked within a classification (i.e. if the employee has two positions that fall within the same classification the hours worked will be combined for the purpose of pay increments).
3. Wage increments for exempt employees will be based on SSICS pay scales for exempt employees and will be determined by then Executive Director.
4. In the case that an employee is temporarily covering the position of a co-worker paid at a higher pay rate the pay rate for that employee will not be increased. In some cases the Executive Director may approve a pay increase based on the length of time and substantial change in duties during the temporary assignment.
5. Employees will be paid on a bi-weekly basis for hours reported on timesheets and approved by the supervisor.
6. Employees will be paid by direct deposit to a local financial institution of their choice unless otherwise arranged.



2.8 Benefits

POLICY:

SSICS will provide benefits for eligible employees in accordance with the terms of collective agreements, exempt employee policies, or employee contracts. Exceptions to this must be approved by the Executive Director. Benefits may include, but not be limited to: medical, dental, long-term disability, employee assistance, dependents and life insurance and pension. Eligibility and terms of the benefits are determined by the specific plan.

PROCEDURE:

1. Employees will be informed of eligibility, entitlements, effective dates, right to refuse benefits if they are covered under another plan, benefit provider contact information and other relevant details at the time of hiring and as changes come into effect.
2. SSICS will maintain all information regarding individual employee benefit coverage in personnel files. This information will be available to employees upon request.
3. SSICS will not be responsible for advising employees on any matters relating to the management or use of their benefits, or any requirements related to maintaining benefit eligibility.
4. SSICS will inform all eligible employees of changes to benefit details in writing.



2.9 Travel and Other Work-Related Expenses

POLICY:

Employees will be reimbursed expenses for travel and other work-related expenses while performing duties or attending to business on behalf of SSICS, providing the expenses are reasonable and pre-approved when required. Employees will submit expense claims in a timely manner with complete documentation and detail.

PROCEDURE:

1. SSICS will provide employees with clear and specific guidelines for allowable employment related expenses including expense guidelines for their respective job responsibilities.
2. Employees will select the most economical, reasonable option when claiming work-related expenses and claim for only the expenses allowed. Employees will bear the cost of additional or optional expense costs.
3. Expenses outside of established guidelines must be approved on a case-by-case basis by the supervisor prior to expenditure.
4. Travel, accommodation and meal rates for all employees will be in accordance with the collective agreement rates unless otherwise specified in writing by SSICS. Current expense rates will be posted on the website.
5. Cash advances may be provided at times for travel or other employment-related expenses upon written request to the supervisor.
6. Expenses will be reimbursed by providing expense details and receipts. Original valid receipts and travel details must accompany expense claims. Bank card receipts and other receipts not indicating the expense detail will not be accepted.
7. Expense claims will be submitted on an ongoing basis as expenses are incurred, and typically on a monthly basis unless approved by the supervisor.
8. SSICS may request the employee provide clarification or additional detail on any expense claim prior to the issuing of an expense reimbursement or cash advance.



3. Hours and Days of Work

3.1 Work Schedules

POLICY:

Employees will have specific work schedules determined by SSICS based on organizational and service delivery needs, provisions of the collective agreement, and other relevant considerations.

PROCEDURE:

1. Work schedules will be documented in the personnel file, including hours worked per day, start and finish times, designated days off within each bi-weekly period, lunch breaks, and other relevant details.
2. Employees are entitled to paid breaks during their work shift as determined by collective agreements and labour standards. Paid breaks will not exceed fifteen (15) minutes. (i.e. Break time exceeding 15 minutes will be unpaid time.)
3. Lunch breaks are unpaid time, unless a worker is specifically assigned to provide program supervision or perform other work during lunchtime. If not otherwise determined, a lunch break will be thirty minutes (30) minutes.
4. Work schedules may be changed with the mutual agreement of the employee and the supervisor. Changes, revised schedules and any conditions, variations or agreements attached to schedules will be documented in the personnel file.
5. Work schedules may be changed by SSICS based on service delivery or organizational needs. When changes are made the supervisor will make reasonable efforts to consult with the affected employees and provide as much advance notice as possible.



3.2 Casual Employee Availability

POLICY:

Casual employees will inform the supervisor of program where they are registered on the casual list of their availability for work on a regular and ongoing basis. SSICS will maintain a current active casual list and conform to terms of the collective agreement in assigning casual work and calling in casual employees.

PROCEDURE:

1. Casual employees will inform the supervisor of availability for work in writing on or before the first day of every month unless other arrangements have been made with the supervisor. When the employee is on more than one casual list, availability will be submitted to each different supervisor.
2. Alternate arrangements or timing for informing SSICS of availability for work must be approved in writing by the supervisor.
3. Failure to inform the supervisor of availability within the prescribed time frames may lead to the employee being removed from the casual list at the discretion of SSICS.
4. An employee may request being inactive for a specific period while maintaining a place on casual lists. If approved, the employee must inform the supervisor once the period is over that they wish to be re-activated.



3.3 Overtime

POLICY:

Overtime will only be approved in exceptional circumstances. When employees are required and authorized to work overtime to address organizational or service delivery needs, they will be entitled to additional compensation for overtime hours.

PROCEDURE:

1. Overtime is defined in collective agreements, BC Labour Standards, and the terms of employment agreements.
2. Except in the case of a legitimate emergency, overtime must be authorized by the supervisor in advance of working unless an alternate procedure is in place for a specific program or circumstance.
3. An employee may refuse to work overtime, or limit the overtime hours, if the time is excessive or detrimental to the employee's health or safety.
4. Overtime hours will only be approved in exceptional circumstances. In most cases work falling outside of regular work schedules will be planned using a flexible work schedule arrangement.



3.4 Flex-Time

POLICY:

Flexible work schedules may be arranged at times to respond to organizational or service delivery needs outside of regularly scheduled work. Flex-time will be of limited frequency and duration and will avoid causing hardship to service delivery or worksite coverage.

PROCEDURE:

1. Flex-time is accumulated as straight time (i.e. one hour off for each hour worked over and above the employee's regular working hours).
2. Flex-time will only apply with the mutual agreement of the employee and supervisor.
3. Flex-time of over three (3) hours must be approved before being worked unless the time resulted from a legitimate emergency.
4. Flex-time will not be paid out to the employee as wages unless under special circumstances approved by the Executive Director.
5. Flex-time worked and flex-time taken will be documented on time sheets.
6. Claiming time off for flex-time hours worked will be based on service and organizational needs.
7. The amount of flex-time permissible to bank will be limited to the equivalent of one week's scheduled hours. Any hours beyond this must be approved by the supervisor. The supervisor may direct or schedule an employee to take time off to recover excessive flex-time hours.
8. Employees are expected to take time off to compensate for flex-time worked as soon as possible, which means within the same pay period whenever possible.



3.5 Scheduling Time Off

POLICY:

Employee time off, including paid and unpaid leaves, will be scheduled in such a manner as to maintain effective levels of service delivery. SSICS will plan to have an adequate number of employees available during regular working hours to respond effectively to service needs.

PROCEDURE:

1. Time off requests will be submitted by the employee to the supervisor for approval prior to taking the leave.
2. Time off will be approved in accordance with the terms of collective agreements in the case of union employees and employment agreements for exempt employees.
3. Unapproved absences with no satisfactory explanation may result in disciplinary action.



3.6 Attendance, Lateness and Absenteeism

POLICY:

Employees are required to attend work on a regular and consistent basis. Employees are expected to commence work at the start of their scheduled shift and remain on duty until the end of the shift.

PROCEDURE:

1. Employees who are unable to report to work as scheduled will advise their supervisor or SSICS reception including advising when they are expecting to arrive at work. This reporting will be done in advance or as soon as possible.
2. Employees may be required to keep SSICS updated on their whereabouts while on duty as determined by the needs of specific work roles and in a manner specified by their supervisor.
3. An employee may be required to provide verbal or written details of hours worked at the request of their supervisor.
4. Employees who fail to meet the expectations for punctuality may be subject to disciplinary action.
5. Employees are expected to attend staff meetings, training events and other organizational meetings as directed by their supervisor. Employees required to attend an SSICS meeting outside of scheduled hours of work will be paid in accordance with collective agreement, labour standards or employment contract terms. Employees choosing to attend optional meetings outside of their regular hours will not be compensated for their time, unless approved by the supervisor.



3.7 Time Records

POLICY:

Employees will submit times sheets every two (2) weeks showing a complete and accurate record of all hours worked, start and finish times, and all hours taken in each category of paid and unpaid leave.

PROCEDURE:

1. Time sheets will be submitted to their supervisor, or SSICS administration if their normal supervisor is not available (i.e. reception, payroll or Executive Director).
2. SSICS will provide employees with a schedule indicating deadlines for submitting time sheets. It is the responsibility of the employee to submit the timesheet on time.
3. Time sheets will be completed after the hours have been worked. In exceptional circumstances, such as when the employee is beginning a leave, the supervisor may accept a time sheet in advance.
4. SSICS will take reasonable steps to ensure employees are paid accurately and on time, but late, inaccurate or incomplete time sheets may result in delays in payment of wages. In the case of unclear information on a timesheet the minimum confirmable hours will be paid.
5. When an employee misrepresents the time worked when reporting to the employer this may be considered "theft of time" and subject to discipline up to and including dismissal.



3.8 Statutory Holidays

POLICY:

Employees are entitled to take the following days off as paid holidays:

- New Years Day
- BC Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- British Columbia Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

Statutory holidays also include days that may be proclaimed in the future by Federal or Provincial Governments.

PROCEDURE:

1. When a statutory holiday falls on a regular work day the employee will take that day off unless attendance at work is directed by the employer.
2. When an employee is required to work on a statutory holiday they will be compensated in accordance with the terms of the collective agreement or employment agreements.
3. When a statutory holiday falls on a Saturday or Sunday, typically the next work day will be deemed the day off, unless otherwise designated by the employer.
4. When a statutory holiday occurs during an employee vacation, or other leave with pay, it will be paid as a statutory holiday day.
5. Part-time employees will receive compensation for statutory holidays in accordance with the terms of the collective agreement or exempt employee policies regardless of whether the statutory holiday falls on a scheduled work day.



3.9 Vacation

POLICY:

Employees are entitled to vacation time or vacation pay in accordance with the terms of the collective agreement or employment agreement. Employees are required to request approval for vacation leave before taking such leave. Scheduling and vacation approval will take into consideration organizational and service delivery needs, employee preferences and provisions of the collective agreement.

PROCEDURE:

1. Vacation entitlements for full-time and part-time regular employees will be taken as paid time off.
2. Vacation entitlements for casual and term employees will be paid as vacation pay on regular pay cheques.
3. Employees will not receive cash payments in lieu of vacation time for regular hours except upon termination or resignation.
4. Vacation requests will be made in writing to the supervisor indicating the dates requested and total vacation hours requested. A vacation request may also include a request for additional banked time to be added as well. This will be clearly indicated in the request by the employee. A vacation request is not to be considered approved by an employee until it is done so in writing by the supervisor.
5. The approval of vacation requests will take into consideration organization and service delivery needs. In the event that vacation requests of more than one employee lead to insufficient program coverage, the organization will consider seniority, "first come", and provisions of collective agreements to resolve the issue. SSICS will make all reasonable efforts to ensure vacation requests are granted.
6. An employee may be directed to take unused vacation time to ensure compliance with vacation carryover provisions of the collective agreement and employment agreements.



3.10 Illness or Injury Leave

POLICY:

Employees are entitled to paid leave for an illness or injury which limits the ability of the employee to perform duties.

PROCEDURE:

1. Illness or injury leave is for the purpose of personal illness or injury. Employees will use other leave entitlements to cover any other unexpected or emergency absences from work.
2. Employees will notify the supervisor or reception as soon as possible when unable to attend work. Notification should include the anticipated duration of the absence whenever possible. Messages passed through co-workers will not be considered proper notification.
3. The employee will keep SSICS informed of the expected date of return to work either in writing or directly with the supervisor.
4. Employees will schedule medical and dental appointments outside of scheduled work hours whenever possible. Where this is not possible, such appointments may be taken as paid sick leave.
5. Employees will indicate all time taken for illness, injury and medical/dental appointments on their time sheet.
6. SSICS may require an employee to provide proof of illness, including a report from a qualified medical practitioner.
7. Illness or injury leave may only be taken to the amount earned to date (i.e. no advances of time). Employees who continue to be off work after their earned time is used may request a leave of absence without pay or use other available leave time.
8. SSICS will inform employees about the eligibility to apply for long term disability. When an employee is on an extended injury or illness leave, SSICS will make all reasonable efforts to contact the employee in advance of the qualification date for long-term disability.
9. In the case where provisions of the collective agreement determine a less than 100 per cent wage rate for sick pay, at the request of the employee, SSICS will provide a top up to 100 percent drawn from available vacation time.



3.11 Back-to-Work Plans

POLICY:

Employees returning to work after an extended health-related leave, including medical and stress, will participate in a back-to-work plan to make the transition as effective as possible.

PROCEDURE:

1. As a condition of the benefits plan employees are required to participate in a mandatory return to work plan after five (5) consecutive days absent from work for illness or injury.
2. Plans may include gradual re-entry into work by modifying work schedules or assignments during the transition period.
3. Plans will be done as much in advance of the return date as possible, and collaboratively with employee, supervisor and supervising health care provider.
4. Plans will typically include time frames, responsibilities of employee and employer, an identification of work-related health issues and plans to address them and any modifications to the work environment required to support the transition back to work.
5. The supervisor will coordinate the development of back to work plans with the involvement of the employee, supervising health provider (e.g. employees GP) and relevant others.



3.12 Paid Leaves

POLICY:

In addition to vacation and sick leave, other paid leaves will be provided to employees as determined by the collective agreement, exempt employee policy, employee agreements, or other circumstances approved by SSICS. Paid leaves may include, but are not limited to: maternity, parental, bereavement, and special leave in emergency or exceptional circumstances.

PROCEDURE:

1. Paid leave requests will be made in writing to the supervisor. Requests should be made as far in advance as possible.
2. If an employee wishes to change the terms of a leave of absence after approval, or during the leave, a request will be made in writing to their supervisor as soon as possible.
3. Benefit entitlements, including employer and employee contributions, will be maintained for the duration of a paid leave unless otherwise agreed upon by the employee and SSICS.
4. SSICS may require the employee provide verification of leave-related details to substantiate the leave request.
5. SSICS will approve the request in writing. An employee should not consider any paid leave request approved until it is done so in writing by the supervisor.



3.13 Unpaid Leaves

POLICY:

Unpaid leaves of absence may be approved for employees under certain circumstances at the discretion of SSICS.

PROCEDURE:

1. Requests for unpaid leave will be made in writing to the supervisor.
2. Unpaid leaves of absence will be granted or denied after service delivery and operational requirements of the organization have been considered. SSICS may apply limits or conditions to the leave with the consent of the employee.
3. The approval of reasonable requests will not be withheld unjustly.
4. Requests for leaves for alternate employment will not typically be approved.
5. Benefit entitlements will be maintained for the initial twenty (20) days of an unpaid leave to a maximum of twenty (20) days per calendar year.



3.14 Inclement Weather

POLICY:

In the event of inclement weather, employees are required to make a reasonable attempt to attend work as scheduled. Employees are not expected to put themselves at risk by traveling or to remain at work during adverse weather conditions.

PROCEDURE:

1. Employees will contact SSICS as soon as possible if they will be absent or late due to inclement weather or other adverse travel conditions.
2. The Executive Director or supervisor may direct the closure of a SSICS worksite in cases of inclement weather that could be hazardous to employees and program participants. Employees sent home will be paid according to the terms of collective agreements and employment agreements for minimum length of shift.
3. Employees absent from work due to inclement weather will account for the time with vacation time, flex-time or unpaid leave of absence unless another arrangement is approved by the supervisor.



3.15 Working at Home

POLICY:

Employees will only be permitted to work at home or other off-site locations in exceptional circumstances and with approval of the supervisor. Working at home or off-site on a regular basis is not permitted.

PROCEDURE:

1. A request to work at home or other non-designated work sites will be made to the supervisor. Approval of the request will be made on a time-limited and situational basis considering organizational and employee circumstances.
2. When considering a working at home plan the organization will review and confirm that the employee has the proper space, privacy, and equipment to properly perform duties.
3. When an employee is working at home or off-site during regular work hours, appropriate plans will be made regarding availability and contact (by phone or e-mail) with SSICS.



4. Employee Liability

4.1 Personal Property Damage or Loss

POLICY:

SSICS will repair or compensate employees for personal property damaged or lost under reasonable work-related situations where the employee has no insurance in place to cover such loss.

PROCEDURE:

1. Repair or compensation for damage or loss will occur provided that the damage was caused in the normal course of duty and that the employee showed reasonable judgment in limiting the exposure to risk.
2. Employees will proceed with available insurance claims as a first action to cover the damage or loss.
3. SSICS will determine the fair and reasonable cost to repair or compensate lost or damaged property using a "fair market value" assessment.
4. Employees will be responsible for police reporting and legal action in response to personal property loss or damage.
5. Compensation will not be provided for damage of loss to personal items brought to the workplace which have no legitimate work function.



4.2 Injury-On-Duty Reports

POLICY:

Workplace incidents resulting in injury to employees and/or program participants will be promptly reported and documented.

PROCEDURE:

1. Employee injuries will be reported to the supervisor and WorkSafe BC forms completed as soon as possible after the injury. This applies even if there was no loss of work time.
2. An Incident Report will be completed in all cases of injury to employees or program participants. The report will be submitted to the supervisor or Health and Safety Committee.
3. Injury reports will be reviewed by supervisors and the Health and Safety committee to determine if any follow-up is required.
4. Employees may be directed by their supervisor to report injuries of program participants to parents, caregivers or other designated persons or agencies.



4.3 Use of Personal Vehicle for Work

POLICY:

Employees using their personal vehicle for work will follow SSICS policies for safe and responsible driving and ensure the vehicle is in safe working condition with proper insurance. Employees transporting program participants on a regular basis will be reimbursed for costs of upgrading insurance.

PROCEDURE:

1. Employees will carry adequate insurance for private vehicles used for work purposes and provide a copy upon request.
2. Employees transporting program participants in their own vehicle an average of five (5) times per month or more will be provided with the following compensation upon receipt of documentation from their insurer: upgrade from "to and from work" status to "business" status, and upgrade from basic liability (as offered by the insurer) to two (2) million liability.
3. Employees will use all applicable safety equipment properly (i.e. seat belts, air bag requirements, child restraints).
4. SSICS will not be responsible for claims or violations made against employee private vehicles used for work purposes.
5. Employees using personal vehicles will follow safe and courteous driving practices while driving for work purposes.
6. Employees are not permitted to transport program participants if their vehicle is considered unsafe. SSICS may request that a safety inspection of the vehicle be completed and cover the cost of such an inspection. Required repairs will be the responsibility of the employee.



4.4 Traffic Accidents and Violations

POLICY:

Employees will drive in a responsible, safe manner and comply with all applicable motor vehicle laws when driving for work. Employees will be responsible for resolving violations incurred when driving or when otherwise responsible for the SSICS vehicle.

PROCEDURE:

1. All motor vehicle violations and accidents when operating an SSICS vehicle or transporting program participants will be reported to the supervisor as soon as possible after the incident.
2. Any fines, towing charges or other costs resulting from driving or parking violations will be the responsibility of the employee responsible for the vehicle at the time of the infraction. The employee will take responsibility for paying fines issued to an SSICS vehicle and providing a receipt or other confirmation of the payment or other resolution (i.e. if the fine is successfully challenged).
3. The employee may be required to provide information and communicate with the insurance company to complete an accident claim.
4. The employee may be required to cover repair expenses to SSICS vehicles if damage has resulted from careless, improper, or illegal use of the vehicle.



5. Employee Assistance

5.1 Employee Assistance

POLICY:

SSICS recognizes that issues of a personal nature may affect the work productivity of employees. SSICS will ensure resources are in place, including a formal Employee Assistance Plan (EAP), to help restore their ability to perform work duties effectively.

PROCEDURE:

1. Employees are expected and encouraged to seek guidance, counselling or other assistance in managing problems before work performance, work relationships or health are adversely affected.
2. Employee assistance is optional and is the choice of employees to determine their involvement. There may be times when employee assistance activities are recommended by the supervisor as part of performance management or critical incident response.
3. Employees will be responsible for familiarity and compliance with the terms and conditions of the formal EAP.
4. Employees ineligible or otherwise unable to access EAP services may plan an alternate strategy for support with their supervisor within reasonable limits.
5. Any interaction, information and documentation between the supervisor and the employee regarding employee assistance will be confidential.
6. SSICS will not generally support employees establishing a therapeutic relationship with a co-worker for employee assistance-related matters. When this situation arises any conflict of interest or impact on work will be reported to the supervisor.



5.2 Critical Incident Stress Debriefing and Support

POLICY:

SSICS will ensure employees understand what constitutes a “critical incident” and a “serious critical incident” and the proper responses and reporting in such events. Critical incidents be documented and submitted for review. Serious critical incidents will be responded to immediately by management to ensure a proper response is made and assessed for possible critical incident stress among employees.

“Critical Incident” is an emergency affecting employees, program participants or property requiring a response beyond what is reasonably expected as part of routine operations.

“Serious Critical incident” is a critical incident such as:

- Incidents involving extreme emotional distress
- Sudden trauma, serious injury or death
- Serious inter-personal conflict
- Violence or aggression
- Sexual assault
- Other incident of similar impact to employees, program participants or organization

“Critical Incident Stress” is the emotional, physical, cognitive and behavioural reactions, signs and symptoms experienced by a person or group in response to a critical incident.

PROCEDURE:

1. All critical incidents will be reported to a supervisor as soon as possible.
2. The supervisor will follow up on all critical incidents directly with all parties involved and with authorities if necessary. Additional reporting requirements will be identified by the supervisor and assigned to the appropriate employee to complete. (e.g. report to funder, WorkSafe BC)
3. The supervisor, and Executive Director when required, will coordinate responses and actions to the critical incident.
4. In the event of a serious critical incident, the supervisor and Executive Director will take any immediate actions to respond to the incident including investigation, internal and external communication, and



consideration of critical incident stress on employees and program participants.

5. External communication regarding the critical incident, including media, authorities, parents/guardians and family members, will be coordinated through the supervisor and Executive Director.
6. All critical incidents will be documented by an employee supervising, involved in, or witnessing the incident as an Incident Report and submitted to a supervisor by the end of the next working day after the incident. All essential facts will be recorded, including all actions taken in response to the incident.
7. Employees reporting, or observed to be experiencing critical incident stress, will be provided with an appropriate level of support. An employee may make a request for critical incident stress debriefing or other associated supports to a supervisor or a supervisor may identify the need for critical incident stress support for an individual or group of employees. The supervisor or Executive Director will be responsible for the organization of a critical incident stress debriefing which may include the involvement of Employee Assistance Program resources. Critical incident stress debriefing will be voluntary, however employees impacted by a traumatic event will be encouraged to participate.



6. Employee Conduct

6.1 Code of Ethics and Standards of Conduct

POLICY:

Employees will adhere to the Code of Ethics and other standards of conduct that may be required by SSICS. It is expected that employees conduct themselves in a responsible, ethical and professional manner. The conduct of employees will not bring SSICS or its services into disrepute or compromise the trust and confidence of program participants, funders and the community.

PROCEDURE:

1. Employees will be provided with the SSICS Code of Ethics when hired and will confirm in writing that they have read and understood all standards.
2. Employees will be provided with written notice of additions, deletions, or other changes in the Code of Ethics.
3. Employees who do not comply with the standards for conduct may be subject to disciplinary action up to and including dismissal. Concerns about the conduct of an employee will be reviewed by the supervisor in accordance with standard disciplinary process.
4. Program staff and supervisors will provide a copy of the Code of Ethics to program participants upon request.



6.2 Other Employment

POLICY:

SSICS recognizes the right of employees to have employment or business interests apart from work with SSICS. When this occurs, the employee will take steps to ensure work duties and the services provided by SSICS are not compromised in any way including availability for work, conflict of interest, and reputation/perception of SSICS.

PROCEDURE:

1. The employee will report the nature and extent of other employment to their supervisor at the time of hiring and as it arises during the term of employment.
2. SSICS will review the situation to determine if real or potential conflict of interest exists. Concerns may include interference with work duties, reputation or perception of SSICS, overlap with SSICS services or possible impact on program participants.
3. If a conflict of interest exists, the employee may be requested to alter the terms of the other employment or cease altogether.
4. An employee will not engage in any outside employment or business activity during working hours or at a SSICS worksite. This includes telephone calls, mail, e-mail or other communication related to the other employment.
5. Disclosures of other employment and any agreements about the outside employment will be documented and kept in the personnel file.



6.3 Bullying and Harassment

POLICY:

To ensure employees and program participants experience SSICS worksites as free of harassment employees will treat others in the workplace with respect and dignity. Bullying and harassment will not be tolerated.

Harassment, as defined in the Canadian and British Columbia Human Rights Acts, by WorkSafe BC, and the collective agreement, is considered action including, but not limited to:

- Unwelcome remarks, jokes, innuendo or taunts about a person's body, attire, age, marital status, ethnic or religious origins/beliefs
- Display of offensive or derogatory pictures
- Practical jokes which cause awkwardness or embarrassment
- Unwelcome invitations or requests
- Leering or other gestures
- Condescension or paternalism which undermines self-respect
- Any unwelcome physical, sexual or verbal conduct
- Verbal abuse or threats
- Unwanted touching, patting or other physical contact
- Persistent unwelcome invitations or requests, whether direct or indirect
- Conduct or comments which create an intimidating, hostile or offensive environment, whether intended to or not

This policy applies to all situations where activities are connected to work with SSICS during and outside of regular business hours at the workplace and away from the workplace. This includes:

- Activities on the premises
- Work assignments outside of the premises
- Work-related training sessions, education seminars, and conferences
- Work-related travel
- Work-related social functions that are sponsored or organized by SSICS



PROCEDURE:

1. An employee found to be harassing another while on work duty is subject to disciplinary action up to and including termination.
2. An employee who feels they or others are being harassed, should take the following steps to prevent the recurrence of such harassment:
 - Make your disapproval known to the harasser and request the offensive behaviour cease.
 - Keep a written record of the steps taken to address the problem.
 - Should the harassment continue the employee will bring the documented written complaint, detailing the incident and efforts to address the problem, to their supervisor or the Executive Director.
3. Employees will be informed that they can seek redress both through the Human Rights Commission and union.
4. An allegation of harassment will be treated with confidentiality for both the individual(s) and the subject of the complaint.
5. Investigations shall be conducted as quickly as possible.
6. An individual accused of harassment will be given the opportunity to explain and to have their view duly considered.
7. Following investigation, the complainant will be advised of the outcome. No documentation of unsubstantiated harassment will be maintained in the employee personnel file. Proven allegations of harassment, including disciplinary action taken, will be documented as part of the employee's permanent record.
8. An employee who has knowingly made a false, frivolous, or vindictive harassment allegation may be subject to disciplinary action.



6.4 Workplace Violence

POLICY:

To ensure employees and program participants experience SSICS worksites as safe and free of violence, measures will be taken to eliminate threatening and aggressive behavior.

PROCEDURE:

1. Supervisors and employees will conduct ongoing assessments to identify risks of violence at worksites. Assessments will include identifying dangers from program participants and visitors, working alone, and home or community visits and the emergency plans in place.
2. Employees who may encounter violent people and situations in the course of their work will be instructed in:
 - Recognizing the potential for violence
 - The procedures, policies, worksite arrangements to minimize or control the risk from violence
 - The appropriate response to violent incidents including how to get assistance
 - Verbal, behavioural or evasive defence, appropriate to the type or degree of violence likely to be encountered
 - Reporting and documenting violent incidents
3. Employees will be provided with training in non-violent crisis intervention.
4. Employees will report current or potential risk situations to their supervisor and participate in establishing safety plans.
5. Employees will report all instances of violence or threats of violence to the supervisor using incident reporting procedures.
6. An employee experiencing adverse symptoms as a result of an incident of violence may request critical incident/trauma support.



6.5 Abuse of Program Participants

POLICY:

People receiving service or visiting SSICS workplaces will experience environments free from abuse of any kind. Employees are expected to actively prevent or report abuse that is witnessed or suspected. Abuse is defined as any act or behaviour by an employee or volunteer which may result in physical, emotional, sexual or mental harm to another person.

PROCEDURE:

1. An employee who has inflicted abuse will be subject to disciplinary action, up to and including dismissal.
2. Any employee who witnesses or becomes aware of an incident of abuse should report it immediately to the supervisor.
3. To prevent potential harm, employees will follow behavior management procedures approved for their service delivery area when responding to behaviour in a person being served, where restraint is not permitted. When an employee feels incapable of handling a situation they will request the assistance of a colleague or supervisor immediately, or remove themselves and contact the police to limit the possibility of a physical altercation.



6.6 Substance Use

POLICY:

SSICS will maintain alcohol and drug free work sites and employees will not work while under the influence of alcohol or illicit drugs. Alcohol and drug abuse on the part of an employee is a performance concern and may prompt supportive intervention on the part of SSICS.

PROCEDURE:

1. Any employee reporting for duty under the influence of alcohol and/or drugs will not be permitted to remain at the worksite.
2. Storage, possession or consumption of alcohol or illicit drugs on work premises by employees is not permitted.
3. On a first offence the employee will be sent home for the remainder of the shift without pay and given a written warning regarding the incident. If the employee's condition or behaviour is sufficient to place persons served or co-workers at risk, the employee may be subject to immediate suspension.
4. On a repeat offense disciplinary action will include suspension and discipline up to and including dismissal.
5. Employees reporting for duty in a condition of prescription/non-prescription medicinal drug impairment which interferes with job performance will be sent home on sick leave and may be required to supply a doctor's certificate.
6. A component of the SSICS response to substance abuse will be the opportunity for the employee to participate in counselling or rehabilitation activities. The organization will treat such activities as a health intervention and ensure all relevant employee assistance, leave and sick benefit provisions are available to the employee.



6.7 Theft

POLICY:

Theft of any kind on the part of an employee will not be permitted. Theft includes, but is not limited to, theft of SSICS property, unauthorized use of equipment, misrepresentation of time worked, theft of property from program participants, visitors or other employees.

PROCEDURE:

1. Any theft, large or small, must be reported immediately to the Executive Director.
2. The theft policy applies in cases of attempted theft by an employee.
3. Theft by an employee may result in immediate dismissal, or suspension pending further investigation, and will be reported to the RCMP if the situation warrants.
4. To minimize the risk of theft, employees will limit the amount of personal money or other valuables at work, and store them securely.



6.8 Keys, Passwords and Codes

POLICY:

Employees will be issued individual passwords and codes for purposes including voicemail, long distance phone calls, photocopier use, access to certain buildings and various computer-related security functions. Keys will be issued to enable the employee to access their primary work areas. Employees are required to sign out keys for accessing other areas and sites when required.

PROCEDURE:

1. Employees will be issued keys, passwords and codes at the time of hiring and as needed.
2. A record will be kept and securely stored by SSICS of all individual passwords and codes. Employees may not change passwords or codes without informing SSICS administration.
3. Lost keys or compromised security passwords and codes will be reported to the supervisor or SSICS administration as soon as possible.
4. Employees will keep all passwords and codes confidential and will not provide keys to anyone not authorized to enter a particular site or area.



6.9 Equipment Use

POLICY:

SSICS worksites and equipment are for use by employees for work-related purposes only. This includes vehicles, phones, fax machines, computers, photocopiers, office equipment and other equipment.

PROCEDURE:

1. Use of equipment and work space for other than SSICS activities, or by people other than SSICS employees, may be permitted at times with the approval of the supervisor or Executive Director. Costs for personal use of equipment, including phone and fax long distance, cellular phone charges, photocopy supplies or other office supplies will be reimbursed by the employee upon request.
2. Use of equipment for approved non work purposes will typically be limited to outside of regular office hours.
3. Unauthorized use of SSICS worksites and equipment may result in disciplinary action.



6.10 Computer, Email and Internet Use

POLICY:

Computer, Email, internet and other information technology will be used by employees for work purposes only and will be used in a responsible manner to protect their security and functionality.

PROCEDURE:

1. Employees will participate in an evaluation of their technology skills and upgrade their skills when required to meet the requirements of their job.
2. Employees will not download or install software or apps unless authorized by SSICS.
3. Employees will only transmit confidential or sensitive material through the internet to authorized persons or organizations using secure methods prescribed by the organization.
4. Employees will not browse, download or transmit pornographic, violent, discriminatory or other offensive material from the internet during work hours or using agency equipment.
5. Employees will not use Email or social media to transmit offensive remarks about race, religion, ethnicity, sexual orientation or disability.
6. Employees will not set up or access personal Email accounts or personal social media applications on SSICS computers or other electronic devices.
7. Employees will report malfunctioning technology resources to the supervisor or SSICS administration, and will not attempt repair unless they have the appropriate skill and experience.
8. Employees will not have the expectation of privacy regarding their internet and Email use. SSICS reserves the right to monitor use to prevent abuse of these technologies.
9. Violation of the Computer, Email and Internet Use policy may result in loss of access privileges or other disciplinary actions.
10. Employees may be responsible to cover costs of restoring a computer back to functionality as a result of misuse by the employee.



6.11 Personal Use of Electronic Devices at Work

POLICY:

The use of personal electronic devices at work for purposes other than work-related tasks or emergencies is not permitted. The use of SSICS electronic devices for personal use at work is not permitted. Employees need to be fully engaged in the communication, performing the tasks, and being attentive to the needs of the program in which they work.

PROCEDURE:

1. Personal telephone calls and texting during working hours are not permitted. If required they should take place whenever possible at a break time and should not disturb co-workers.
2. Personal networking through social media, playing games or surfing the internet is prohibited during work time.
3. Personal musical devices are not permitted if they interfere with the ability to hear and fully attend to work-related needs. This includes while driving agency vehicles.
4. Employees may keep personal phones active during working hours to receive and respond to emergency notifications.



6.12 Canvassing, Soliciting and Personal Fundraising

POLICY:

Purchasing and selling of goods or services between employees, program participants, visitors or others at SSICS worksites is not permitted except in the case of an approved fundraising activity. Commercial advertising and soliciting is not permitted at SSICS worksites.

PROCEDURE:

1. Employees may not purchase goods or services from program participants unless such commodities are offered for general sale or are raffle tickets.
2. Employees may not sell or otherwise encourage the sale of goods or services to program participants or visitors.
3. The general public may not advertise or sell goods or services at SSICS worksites or events. Advertising may be permitted for services or events that may be safe, healthy, helpful and no cost to program participants subject to approval of a SSICS supervisor or administration.
4. Personal fundraising is permitted between employees providing it is done at break times and out of the presence of program participants.



6.13 Conflict of Interest

Policy:

To avoid conflict of interest situations employees will keep their personal interests separate and distinct from their role and responsibilities as employees. Employee should not be under any obligation to a third party that might interfere with the proper performance of their duties, or to use their position, or knowledge gained from the position, to gain an advantage over the general public for personal benefit. SSICS recognizes the right of the employee to be involved in activities and have interests as citizens of the community.

PROCEDURE:

1. SSICS considers a conflict of interest to include, but not be limited to, situations where:
 - An employee's personal affairs or financial interests are in conflict with work duties or could create a public perception that such a conflict exists.
 - An employee's ability to act in the best interest of a program participant could be impaired or influenced by other interests.
 - An employee's actions or personal affairs could compromise or undermine the trust which the public places in the organization.
2. When performing work duties, employees will not give preferential treatment to relatives, friends or business associates in which they or these individuals have an interest, financial or otherwise. If the employee feels a related-party transaction is in the best interests of the organization they will refer the matter to their supervisor and take no further part in it.
3. Employees will not use their position, organizational information or other aspects of employment to pursue personal interests.
4. An employee who owns, or has an interest in, any land, building, lease or mortgage which is offered for sale or assignment to the Society will declare that interest to their supervisor and may not offer advice or discuss any matter pertaining to it.
5. Any employee who is contemplating membership or affiliation with an organization which may have objectives counter to the SSICS mission will discuss the potential conflict of interest with their



supervisor. When a conflict of interest is determined the employee may be asked to decline membership.

6. Employees will report any conflict of interest to the supervisor or Executive Director and comply with decisions made to address actual or potential conflicts.



6.14 Receiving Gifts

POLICY:

Employees will not accept gifts or receive rewards or compensation from program participants, an individual, or organization for work performed for SSICS.

PROCEDURE:

1. Employees will discourage gifts, money or other material compensation from program participants, groups or organizations and decline them in an appropriate manner. When a situation arises it is suggested that employees inform the person that they are not permitted to accept gifts of any kind or value.
2. Gifts, honorariums or other material compensations may be accepted by an employee at times on behalf of SSICS and kept or used within the worksite.
3. Employees will consult with the supervisor for direction if there is a question about the appropriateness of a gift or strategy to respond to a gift that is offered or received.



6.15 Relationship with Program Participants

POLICY:

Employees will ensure that relationships and boundaries with program participants are professional and ethical at all times. It is recognized that the relationship with people served by SSICS may vary according to programs and require a range of due diligence to maintain healthy boundaries.

PROCEDURE:

1. In all circumstances employees will maintain the appropriate boundaries in relationships so as not to compromise the work of SSICS and its programs and the confidentiality of employees or program participants.
2. In all circumstances employees will maintain an appropriate working relationship with people during work hours regardless of their relationship with the person outside of work.
3. When an employee has contact with a program participant outside of work that involves interaction related to SSICS services, they will report this to their supervisor. Employees will take care to avoid or limit such interactions.
4. Employees will not give out personal contact information or other personal details to program participants except what may be reasonable within the situation.
5. Employees will not give personal gifts or loans to program participants.
6. SSICS will recognize the Code Of Ethical Conduct and Practice Standards of the BC Association of Clinical Counsellors as the standard for managing relationships with program participants for employees working in or supervising caregiving, support, counselling or clinical programs.



6.16 Confidentiality

POLICY:

Employees will not disclose any information regarding a program participant, employee, or the business practices of SSICS without permission, or as required by professional ethics or legal responsibility. Standards of confidentiality will be maintained while at work and after work has ended.

PROCEDURE:

1. Confidential information includes, but may not be limited to:
 - Personal information collected during service delivery, including individual and group sessions
 - Information which identifies a program participant by name or other identifier such as social insurance number or address
 - Any document which contains personal employee information beyond name and title
 - Incident reports
 - Confidential (in-camera) meeting minutes or other minutes marked confidential
 - Personnel and employee performance information
 - Other documents marked "confidential"
2. Confidential information will be disclosed to the appropriate authorities when requested in the following circumstances:
 - In cases of suspected child abuse.
 - In cases of potential harm to another person or knowledge of serious criminal actions.
 - Upon subpoena to court and at the direction of a judge. This does not include general requests from legal counsel.
 - On a "need to know" basis with collateral service providers to facilitate co-ordination, planning and delivery of a service plan approved of by the person served as indicated in a release of information agreement with the program participant. Unnecessary and casual exchanges of information are not permitted even when a general release of information is in place.



- With a written release of information from the person as to time limits, type of information and recipient of information.
4. Employees are required to sign a Confidentiality Agreement upon commencement of service with SSICS. This oath will remain in effect during and after their term of service with SSICS.
 5. Confidential information will be stored in secure locations when not in use, and out of general view and access to others when not in secure storage.
 6. When confidential information is requested by anyone outside of SSICS, the request will be referred to the supervisor or Executive Director.



6.17 Media Contact

POLICY:

Contact with the media, including information inquiries, will be coordinated and directed by the Executive Director. Employees will only interact with the media when authorized by the supervisor or Executive Director. Media contact related to general service information or program specifics may be delegated to program staff by their supervisor, Executive Director or Communications Coordinator.

PROCEDURE:

1. Requests for information from the media, or plans for employee communication with the media (e.g. to promote an event or service), will be directed to the Communications Coordinator or Executive Director for review.
2. The Executive Director may assign media contact tasks and roles to specific employees or determine the parameters of media contact within a specific job role.
3. Press releases, advertising, media scripts and other public communication will be approved by the Communications Coordinator or Executive Director prior to release.



6.18 Representing the Organization

POLICY:

Employees may be required to represent SSICS in the community at times, including formal events and informal connections with collateral organizations. In these situations the employee will present a positive and professional image of themselves and SSICS.

PROCEDURE:

1. Employees will ensure they are providing current and accurate information about SSICS services when speaking to the public.
2. Employees will take care to present a positive image of SSICS, its programs and services, management and colleagues when interacting in public. It is expected that employees express dissenting views and concerns in the proper process through internal processes.
3. Employees will not respond to general public questions that are controversial, political, legal, or call for an official SSICS opinion or position. These questions will be directed to the Executive Director.



6.19 Witnessing Documents

POLICY:

Employees will not act as a witness to documents such as Power of Attorney, guardianship, advance directives, and agency contracts without the approval of the Executive Director. Employees may countersign documents such as intake forms, authorizations (eg. release of information form), or other documents directly related to their job duties.

PROCEDURE:

1. Employees receiving a request to act as a witness or counter-signer for a program participant will direct the person to an appropriate resource (eg. Notary Public or Lawyer).
2. Employees may take the request to their supervisor. The request may be presented to the Executive Director for approval.



6.20 Mail

POLICY:

Incoming and outgoing mail systems are for work use only and will be used in a confidential, efficient and responsible manner.

PROCEDURE:

1. Mail addressed to a specific employee and program area may be opened by that person or the appropriate supervisor, unless it is marked or clearly appears to be personal or confidential.
2. Mail addressed as confidential to a specific employee or otherwise indicated as personal in nature will only be opened by that person.
3. Mail addressed to the organization in general will be opened by the Executive Director.
4. Mail addressed to a specific program area will be opened by the Executive Director or appropriate supervisor.
5. Mail will be distributed by general reception to the designated recipient as quickly and efficiently as possible.
6. Mail identified to be confidential will be stored securely until it is delivered to the intended recipient.
7. Employees, program participants or others may not use the SSICS postal or electronic mail address for incoming or outgoing personal mail without the approval of the supervisor, Executive Director, or primary worker. In such cases the receipt of the mail will be documented and the mail will be stored securely and released only to the intended recipient.



6.21 Smoking and Other Tobacco Use

POLICY:

SSICS buildings, entrances to buildings, other service delivery locations and vehicles will be free of smoking and the use of other tobacco products. SSICS will make every effort to ensure that no employees, program participants or visitors are exposed to second hand smoke. SSICS recognizes smoking and the use of other tobacco products as a health issue and will offer some assistance to employees choosing to quit.

PROCEDURE:

1. Smoking and the use of other tobacco products is not permitted under any circumstances in SSICS buildings, the entryways to buildings, other service delivery locations or vehicles.
2. Areas with restrictions for smoking and use of tobacco products will have signs posted.
3. SSICS will not provide designated smoking and tobacco use areas. Smoking and other tobacco use on SSICS property in areas not impacting others may be permitted. Smokers and other tobacco users will keep these areas free of all smoking and tobacco use debris.
4. Employees are expected to enforce the restriction to smoking and other tobacco use with program participants and visitors.
5. Employees will not smoke or use other tobacco products when using a personal vehicle to transport others as part of work.
6. Employees will observe the smoking and tobacco use restrictions of other organizations, locations and areas while performing work on behalf of SSICS.
7. Employees may seek support to quit smoking or other tobacco use by making a request to their supervisor or accessing the employee assistance program as it permits for this purpose.



6.22 Appearance, Clothing and Scents

POLICY:

Employees will ensure their personal appearance including clothing, grooming, scents (air scents, perfumes and other body scents) and the appearance and upkeep of their work space reflects standards of health, safety, decency and utility.

PROCEDURE:

1. Employees will wear appropriately modest clothing, suitable for the work performed, and maintain a reasonable level of grooming and hygiene.
2. Employees will not use strongly scented perfumes, body scents, air scents and other scents which may cause discomfort to co-workers or program participants.
3. Employees will maintain their assigned office and work space in a clean and safe state that provides a comfortable environment for co-workers, program participants and visitors.
4. Employees will report concerns or discomfort with appearance, clothing or scent directly to the person or supervisor.



6.23 Pets and Other Animals

POLICY:

Pets and other animals, except service dogs, are not permitted in SSICS buildings or vehicles. Occasional visits of pets will be managed by the owner in such a manner to ensure the animal is under control and the impact on others is minimized. Employees wishing to have their pets at their work on more than an occasional basis may be permitted based on criteria for that worksite.

PROCEDURE:

1. Employees will typically only bring pets or other animals inside SSICS buildings or property in exceptional circumstances. In these situations, the employee is responsible for ensuring that the pet and its behavior have no adverse effect on others.
2. The employee will assume all responsibility for the supervision of the pet or other animal and any impact the animal may have on a SSICS site, including clean-up and repair of damage to buildings, property and vehicles.
3. Dogs on SSICS property will be under control by leash or other method to limit their contact with people and other animals.
4. Pets and other animals are not permitted in SSICS vehicles unless they are secured in travelling cages or otherwise contained.
5. Pets and other animals are not permitted in food preparation or serving areas.
6. Employees will inform program participants of the Pets and Other Animals policy as needed. Program participants will be discouraged from bringing pets and other animals to SSICS buildings and property, unless a specific program permits pets and has rules for their supervision and care.
7. The use of pets for specific service delivery activities will be allowed with the permission of the supervisor. These activities will be managed in a way to minimize the impact on others and with consideration for the rights and choices of employees and program participants.
8. In all situations including SSICS worksites and residential programs staff and residents will be informed of their right to object to the presence of a pet based on allergy, pet behavior, or other legitimate discomfort.



The supervisor will consider these concerns in limiting or disallowing the pet at that location.

9. SSICS worksites will have site specific criteria and approval process for employees requesting to bring pets on a regular basis. Criteria will include: limit to number of pets on site at one time, temperament and characteristics of the pet (eg. age), scheduling to permit fairness, consideration of benefits and deficits to service delivery and work performance, designated areas, consent of co-workers including the presence of individuals with allergies or aversions, capacity of the owner to manage the pet responsibly, and other relevant considerations.
10. Any approval will be for a specific time period and open for review and change, including by the employer at any time.



6.24 Employee Personal Medications and Prescriptions

POLICY:

Employees will take measures to ensure personal medications or prescriptions are not available to program participants.

PROCEDURE:

1. Employees will limit the personal medication and prescriptions brought onto the worksite as much as possible to reduce the possibility of its unauthorized use.
2. When an employee has personal medications and prescriptions with them on the worksite they will be stored securely at all times in a location not accessible to program participants.
3. Employees will not under any circumstances share personal medications and prescriptions with program participants.



7. Performance Review, Training and Development

7.1 Employee Performance Review

POLICY:

Performance reviews will be completed on a regular basis with all employees. Reviews will include an appraisal of the employee's performance of all relevant job duties, and the review of professional development and training plans.

PROCEDURE:

5. A review will be conducted during an employee's probationary period. Subsequent reviews will be conducted annually.
6. Reviews will be scheduled, with sufficient time to allow for preparation, by employee and supervisor. Review meetings will be organized in a manner to ensure comfort, confidentiality and sufficient time.
7. The review will be documented and the employees will sign the final document confirming their agreement or disagreement. Comments from employees will be allowed and encouraged. A copy of the review will be provided to the employee and the original kept in the personnel file.
8. Employees may appeal their performance appraisal by following the SSICS complaint procedure and union process where applicable. Any addition, deletion or other amendment to the performance review report will occur with the mutual agreement of the employee and supervisor. Employee comments may be attached to the report at the employees request.



7.2 Discipline

POLICY:

SSICS will take disciplinary action in response to employee misconduct including inappropriate and unethical behaviour, sub-standard performance of duties or other unacceptable acts of commission or omission. Discipline will be based on fair and consistent treatment of employees, due process of investigation and review, and a belief in the ability of employees to change and correct behaviours. It is recognized that throughout the disciplinary process the employer–employee relationship should be respectful and open.

PROCEDURE:

1. In most situations disciplinary action for sub-standard work behaviors will follow progressive disciplinary steps:

- Verbal warning
- Written warning
- Suspension and/or final warning
- Dismissal

In some situations SSICS may skip steps and proceed to a more severe disciplinary action. In these situations a rationale will be provided to the employee for this action.

2. In some situations SSICS will proceed directly to dismissal of an employee if the misconduct warrants, such as misconduct which fundamentally harms the employer-employee relationship. Grounds for immediate dismissal with cause may include:

- A single incident of serious negligence or misconduct
- A series of incidents of serious negligence or misconduct
- Acts of harm, abuse or endangerment to program participants or co-workers
- Acts of dishonesty, deception or theft
- Deliberate disobedience of instruction or direction
- Serious violation of the Code of Ethics

3. Disciplinary action may include corrective actions, a training activity or with the employee's consent an employee assistance activity.



4. Verbal and written disciplinary communication from SSICS will include reason for discipline, expected behaviour, any specific details and conditions of disciplinary action and consequence for future misconduct.
5. SSICS may direct an employee to leave the worksite and suspend them from work with pay during the investigation of alleged misconduct.
6. Investigation of the alleged misconduct will include thorough fact finding, prompt investigation, review and action, direct and clear communication with the employee under investigation (through a third party if necessary), and compliance with relevant policies and collective agreement terms. Employees are required to cooperate fully with disciplinary investigations and reviews.
8. Disciplinary matters will be kept confidential and treated with discretion by SSICS, the employee in question and other employees.
9. Employees have the right to appeal or seek further discussion of a disciplinary action. An appeal of a disciplinary action should be done in writing to the supervisor or Executive Director.
10. SSICS may choose to maintain the disciplinary action or apply a different action while an appeal is in process. The review of the disciplinary action may result in the following outcomes: action is upheld, action is adjusted or action is reversed.
11. The appeal process does not limit the employee's right to further appeal through the provisions of collective agreements, the Labour Board or Human Rights Commission.
12. Employees are entitled to have union or other appropriate representation at any stage of the disciplinary review process providing to retention of such representation or support does not unduly delay the process .



7.3 Performance Improvement Plan

POLICY:

SSICS may require that an employee participate in a performance improvement plan when a work behavior is unacceptable. This step will be considered both a development activity and an early stage of corrective discipline.

PROCEDURE:

1. A Performance Improvement Plan will be developed by the supervisor in collaboration with the employee.
2. Non compliance with the Performance Improvement Plan will result in disciplinary action.
3. Performance Improvement Plans will be time-limited and reviewed regularly. Plans may be renewed, changed or completed based on the assessment of the work behavior in question.
4. Employees may request to have a union or other support person with them through the development and review of the Performance Improvement Plan. This will be permitted providing the third party does not hinder the process.



7.4 Professional Development and Training

POLICY:

SSICS recognizes that ongoing professional development and training is an important component of quality service delivery and will support employees in professional development and training activities. Employees will work collaboratively with their supervisor to develop, implement and review individual professional development and training plans.

PROCEDURE:

1. Training and development plans will include a review of training completed, training and development needs and priorities and future strategies and actions. Individual training plans will take into consideration priorities identified by the employee, organizational needs, resources and priorities as identified by the supervisor.
2. The identification of training and development needs will be an ongoing activity as well as a component of each employee's annual performance review.
3. Dates and relevant details of all training, including in-service training and external workshops and courses, will be documented in the employee's personnel file or SSICS staff training database. Employees will provide details of the training, including confirmation of attendance, for inclusion in the documentation.
4. SSICS may require an employee take part in a training event or process as a job requirement.
5. Employees may request support to participate in a training activity in writing in advance of the activity to the supervisor. The request will include time, costs and an explanation of the need for the training. Requests will be reviewed and the employee informed in writing of the decision as soon as possible. SSICS may require employees completing training activities to report back and share information with co-workers.
6. Costs associated with training which is directed by the organization or is mandatory for employment will be the responsibility of SSICS. Costs associated with optional, or employee-initiated training, may be shared by the employee and SSICS. Employees may be expected to contribute time or expenses to their own professional development activities.



7. Employees will be expected to participate in in-service training and development provided by SSICS.
8. SSICS, in consultation with employees, will plan regular in-service activities which focus on professional, team, organizational, health and safety and other pertinent training areas.
9. Mandatory training may be required for specific employees to comply with legal, accreditation or other standards. This training will be planned by SSICS and employees will be directed to participate in and complete the training as a condition of employment.



7.6 Computer Purchase Plan

POLICY:

To promote and support computer literacy, SSICS will offer support to employees to purchase computer equipment compatible with current organizational technology.

PROCEDURE:

1. Employees will request participation in the computer purchase plan in writing to the supervisor or Executive Director.
2. The plan includes a reduced purchase price through SSICS suppliers and an interest-free one-year financing plan.
3. SSICS will establish a limit to the amount of the loan.
4. The employee will pay back the equipment loan in equal payroll deductions over a maximum of twenty six (26) pay periods, or sooner.
5. The computer purchase plan is available to regular employees once they have completed their probation period.
6. The plan applies to the purchase of computer hardware, software or combined packages. Equipment and software will be similar to that used within the organization.
7. The employee will sign an agreement specifying that the equipment will be owned by and be the responsibility of the employee, the terms of payment, an understanding that savings made through the interest free financing is a taxable benefit, and an agreement that in the event the employee leaves during the term of agreement, outstanding payments will be paid or the equipment returned.



8. Conflict Resolution

8.1 Complaint Procedure

POLICY:

SSICS will provide a safe, confidential and fair process to receive and review complaints from employees. Complaints will be reviewed and responded to in a timely manner.

PROCEDURE:

1. Complaints by employees will be made in writing to the supervisor or Executive Director as soon as possible after the incident.
2. Complaints and appeals will be reviewed and a response given whenever possible within 14 days.
3. Each person involved with the complaint will be notified, to the extent possible and appropriate, of the outcome.
4. A decision may be appealed in writing within 30 days. If there is still no satisfactory resolution, the complainant may appeal to the Executive Director.
5. When the complaint is specific to the Executive Director it will be made in writing to the Chair of the Board of Directors.
6. Complaint documents, including the resolution, will be kept in the employee personnel file.
7. Employees will not experience any consequences for bringing forth a complaint through the established policy, unless the complaint was found to be malicious or frivolous.
8. Terms of the collective agreement may determine or influence complaint procedures involving union employees.



8.2 Resolution of Differences between Employees

POLICY:

When conflict arises between employees, they will act to resolve the matter in a professional and respectful manner. If the conflict persists and impacts service delivery, program participants, co-workers or others, SSICS will prescribe a conflict resolution process.

PROCEDURE:

1. The supervisor or Executive Director will consult with the employees involved and establish a conflict resolution process.
2. Employees may have the assistance or support of an advocate during a conflict resolution process.
3. If the matter remains unresolved the supervisor or Executive Director will initiate a resolution by directing specific actions to the concerned parties. This stage may include disciplinary action if warranted.
4. In the case of a directed mediation process, a facilitator skilled and experienced in conflict resolution will be used by the organization.
5. SSICS will maintain documentation pertaining to the conflict and resolution or other outcome. Documentation will be stored securely and kept confidential.