

COMMUNITY OF BORDEN-CARLETON

Employee Policies and Procedures

TABLE OF CONTENTS

EFFECTIVE DATE 3
DISCLAIMER STATEMENT 3
INTRODUCTION 4
Welcome 4
Council's Message 4
HIRING NEW EMPLOYEES 5
Documentation 5
Letter of Employment 5
Personal Information 5
Confidentiality 5
Orientation 6
Job Description 6
Equal Opportunity in Employment 6
Occupational Health and Safety 6
POLICIES 7
#1. Benefits 7
#2. Holidays 7
Sancatory Holidays 7
Non-Sancatory Holidays 7
#3. Salary 8
Salary Administration 8
Salary Increases 8
Overtime 8
#4. Sick Leave 9
#5. Vacation 10
#6. Daily Work schedules 10
Hours of Work 10
Responsibilities 11
#7. Probationary Period 11
#8. Business Travel 12
#9. Storm Conditions 12
#10. Bereavement Leave 13
#11. Compassionate Care Leave 13
#12. Pregnancy and Parental Leave 14
#13. Unpaid Leave 14
#14. Performance Evaluation Review 14
Policy Intent 15
Responsibilities 15
EMPLOYMENT PRACTICES 18
Use of Community of Borden-Carleton Computer Systems, 18
Office Equipment and Communication Devices 18
Policy Statement 18

Definition 18
Usage Guideline 18
Primary 18
Secondary 18
Misuse 19
Monitoring 19
IT Resource Guidelines and Examples 20
E-mail 21
Internet Use 21
Voice-Mail 22
Telephones - Office & Cellular 22
Discipline 22
Open Communication 23
Service Standards of Conduct 23
Attendance and Punctuality 23
Alcohol and Drug Abuse 23
Smoking 23
Dress and Appearance 24
External Employment 24
Privacy 24
Conflict of Interest 24
Harassment and Discrimination 24
Process 25
Sources of Assistance 26
Informal Options for Dealing with Harassment 26
Formal Options for Dealing with Harassment 26
Additional Options 27
Investigation and Resolution 27
Remedial Action 27
False Allegations 28
Discipline 28
Professional Development and Continuing Education 28
Layoff 29
Resignation and Termination of Employment 29
Exit Interview 30

EFFECTIVE DATE

The effective date of these employment policies for employees of the Community of Borden-Carleton is July 01, 2006. These policies will remain in effect until revised in writing by the Community Council.

DISCLAIMER STATEMENT

This Handbook is a general guide to the Community of Borden-Carleton policies and benefits for employees. It does not constitute an employment agreement, nor does it confer any special rights or guarantee continued employment. The Community of Borden-Carleton can make changes to this Handbook at any time.

INTRODUCTION

WELCOME

Congratulations on your successful application for employment in the Community of Borden-Carleton. We are pleased to have you as part of our Team.

COUNCIL'S MESSAGE

The Community of Borden-Carleton is a growing and coming of age community, and recognized as the gateway to PEI. First impressions are of the utmost importance and we together as a team will do whatever is necessary to help make our residents proud to live here and visitors glad they came.

HIRING NEW EMPLOYEES

Documentation

Letter of Employment

All employees will be provided with a letter of employment outlining the terms and conditions of employment including position, hours of work, salary, job description, reporting relationship, benefit entitlement information, probationary period and proposed starting date. The employee is to sign the offer of employment on the appropriate line to confirm acceptance of the offer. The signed letter of employment shall become part of the personnel file for the new employee.

Upon acceptance of a written letter of employment, the following documentation must be provided and forwarded to the Chief Administrative Officer in order for new employees to be set up on payroll:

1. Résumé with current address and telephone contact information;
2. Canada Revenue Agency TDI form;
3. Letter of employment signed by the employee and the Chairman/CAO
4. Signed Declaration of Confidentiality Agreement.

Note: Confidential personnel files are maintained by the CAO under the direction of the Chairman of the day.

Personal Information

All employees are required to advise the CAO of any changes of name, home address, telephone number, marital status, income tax exemption information (TDI), number of dependents.

- * This information is important in order to enable the Community to notify family members in case of an emergency.

Confidentiality

All Community employees are required to sign a Confidentiality Agreement as a condition of employment.

This Agreement ensures that all employees respect the confidentiality of information about clients, staff and the Community of Borden-Carleton. If an employee is not sure if something is confidential -ask the CAO before divulging information to anyone else.

A serious breach of this rule shall be grounds for dismissal.

Orientation

During the first week of employment, the CAO will be responsible for providing new employees with an orientation to the Community of Borden-Carleton. The CAO will provide training on the specific job functions, as required by the position assumed. The CAO shall assign training responsibilities to senior staff for training new employees in their respective fields. The orientation will include familiarization with the employees, the facilities, a review of these employment policies in detail, reporting relationships and specific job expectations. New employees are encouraged to ask any questions during their orientation that will ease their transition into their new employment.

Job Description

The Community of Borden-Carleton will provide all employees with a written job description outlining their primary duties and responsibilities.

The Council/CAO has the right to change job descriptions and encourages employees to suggest changes that are reflective of their job.

Equal Opportunity in Employment

The Community of Borden-Carleton provides a work environment that supports teamwork, fairness and respect among all employees. All employment decisions are made without consideration of age, colour, creed, ethnic or national origin, family status, marital status, physical or mental handicap, political belief, race, religion, sex, sexual orientation, or source of income of any individual or class of individuals.

Occupational Health and Safety

The Community of Borden Carleton complies with the provisions of the PEI *Occupational Health and Safety Act* and Regulations.

POLICIES

POLICY #1 - BENEFITS -

MEDICAL

- 1.1 Medical insurance shall be made available to all permanent employees on a fifty-fifty percent (50% - 50%) cost shared basis under a program to be selected and approved by council.

POLICY # 2 - HOLIDAYS - (Adopted January 10th, 2006)

- 2.1 An Employee who qualifies in accordance with article 2.4 shall be granted a holiday with pay on each of the following general holidays. When a general holiday falls on an employees rest day, Such holiday shall be moved to the normal working day immediately following the employees rest day.

New Year's Day
Good Friday
Christmas Day
Boxing Day
Labor Day
Thanksgiving Day
Canada Day

Remembrance Day
Easter Monday
Victoria Day
Islander Day

- 2.2 If an employee is called in on a statutory holiday, he shall be paid at double time.
- 2.3 If a paid holiday falls on or is observed during an employee's vacation period, the employee may take the said holiday at the end of his/her vacation or shall be granted an additional day's pay for each holiday in addition to employee's regular vacation time.
- 2.4 In order to qualify for these holidays, Employees must meet requirements under the PEI Employment Standards Act.

POLICY #3 - SALARY -

Salary Administration

- 3.1 Each full time employee shall be assigned a pay range which reflects the responsibilities of the position and is relative to other pay ranges.
- 3.2 Notwithstanding any section of this policy, Council retains the right to comply with applicable Federal and Provincial restraint legislation.
- 3.3 Salaries are paid to employees every two weeks.

Salary Increases

- 3.4 Salary increases will be determined annually according to evaluation results conducted by Heads of Departments. After recommendations are presented to Council any increases awarded will come into effect on January 1st, of each year. This information will then be documented and added to employee information files.

- 3.5 Any employee who receives an unsatisfactory evaluation may appeal to Council. (See Evaluation Policy #7, paragraph 3.4)

Overtime

- 3.6 Employees in the Maintenance and Recreation Departments shall receive time in lieu of overtime. Request for pay instead of time in lieu is the exception rather than the rule and requires Council approval.
- 3.7 This article shall apply to all employees, except in the case of the Administrator. Where he/she will receive overtime rate of 1 ½ times their applicable hourly rate and 2 time their applicable rate when working on statutory holidays. Such work would be at the request of the Chairmñan.

POLICY #4 - SICK LEAVE -

- 4.1 Sick leave means the period of time an Employee is permitted to be absent from work with full pay by virtue of being sick or disabled, exposed to a contagious disease or because of accident for which compensation is not payable under the Worker's Compensation Board.
- 4.2 If an employee gets sick or is injured during vacation period, sick days DO NOT apply until scheduled date of return to work, at which time a doctor's certificate must be presented.
- 4.3 Full-time employees are entitled to accumulate sick days at the rate of one (1) working day per month, equal to twelve days per year. Sick days do not carry over from one year to the next.
- 4.4 Part-time employees are not entitled to accumulated sick days.
- 4.5 Accumulated days are not redeemable upon the termination of employment.
- 4.6 Employees who are ill and cannot come to work, or become ill at work and must leave are required to notify the CAO.
- 4.7 After three days of continuous absence, the employee must submit a medical certificate signed by a qualified medical practitioner, confirming that the employee's medical condition prevents the employee from working.
- 4.8 Employees must inform payroll administration immediately upon their return to work in order to receive paid sick leave to which they are entitled.
- 4.9 Employees incurring a lengthy illness may be eligible to receive sick benefits under Employment Insurance through Human Resources Skills Development Canada (HRSDC). The Community of Borden-Carleton will provide a Record of Employment to an employee who wishes to apply for sick benefits, but has no role beyond the provision of the employment information.

POLICY #5 - VACATION -

- 5.1 Vacation will be the decision of council and administered by the Administrator, vacation will be administered and recorded by the Administrator.
- 5.2 Vacation will be based on 8 hour shifts.
- 5.3 Vacation will be awarded as follows:
 - > 1 to 5 years service.....10 days.
 - > 5 to 10 years service.....15 days.
 - > 10 to 15 years service.....20 days.
 - > 20 years service.....25 days.

POLICY #6 - DAILY WORK SCHEDULES -

- This policy applies to employees in the Administration, Recreation, Police and Maintenance Departments.
- 6.1 Council determines the hours within which service to the public is to be provided. The Administrator and Department Heads are responsible for maintaining daily work schedules that:
 - conform to requirements for hours of service as approved by Council.
 - are most effective in ensuring the provision of services and programs; and
 - conform to requirements in other management policies and this policy.

HOURS OF WORK

- 6.2 Subject to approval by the Administrator, Department Heads may organize their staff to work hours for each day commencing as early as 7:00 a.m. and ending as early as 4:00 p.m. providing that:
 - arrangements are made to ensure continuous service to the public each working day. In order to accommodate office and reception coverage, a minimum of one (1) staff is expected to be in the office during office hours and
 - each employee works his/her prescribed hours each week.

- 6.3 Department Heads should ensure that arrangements are established that:
- cause the least disruption;
 - provide for the delivery of service in the most efficient manner;
 - do not increase the cost of administration and delivery; and
 - do not require employees to constantly change their pattern of hours worked.
- 6.4 Full time employees are expected to work a minimum of 40 hours per week. An employee may be required to work in excess of this amount, depending upon the nature of the employees work.
- 6.5 Each employee is to be provided with a non-paid lunch period not to exceed 60 minutes and not less than 30 minutes.
- 6.6 Each employee is to be provided with a paid 15 minute rest period each morning between 10:00 a.m. and 11:00 a.m and afternoon between 2:00 p.m. and 3:00 p.m.

RESPONSIBILITIES

- 6.7 Municipal Council decides the hours during which service to the public is to be provided.
- Department Heads are prescribed the hours of work and lunch period for employees, as well as the timing and duration of rest periods, within the above guidelines and subject to the approval of the Administrator for department-wide changes.
- Employees are responsible for adhering to the daily work schedule which applies to them. For absences without prior authorization, employees must communicate the reason for the absence to the Department Head.

POLICY # 7 - PROBATION PERIOD -

- 7.1 A probation period is the period of employment as defined in 7.2 in which an employee is being evaluated for the purpose of determining whether the employee will be retained on a permanent basis. An employee may be discharged for cause during or at the completion of the said period.
- 7.2 The probationary period for all employees is six (6) months, except for the Administrator whose probationary period may be twelve (12) months at councils discretion.

- 7.3 Notwithstanding article 7.1, any employee shall have the privilege of requesting a formal evaluation, in order to be given the opportunity to correct any problems that may result in one being released from his/her position. This evaluation shall take place at least two (2) weeks prior to intended notice of termination.

POLICY # 8 - BUSINESS TRAVEL -

- 8.1 Employees using their own vehicle while traveling for community business are entitled to receive mileage payment. The Community of Borden-Carleton will reimburse all reasonable expenses incurred by an Employee who has received prior authorization to travel on Community business in accordance with the following.
- 8.2 Mileage will be paid at a rate equivalent to the effective rate paid by the Provincial Government of Prince Edward Island at the beginning of the month for which the travel occurred. All payments will be submitted on the last day of the month.
- 8.3 Amount of mileage paid will be calculated from actual start and stop odometer readings.
- 8.4 Meals during out of Province travel or in-province travel meals relating to Community business will be reimbursed with receipts for all reasonable expenditures. It is understood that, when an employee is required to attend an evening meeting, it may be to the Communities advantage for the employee to purchase a meal rather than leave the place of work and return to his or her home. Reimbursement for purchased meals in this instance will be at the discretion of the Chief Administrative Officer.

POLICY # 9 - STORM CONDITIONS -

- 9.1 Employees are expected to use their own judgement regarding travel on storm days. The Community does not wish nor expect employees to put themselves at risk.
- 9.2 It will be the practice of the Community of Borden-Carleton to follow the decision made by the provincial government to delay opening or shut down due to storm conditions.
- 9.3 At the CAO's discretion, employees may be paid for time lost due to storm conditions when the Community is open for business.

POLICY # 10 - BEREAVEMENT LEAVE -

- 10.1 In the event of the death of an employee's mother, father, guardian, spouse, common-law partner, son, daughter, ward, sister or brother the Community of Borden-Carleton will grant a leave of absence without loss of regular pay for a maximum of five (5) working days at the request of the employee. In the event of the death of an employee's mother-in-law, father-in-law, sister-in-law, brother-in-law, grandfather, grandmother or grandchild, the Community of Borden-Carleton will grant a leave of absence without loss of regular pay for a maximum of three (3) working days at the request of the employee.
- 10.2 In the event of a death of an employee's aunt, uncle, nephew or niece, the Community of Borden-Carleton will grant a leave of absence without loss of regular pay for a maximum of one (1) working day at the request of the employee.
- 10.3 To attend a funeral as a pallbearer or flower bearer, the Community of Borden-Carleton will grant a leave of absence without loss of regular pay for a maximum of one-half (½) day at the request of the employee.
- 10.4 To attend a funeral who is not a family member as a pallbearer or flower bearer, the Community of Borden-Carleton will grant a leave of absence without loss of regular pay for a maximum of one-half (½) day at the request of the employee.

Note: With respect to out-of-province travel, please refer to the Unpaid Leave section.

POLICY # 11 - COMPASSIONATE CARE LEAVE -

- 11.1 The Community of Borden-Carleton will provide up to eight (8) weeks leave of absence without pay to eligible employees according to the *PEI Employment Standards Act* and the *Employment Insurance Compassionate Care Benefits Program* for employees who must be absent from work to provide care or support to a family member who has a serious medical condition with a significant risk of death within twenty-six (26) weeks. The eight (8) weeks of leave can be taken within a twenty-six (26) week time frame. The provisions of the *Employment Insurance Act* and the *PEI Employment Standards Act* will be followed in the administration of this benefit.

POLICY # 12 - PREGNANCY AND PARENTAL LEAVE -

- 12.1 Pregnancy and parental leave will be granted according to the *PEI Employment Standards Act* and the *Employment Insurance Act*. Consult your local HRSDC office for complete details. An Employee must give two (2) weeks notice in writing, together with a medical certificate, the Community Office when applying for pregnancy or parental leave. After the leave, the employee has the right to return to the position assigned to them before the leave, or to a position of comparable work and working conditions and there shall be no reduction in remuneration.

POLICY # 13 UNPAID LEAVE -

- 13.1 Leave without pay in special circumstances, i.e., out-of-province travel for bereavement leave, may be granted upon prior approval from the CAO for up to a maximum of one (1) week per year with a minimum of one (1) day per request. Prior to requesting leave without pay, employees must ensure that all vacation entitlement has been depleted.
- 13.2 Employees shall be responsible for maintaining both the Employer and Employee share of the Group Insurance Plan premiums while on leave without pay. Post-dated cheques must be provided to the CAO, prior to the unpaid leave.

POLICY # 14 - PERFORMANCE EVALUATION POLICY -

- 14.1 This policy applies to all employees of the Community of Borden-Carleton.

POLICY INTENT

- 14.2 The intent of this policy is to:
- establish a process whereby the work performance of each employee in the municipality can be evaluated on an on going basis
 - provide for an annual formal review of each employee's work performance
 - encourage employees to continually consider their own work performance and to set personal performance standards and goals
 - assist in identifying specific requirements for the on going training and development of individual employees
 - encourage the use of performance evaluation system as a means of determining whether or not salary adjustments are warranted.

RESPONSIBILITIES

14.3 The Council is responsible for:

- initial approval of this policy and for approving any future changes or amendments that may be made in content or direction;
- carrying out the annual performance evaluation of the Chief Administrative Officer in accordance with a process that has been approved by Council. (See Appendix "A")

14.4 The Chief Administrative Officer is responsible for:

- overall implementation and maintenance of the performance evaluation policy;
- monitoring effectiveness of the performance evaluation process and recommending necessary additions, deletions, or modifications to the policy where considered appropriate;
- conducting informal and formal performance evaluations. The informal approach will be an ongoing process whereby the CAO and supervisory employees provide continuous feedback to those individuals for whom they are directly responsible.
- The formal approach will involve at least one performance review for each municipal employee, conducted at specific times on an annual basis. The reviews will be formally documented by way of using the Employee Performance Evaluation Form. (See Appendix A & B)

14.5 Department Heads are responsible for:

- administering the performance evaluation process within their respective departments, in consultation with their CAO;
- conducting informal and formal performance evaluations;
- recommending to the CAO changes required in the evaluation process; reporting annually to the CAO on the departmental results of the formal performance evaluations undertaken.

14.6 General Procedure

- Employees will be made aware of the performance evaluation process. Approximately two months prior to the completion of an employee's probationary period, the supervisor (in consultation with the employee) will complete a probationary performance evaluation report.

14.7 Annual Formal Evaluation

- Annually, during a predetermined period of time, the employee's supervisor will formally record a performance rating using the Employee Performance Evaluation Form adopted for use with this policy.
- The supervisor will discuss the employee's performance evaluation rating with the employee in order to reinforce an ongoing mutual understanding between the employee and the supervisor in terms of:
 - the duties, responsibilities and requirements of the position and expected performance level
 - weak areas in the employee's performance and means to address these areas of concern
 - positive aspects of the employee's performance and means to address these areas of concern
 - short-term work goals which the employee should attempt to achieve
 - long term career objectives of the employee

The formal evaluation form will be signed by the employee and supervisor following the interview and discussion. A signed copy will be maintained by the CAO in the employee's personal file. (See Appendix A & B)

14.8 Appeals

- Employees who feel that their overall rating does not represent a true evaluation of their performance over the review period should try to resolve these differences with their supervisor.
- If a satisfactory consensus cannot be reached between employee and supervisor, the employee shall be given opportunity to express his or her concerns in writing and a copy of the written concerns shall be maintained in the employee's personal file for any future evaluation.

14.9 Effect on Salary

It is important that changes in salary/wage rates be directly tied to the ongoing process of performance evaluation:

- Employees receiving a satisfactory evaluation rating will be eligible for annual salary increments that may be approved by Council.
- Employees receiving an unsatisfactory evaluation rating will not be eligible for a salary increment until such time as the employee (s) supervisor is of the opinion that the employee has addressed the evaluation concerns and there has been a noticeable positive change in the performance of the employee. The salary adjustment will be subject to the approval of the CAO and may be pro-rated according to the months remaining in the fiscal year.

14.10 Retention of Performance Evaluation Records

- Following completion (including signatures), one copy of the evaluation shall be placed in the employee's personal file and a copy shall be given to the employee.

14.11 Definitions of Rating

- *Very Unsatisfactory* is as the term applies.
- *Unsatisfactory* is that level of performance that consistently falls below the requirements of the job. It does not mean that every aspect of the individual's performance is below adequate standards but that, in general, the employee does not meet the minimum requirements.
- *Satisfactory* is that level of performance that is considered adequate to meet the requirements of the job. Some day to day variation is to be expected and may range, on occasion, from poor to very good. For the most part, however, satisfactory performance would be neither be below the required level, nor consistently superior to the required.
- *Very satisfactory* will acknowledge a level of performance which is consistently above the norm that is expected in performance for the position.
- *Outstanding Performance* refers to the demonstration of on-the-job performance that is consistently superior in quality to that which would be normally expected of an employee.

RATING GUIDE

1. Very Unsatisfactory	2. Unsatisfactory	3. Satisfactory	4. Very Satisfactory	5. Outstanding Performance
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EMPLOYMENT PRACTICES

Use of Community of Borden-Carleton Computer Systems, Office Equipment and Communication Devices

Policy Statement

The purpose of this document is to provide principles of appropriate information technology usage at the Community of Borden-Carleton. The improper use of information technology could harm the Community of Borden-Carleton's reputation and expose the Community of Borden-Carleton and its employees to legal action. This policy provides guidance to employees regarding the appropriate use of information technology resources.

The security and well-being of information technology resources is the responsibility of all the Community of Borden-Carleton employees, and care must be taken to guard against abuses which disrupt or threaten their operation. The Community of Borden-Carleton requires that all employees act in accordance with these responsibilities, this policy, relevant laws and contractual obligations, and with a high standard of ethical and professional behavior.

The Community of Borden-Carleton operates on the basis that considerable trust and confidence is placed in each of its employees. It is expected that employees will act with integrity in applying this policy.

Definition

Information technology resources are the property of the Community of Borden-Carleton and must be used in accordance with the general principles of this policy. Information technology resources are those facilities, technologies, and information resources required to accomplish information processing, storage, and communication, and include, but are not limited to, computers, software, printers, modems, e-mail, internet, intranet, extranet, fax transmissions, telephones and voice mail, cellular phones, photocopier, and data projectors.

Usage Guideline

Primary

Primary uses are activities required to conduct the Community of Borden-Carleton's business. The Community of Borden-Carleton's information technology systems exist principally for this need.

Secondary

Secondary uses are those which are neither explicitly permitted nor denied. Usage that becomes excessive, an imposition on others or strains a resource is misuse. For example, the personal use of a Communities telephone would be secondary. If it becomes excessive, this would constitute misuse.

Misuse

Misuse wastes resources or hinders the productivity of the employee or others. It may strain or damage the information technology infrastructure, and affect the Communities ability to conduct its business. It may also create additional costs. Employees may be held responsible for costs incurred in misuse.

It is inappropriate to use the Community of Borden-Carleton's information technology resources in any of the following ways. This list is not intended to be exhaustive.

- Personal use not related to the Community of Borden-Carleton's business such as purchasing goods with the exception of telephones and e-mail, as long as their use does not become misuse;
- Use for private business, personal profit, benefit or gain, or political activity;
- Accessing, downloading or distributing software without approval;
- Accessing, downloading or distributing material that contravenes human rights legislation or harassment policies;
- Accessing, downloading or distributing obscene or pornographic material;
- Incurring charges from on-line services not related to Community business;
- Playing, downloading or distributing games;
- Unauthorized attempts to defeat the security features of information technology resources;
- Use, copy, or otherwise access anyone else's files or systems without permission;
- Infringe copyright or proprietary rights;
- Permit unauthorized access;
- Intentionally gaining unauthorized access to information technology resources;

- Sharing user names and passwords without authorization;
- Failing to follow safe usage practices, or carelessness which results in damage to IT resources;
- Spreading libel, slander, rumors or misinformation that could leave the Community of Borden-Carleton open to legal action, or damage the Community of Borden-Carleton's reputation;
- Purchasing of goods on behalf of the Community of Borden-Carleton without approval;
- Use resources for any illegal or unethical purpose;
- Use resources for activities that breach existing policies or regulations;
- Deliberately damaging files, equipment, software, or data belonging to yourself or others;
- Knowingly spreading viruses; and
- Destroying or altering hardware, software, equipment or data without authorization.

Monitoring

Employees should be aware that they should have no reasonable expectation of privacy in their use of information technology resources at the Community of Borden-Carleton, as these resources are corporate property. The Community of Borden-Carleton can monitor usage of all of its information technology resources if required. This practice is required for the normal operation and maintenance of the Community information technology resources and includes the backup of data and communication records, the review of general usage patterns, and other such activities that are necessary for the rendition of service. The Community of Borden-Carleton reserves the right to access the contents of all files stored on its systems and all messages transmitted through its information technology infrastructure.

Normal routine analysis does not involve reading the content of e-mail or files. However, if the Community of Borden-Carleton reasonably suspects, either from a complaint or from a routine analysis, that an employee is misusing information technology resources, it may investigate the matter further, taking action such as special monitoring, which may include, among other things, and without the consent of the employee, reading the contents of individual e-mail and files.

In addition, employees should be aware that the Community of Borden-Carleton's information technology resources may be subject to the Community of Borden-Carleton's obligation to respond to legislation, subpoenas, other court orders, or reasonable discovery requests. As such employees should be aware that documents or files they create, including e-mail, may be reviewed at some time by third parties outside of the Community of Borden-Carleton.

IT Resource Guidelines and Examples

E-mail

The e-mail system is the property of the Community of Borden-Carleton. E-mail may be used for personal use, as long as it does not become misuse. However, employees should have no reasonable expectation of privacy in e-mail transmitted, received and stored on and/or through the system. E-mail is the property of the Community of Borden-Carleton and is not a private employee communication, whether created or received. As such, e-mail users should exercise care and restraint in preparing messages.

The following is unacceptable:

- Chain e-mail;
- E-mails which cause congestion and disruption of networks and systems;
- Abusive, derogatory, obscene, pornographic, defamatory or harassing messages or images;
- E-mails in which an employee represents personal opinions as being those of the Community of Borden-Carleton's, or which damage the Communities reputation;
- Advertising items for sale, or e-mails which are for personal gain;
- Large attachments which are not business related, such as animated greetings; and
- Using someone else's e-mail to represent yourself as that employee; concealing your identity, or failing to use your name and/or user name.

If an employee receives an unacceptable e-mail, the employee should take the following action:

- Delete the e-mail and send a reply to the sender indicating that the e-mail was unacceptable, and that the sender is not to send similar e-mails in the future; or
- Report it to the CAO

An employee, who receives an unacceptable e-mail and forwards it on for reasons other than reporting it to management, may be held responsible for the content of the e-mail as if he or she had written the original e-mail.

Internet Use

Employees may, at the discretion of the Community of Borden-Carleton, be allowed to browse the Internet after working hours or during scheduled breaks. Employees must not intentionally access sites or engage in practices on the Internet that have the potential to harm the Community of Borden-Carleton's reputation. For further details, please refer to the "Misuse" section of this Policy.

Voice-Mail

Voice-mail, when used properly, is an effective client service tool. Employees should make sure that their voice-mail messages are personalized and time-sensitive, providing callers with the option of leaving a message or speaking with another employee.

The voice-mail system is the property of the Community of Borden-Carleton. Employees should have no reasonable expectation of privacy in messages transmitted, received and stored on and/or through the system. Employees must not attempt to access the contents of others' voice-mail boxes unless specifically authorized.

Telephones - Office & Cellular

The Community of Borden-Carleton does monitor usage of telephones on a regular basis to assure billing accuracy and that there is no misuse.

As cellular phones, even digital phones, are not secure, employees should exercise great caution in discussing Community business while using a cellular phone, especially with respect to confidential information.

These are examples only. Employees are expected to exercise common sense and good judgment in the application of this policy. Employees requiring assistance on any matters regarding the application or interpretation of this policy should not hesitate to ask for help.

Discipline

Non-compliance with this policy may result in disciplinary action up to and including termination of employment.

Business Travel

The Community of Borden-Carleton will reimburse all reasonable expenses incurred by an Employee who has received prior authorization to travel on Community business in accordance with the following:

Open Communication

The Community of Borden-Carleton has an open door policy to resolve issues and concerns. All work-related issues and concerns may be discussed with the CAO in confidence.

Service Standards of Conduct

The Community of Borden-Carleton has a responsibility to provide service to its clients in an efficient and timely manner.

Working in a professional environment requires excellent teamwork and communication skills. If an employee fails to demonstrate the appropriate attitude and ability to work as part of the team, they will be counseled by the CAO.

In order to sustain a professional level of service, the following service standards of conduct apply:

- Clients shall be handled to the best of the employee's ability;
- Client telephone and e-mail messages shall be acknowledged and returned within a one (1) working day time frame; and
- Employees shall acknowledge all correspondence within five (5) working days from date of receipt.

Attendance and Punctuality

An employee's attendance record is an important part of the annual performance appraisal.

Regular attendance and punctuality are expected. Employees are expected to be prompt and must be at their workstations at the start of the work day. Unapproved absences and lateness are unacceptable and may be subject to disciplinary action.

Alcohol and Drug Abuse

It is the Community of Borden-Carleton policy that alcohol and illegal drugs shall not be consumed or used on the premises.

Being under the influence of or consuming alcoholic beverages, or possessing illegal drugs while working or traveling to or from your job, or while traveling on the Community of Borden-Carleton business is strictly prohibited.

Smoking

The Community of Borden-Carleton is committed to providing a smoke-free environment.

Dress and Appearance

Employees are expected to project a professional appearance at all times.

The Community of Borden-Carleton's employees are in regular contact with the public and therefore, employee dress and appearance must reflect an appropriate "The Community of Borden-Carleton Image". A neat, clean and professional appearance is required at all times.

External Employment

The Community of Borden-Carleton does not object to its employees having outside employment, providing it does not affect work performance at The Community of Borden-Carleton and that the interests of the Community are protected. Employees must notify the CAO of any external employment.

Privacy

The Community of Borden-Carleton recognizes the importance of protecting employee privacy rights by keeping personal information secure, and using it only for the purpose for which it was collected.

The Community of Borden-Carleton will comply with the *Federal Personal Information Protection and Electronic Documents Act* (PIPEDA) as it applies to all commercial organizations in Canada.

Conflict of Interest

All employees shall adhere to the following principles:

- Act in the best interest of the Community of Borden-Carleton ;
- Perform their official duties and arrange their private affairs in such a manner that will prevent conflicts of interest from arising;

- Not knowingly take advantage of, or benefit from, information obtained in the course of their official duties and responsibilities, and information which is not generally available publicly;
 - Not act in such a manner as to take advantage of their employment with the Community of Borden-Carleton;
 - Not solicit or accept transfers of economic benefits; and
 - Report suspected conflicts of other employees to the CAO.
- Conflicts of interest that may arise shall be dealt with first by the CAO and, if deemed necessary, by the Council.

Harassment and Discrimination

The Community of Borden-Carleton, in co-operation with its employees, is committed to a healthy, harassment-free work environment for all employees. The Community of Borden-Carleton has developed a company-wide policy intended to prevent harassment and will deal quickly and effectively with any incident that might occur.

Harassment is defined as any unwelcome physical, visual or verbal conduct. Harassment may include, but is not limited to, verbal or practical jokes, insults, threats or personal comments. It may take the form of posters, pictures or graffiti. It may involve touching, striking, pinching or any unwelcome physical contact. Any behavior that insults or intimidates is harassment, if a reasonable person should have known that the behavior was unwelcome.

The *Human Rights Act* protects everyone within provincial jurisdiction from harassment and other forms of discrimination on the basis of race, religion, sex, (including pregnancy and sexual orientation), marital status, physical disability, mental disability, political opinion, color or ethnic, national or social origin, and age.

The Community of Borden-Carleton will not tolerate harassment on the basis of any of the protected grounds.

Process

The Community of Borden-Carleton is responsible for:

- Investigating the complaint and following the harassment complaint procedure;
- Maintaining the confidentiality of the individual(s) concerned, except where disclosure is necessary for the purposes of investigating the complaint or taking disciplinary measures in relation to the alleged complaint if discipline is imposed;

- Ensuring fair and equitable procedures for all parties to a complaint of harassment and taking disciplinary or other corrective measures, where necessary.

All employees are responsible for:

- Treating all persons in the workplace in a manner that is free of harassment and that respects individual differences;
- Treating all persons in the workplace in a manner that is free of harassment and that respects individual differences;
- Changing their own behavior when given indication that the behavior is offensive or harassing to others;
- Taking action, where possible, should they feel they are or another person is being subjected to harassment;
- Cooperating fully with all those responsible for dealing with a complaint of harassment.

Sources of Assistance

An employee who is faced with problems relating to harassment may wish to obtain assistance or advice in deciding the best course of action to follow. Employees may seek help from any of the following, as appropriate:

- Chief Administrative Officer; or
- Member of the Community Council.

Informal Options for Dealing with Harassment

An employee who believes that they are being subjected to workplace harassment should make it known to the harasser that the behavior is unwelcome. It is recommended that the complainant take note of:

- Details of the harassment, including the time, date, place and the names of any witnesses or others affected; and
- Any attempts to resolve the situation.

If the person is uncomfortable with direct communication to the harasser, or if the communication does not stop the harassment, the complainant may seek help from one of the sources listed in the section above. Discussing the problem and exploring avenues of solution can correct many harassment situations without harming normal working relationships.

Formal Options for Dealing with Harassment

In situations where informal action has not solved the problem, or in very serious or difficult cases, it may be necessary for the complainant to file a formal complaint. A formal complaint must be in writing and signed by the complainant. The formal complaint should give a detailed account of the incident or incidents of harassment, including times, locations, witnesses and parties involved. The written statement should be submitted to one of the sources listed in the Sources of Assistance section that the complainant feels most comfortable with in discussing the allegations.

Additional Options

A complainant may be able to pursue other courses of action, depending on the nature of the harassment and the circumstances. For example, the following options may be open, in addition to the procedures in this policy:

- A complaint filed with the Human Rights Commission; or
- Civil or criminal legal action.

Investigation and Resolution

While many harassment situations can be resolved effectively through informal processes, there will be circumstances where formal investigation and resolution will be required. Both informal and formal complaints of harassment will be reviewed initially for such considerations as relevance of the subject matter and use or advisability of other resolution methods.

Allegations of harassment will be handled at the most appropriate level of Central Development Corporation management required to resolve the matter.

When it is determined that an investigation should occur, all pertinent information will be requested such as dates, witnesses, remarks or actions. The respondent will be given an opportunity to present their position and respond to the complaint. The investigation will be concluded as quickly as possible and with the strictest possible confidence. Both complainant and respondent will be informed in writing of the outcome of the investigation.

Remedial Action

Each case will require individual and impartial consideration. Remedies may include, but are not limited to: disciplinary action, support and counseling for the victim, mediation, sensitivity training, and continuing education with regard to the workplace harassment policy.

It is The Community of Borden-Carleton practice to impose discipline relative to the seriousness of the offence up to and including dismissal. Any disciplinary action taken will be based on the circumstances and severity surrounding the incident. Discipline may range from a verbal warning to more serious forms of discipline, up to and including dismissal. In all cases where an employee is disciplined, written documentation will be placed in the employee's personnel file.

Regardless of the outcome of any investigation, the initiation of a complaint of harassment in good faith and not out of malice will not reflect negatively on the complainant, nor will it affect their employment, compensation or work assignments. Where the complaint is found to be justified, immediate steps will be taken to examine with the complainant any issues relating to promotions, job reinstatement, increments, performance ratings or other benefits which may have been lost as a result of the harassment.

Retaliation against a complainant or witness(es) in a complaint is an offence and will be considered misconduct.

False Allegations

To falsely accuse someone of harassment is a serious offence. When the allegation is not substantiated and is determined to be a false claim, appropriate disciplinary action will be taken against the individual making the false allegation.

No disciplinary action will be taken against an employee for making a harassment complaint in good faith, whether or not the complaint is substantiated.

Discipline

The Community of Borden-Carleton expects each employee to demonstrate a willingness to work effectively and maintain a commitment to its interests, policies, procedures and standards of conduct. Each employee is expected to cooperate in a professional manner with Management and fellow employees.

The Community of Borden-Carleton will pro-actively provide direction and feedback to employees with regards to performance and conduct. However, it is recognized that there may be occasions when these efforts will not produce the desired performance results. In those cases, the Community of

Borden-Carleton will use a system of progressive discipline to encourage correction of problem work behavior or issues.

The normal stages in progressive discipline are: oral warning, written warning, suspension with or without pay, and dismissal. The CAO will bring the instance of negligence, misconduct or incompetence to the attention of the employee in a meeting arranged for that purpose. Regardless of the degree of discipline applied, the details will be recorded in the employee's personnel file, and this information may be used by the Community if further action is required.

The Community of Borden-Carleton recognizes that there may be cases of severe breach of trust or unacceptable conduct, or rare situations where progressive discipline is not an appropriate response. In these situations, an employee may be suspended with or without pay and will be asked to leave the premises while a thorough investigation is conducted by the CAO. The Community Council will decide on the length of the suspension or the conversion of suspension to termination of employment.

In all situations involving discipline, the Community of Borden-Carleton will conduct the investigation fairly and quickly so that the employee may be notified of the results as soon as possible.

Professional Development and Continuing Education

The Community of Borden-Carleton supports employees attending professional workshops and formal courses that will enable them to increase their professional and technical competence in areas that are mutually beneficial to the employee and to the Community of Borden-Carleton. Workshops or courses attended by employees must be approved in advance by the Council. Employees are to submit their request in writing to the CAO. Employees authorized to attend courses or workshops will be paid for the work time lost due to their attendance at the course.

The Community of Borden-Carleton may pay part of the costs associated with a University or Community College course taken by an employee as part of a continuing education program. Pre-approval from the Council is required. At its discretion, The Community of Borden-Carleton may grant an extended leave of absence to an employee for educational purposes. Such leave will be unpaid.

Layoff

In the unfortunate event that a layoff of employees is required, the effective operation of the Community of Borden-Carleton shall be the primary objective in determining which positions shall be eliminated, or which employees shall be laid off.

Resignation and Termination of Employment

Employees are required to provide to the CAO of The Community of Borden-Carleton a minimum of two (2) weeks notice when resigning from the company.

The Community of Borden-Carleton will provide to the employee a minimum of two (2) weeks notice of termination of employment. The CAO will be given one (1) month's notice. Payment in lieu of notice can be given at the discretion of the Community Council.

Exit Interview

When an employee voluntarily leaves the company, The Community of Borden-Carleton requests that the employee participate in an exit interview. The purpose of this interview is for The Community of Borden-Carleton to understand the reasons for leaving the company and to help The Community of Borden-Carleton improve as an employer. It also gives the employee an opportunity to obtain the necessary exit documentation, i.e., Record of Employment, and to hand in The Community of Borden-Carleton property such as office keys, passwords, cell phones, etc.