

**CanWaCH**  
Canadian Partnership for  
Women and Children's Health



**CanSFE**  
Partenariat canadien pour la  
santé des femmes et des enfants

## **Human Resources Policies**

Updated: September 2017; September 2019

# Table of Contents

<b>INTRODUCTION TO THE MANUAL</b>	<b>6</b>
1.1 Objectives	6
1.2 Eligibility and Scope	6
1.3 Implementation and Monitoring	6
1.4 File Management and Amendments	6
<b>GENERAL POLICIES</b>	<b>7</b>
2.1 Code of Conduct	7
2.2 Confidentiality	8
2.3 Intellectual Property	9
2.4 Conflict of Interest and Anti-Corruption	9
2.4.1 CONFLICT OF INTEREST	9
2.4.2 ANTI-CORRUPTION	11
2.5 Whistleblower Policy	14
2.6 Reporting Violations	15
2.7 Insurance for Employee Use of Own Auto	15
2.8 Contact with Media	15
2.9 Social Media	15
<b>EMPLOYMENT POLICIES</b>	<b>16</b>
3.1 Virtual Workplace and Home Office	16
3.2 Hours of Work	17
3.3 Overtime/Compensatory Time	17
3.4 International Travel	18
3.4.1 PURPOSE	18
3.4.2 DEFINITIONS	18
3.4.3. GENERAL	18
3.4.4. CODE OF CONDUCT	19
3.5 Travel and Expense Claims	19
3.5.1 TRAVEL REIMBURSEMENTS	20
3.6 Hospitality, Events, Conference	23
3.7 Use of Personal Equipment Stipends	23
3.8 Employee Confidentiality	24
3.9 Employee Human Resources File	24
3.10 Outside Employment	24

3.11 Participation in Political Activity	25
3.12 Solicitation	25
3.13 PERSONAL USE OF CANWACH EQUIPMENT	25
3.14 Accuracy of Records	25
3.15 Computer Use, Internet and Email	25
3.16 Project and Task Management	26
<b>PAY AND BENEFITS</b>	<b>26</b>
4.1 Salaries & Wages	26
4.2 Wage Garnishment	26
4.3 VACATION	26
4.4 Statutory Holidays	27
4.5 Religious Accommodation	27
4.6 Sick Leave	28
4.7 Personal Leave of Absence	28
4.8 Pregnancy, Maternity and Parental Leave	28
4.9 Compassionate Care Leave	30
4.10 Bereavement Leave	30
4.11 Retirement	30
4.12 Jury and Court Witness Leave	30
4.13 Professional Development	30
4.14 Health Benefits and Pension Plan	31
<b>HEALTH AND SAFETY POLICIES</b>	<b>31</b>
5.1 Health and Safety	31
5.2 Accident Reporting and Investigation	32
5.3 Critical Injury or Fatality	33
5.4 Accident Prevention	33
5.5 Workplace Harassment	33
5.6 WORKPLACE VIOLENCE	36
5.7 Fitness for Duty	36
5.8 International Travel	37
<b>EMPLOYMENT</b>	<b>37</b>
6.1 Hiring Process	37
6.2 DIVERSITY AND EQUITY	37
6.3 Recruitment	38

6.4 Selection	38
6.5 Offer of Employment and Employment Contract	38
6.6 Employee Orientation	38
6.7 Probationary Period	38
6.8 Probationary Review	38
6.9 Performance Appraisals	39
6.10 Workplace Accommodation	39
<b>PROBLEM RESOLUTION</b>	<b>39</b>
7.1 Progressive Discipline	39
7.2 Dispute Resolution	39
<b>CHANGE OF STATUS</b>	<b>40</b>
8.1 Resignation & Termination	40
8.2 Issuing References	41
<b>ACCESSIBILITY POLICIES</b>	<b>42</b>
9.1 Accessibility	42
<b>EMPLOYEE ACKNOWLEDGEMENT AGREEMENT</b>	<b>44</b>

# 1 INTRODUCTION TO THE MANUAL

## 1.1 OBJECTIVES

The Human Resource Policy Manual contains all of the human resource related policies for the Canadian Partnership for Women and Children's Health (CanWaCH) / Partenariat canadien pour la santé des femmes et des enfants (CanSFE). The objectives of this manual are to:

- To ensure a positive working environment through fair, equitable, well-defined guidelines.
- Provide a standard reference for the Board of Directors, Chief Executive Officer (CEO) and Chief Operating Officer (COO) in understanding their rights and responsibilities.
- Encourage continuity and consistency in the administration and application of human resource policies and procedures.
- Provide direction and authority in the day-to-day administration of human resources.

## 1.2 ELIGIBILITY AND SCOPE

These policies are approved by the CanWaCH Board of Directors, and apply to all employees of CanWaCH.

## 1.3 IMPLEMENTATION AND MONITORING

The Chief Executive Officer and Chief Operating Officer will have oversight and be responsible for the implementation and monitoring of the human resource policies and procedures. The policy manual will be reviewed annually by the Board of Directors. The procedure manual will be reviewed at the discretion of the Board, CEO or COO from time-to-time.

The HR Policy Manual was last reviewed on: March 22, 2016; September 2017, September 2019.

September 2017: the entire document was updated to distinguish between HR policy and operational procedures.

September 2019: updated with revised management structure, revised travel policy, revised maternity leave policy, addition of diversity and inclusion

## 1.4 FILE MANAGEMENT AND AMENDMENTS

Staff are requested to assist in keeping the human resource policies up-to-date by notifying the Operations Team if they have any suggested improvements, or to report if problems are encountered, during the administration of the policies and procedures.

All parts of this document are supplementary to applicable legislation. In the event of a conflict between a policy/procedure and governing legislation, legislation will prevail.

## 2 GENERAL POLICIES

---

### 2.1 CODE OF CONDUCT

CanWaCH must meet high ethical standards in order to merit the trust of its partners and clients, as well as donors, governments and the public. The integrity of CanWaCH depends on ethical behaviour throughout the organization, and in particular, on fair, well-informed decision-making.

It is therefore essential that the people involved with CanWaCH, including board members, employees, volunteers, and members demonstrate their ongoing commitment to the core values of integrity, honesty, impartiality, openness, respect, and responsibility.

#### **Code of Ethics**

The Board of Directors promotes the highest standards of ethical behaviour. This Code of Ethics has been established to provide appropriate guidelines.

1. **Integrity:** CanWaCH board members, employees, and volunteers shall act with competence, honesty, integrity, respect, and fairness while carrying out their obligations for CanWaCH.
2. **Role:** Board members, staff, and volunteers will act in the best interests of CanWaCH in fulfilling its mission.
3. **Accountability and Transparency:** In carrying out its activities, CanWaCH Directors, staff, and volunteers act within the letter and the spirit of the law. CanWaCH embraces public interest, takes full responsibility for its actions, communicates truthfully, and ensures public records are easily available, while maintaining appropriate privacy and confidentiality requirements. CanWaCH will manage its resources carefully and frugally, actively avoiding excessive expense.
4. **Equal Opportunity:** CanWaCH is committed to a policy of non-discrimination. As an organization which provides equal employment opportunities, we evaluate candidates and employees on the basis of merit, competence and qualifications.

Applicants and employees have the right to equal treatment without discrimination on the basis of race, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status or handicap.

Where warranted by the situation, exceptions to the above may be made in accordance with the provisions of the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act (AODA), and other relevant legislation, as amended from time to time.

5. **Gender Equality:** CanWaCH adopts Canada's minimum standards for working towards gender equality in operations and programming. Through this policy, CanWaCH promotes the equal realization of dignity and human rights for girls, women, boys and men as beneficiaries, employees, donors, partners and other stakeholders in CanWaCH's work.
6. **Diversity:** It is CanWaCH's objective to develop and maintain a positive work environment conducive to learning, innovation, flexibility, inclusion, opportunity and growth for all of our employees. It is our goal to ensure that we cultivate a workforce that values diversity, appreciates the contributions of all team members, and enhances organizational capabilities through the utilization of diverse perspectives.
7. **Privacy:** CanWaCH is committed to fostering a workplace culture where privacy is valued and respected which contributes to morale and mutual trust, and makes good business sense.

## 2.2 CONFIDENTIALITY

### 1. General

Due to the nature of our organization, employees may be privy to sensitive and confidential information. In order to maintain the trust and respect of our members and funders, confidentiality is a top priority. This includes information pertaining to members, employees, the board, finances, human resources, and program/service delivery. Maintaining confidentiality is both a legal requirement and respects the rights of members and employees.

All staff will be asked to sign a Confidentiality Agreement Form, which will be kept on file. Breach of the confidentiality agreement is when non-public information is disclosed (intentionally or unintentionally) to someone who is not entitled to that information. Disclosure of confidential information is a serious offence and may be considered cause for disciplinary action, up to and including termination and/or legal recourse. The provisions of this policy extend past when your employment ends.

It is recognized that in order to deliver our programs and services, collaboration among colleagues, as well as with external partners and groups, will occur. Be mindful of the information that you discuss, and never share any identifying information regarding our members without the member's permission. If you are unsure whether something is confidential, please talk to your Direct Supervisor.

All staff of CanWaCH will treat information provided or gathered by CanWaCH with discretion. Any information received through involvement with CanWaCH will not be used for personal gain.

### 2. Contracts

CanWaCH, as a necessity, will enter into contracts with funders and partners. Details of all such transactions will be treated with respect and discretion.

### **3. Meetings**

The Board and all its committees act as representatives of CanWaCH. Deliberations, including the opinions of individual Board and Committee Members, will be kept confidential.

## **2.3 INTELLECTUAL PROPERTY**

All intellectual property produced by an employee while performing their job is the property of CanWaCH.

## **2.4 CONFLICT OF INTEREST AND ANTI-CORRUPTION**

CanWaCH must meet high ethical standards in order to merit the trust of its partners and clients, as well as donors, governments and the public. The integrity of CanWaCH depends on ethical behaviour throughout the organization, and in particular, on fair, well-informed decision-making. The ability to make a decision is sometimes affected by other interests (personal or professional) of individuals in the organization. Such conflict of interest situations are a regular part of organizational and personal life and cannot simply be eliminated.

The objective of this policy is to permit CanWaCH to manage conflict of interest and anti-corruption situations successfully and resolve them fairly.

This policy applies to all of CanWaCH's Stakeholders (as defined below). This policy must be explained to all new Stakeholders. All Stakeholders must agree in writing, at the outset of becoming a Stakeholder that they will abide by this policy and will reaffirm this request from time to time at the request of CanWaCH.

It is recognized that the policy does not replace the roles that professional bodies play in regulating ethical conduct.

### **2.4.1 Conflict of Interest**

#### **Definitions**

'*Conflict of Interest*' means any situation in which another interest or relationship impairs the ability of a Stakeholder to carry out his or her duties and responsibilities to CanWaCH. A conflict of interest may be real, potential or perceived.

- (i) A *Real Conflict of Interest* exists when a Stakeholder or a Stakeholder's Associate has a private interest that is sufficiently connected to his or her duties and responsibilities to CanWaCH that it influences the exercise of these duties and responsibilities.
- (ii) A *Potential Conflict of Interest* exists when a Stakeholder or Stakeholder's Associate has a private interest that could influence the performance of a Stakeholder's duties or responsibilities, provided that he or she has not yet exercised that duty or responsibility.



- (iii) A *Perceived Conflict of Interest* exists when reasonably well-informed persons could properly have a reasonable belief that a Stakeholder or a Stakeholder's Associate has a Real Conflict of Interest but upon review it is determined that there is no real conflict in fact.

*Stakeholders:* Persons in the following relationship to CanWaCH:

- Members of the Board of Directors
- Members of Committees of the Board of Directors
- Employees
  - o *Stakeholder Associate* includes immediate Family Members of a Stakeholder, Corporations (other than CanWaCH) of which a Stakeholder is a director or officer, and other legal entities to whom a Stakeholder owes a fiduciary duty.
  - o *Immediate family members* of stakeholder include fathers, mothers, brothers, sisters, spouses (including a life partner), children, wards of employees or relatives permanently living in the employee's household such as grandparents.
  - o Where the conflict of interest is material, the Stakeholder must act in accordance with these guidelines.
  - o To assist in determining whether a material conflict of interest exists, the following guidelines are provided.
- Contract staff, including consultants
- Volunteers
- Student

### **Private/Personal Interest**

Generally, pecuniary interests lead to conflict of interest when a Stakeholder or Stakeholder's Associate is in a position to:

- (i) benefit financially or avoid financial loss as a result of a contract or other matter of monetary nature in which CanWaCH is involved; or
- (ii) use for personal benefit information that has been obtained as a result of being on the Board of Directors, a Committee or otherwise carrying out his or her duties and responsibilities to CanWaCH

Conflict of Interest should not be deemed to exist where:

- (i) A pecuniary interest is so remote or insignificant in nature that it cannot reasonably be regarded as likely to influence the Stakeholder
- (ii) The pecuniary interest of the Stakeholder is in common with a broad group with which the Stakeholder is associated.

Other private interests lead to conflict of interest when a Stakeholder has non-economic interest such as religious, corporate, and institutional interests which supersede or compete with his or her duties and responsibilities to CanWaCH.

A Stakeholder's ability to place CanWaCH's interests first may come into question, particularly in

situations where the Stakeholder holds a position of influence in another organization that has taken positions on issues related to ones under discussion by CanWaCH. In such situations, a Stakeholder's loyalties may be divided between serving the best interests of two different organizations. This being the case, a conflict of interest should be declared.

Careful consideration should be given as to whether other private interests place a Stakeholder in conflict of interest position, especially when there are matters before the Board/Committee which affect:

- a non-share capital corporation in which a Stakeholder is a director or officer; and
- (ii) any other organization in which a Stakeholder, by virtue of office, holds a position of influence.

### **Prevention of Conflicts**

CanWaCH, through its Chief Executive Officer and Chief Operating Officer, shall have the responsibility to implement practical preventive measures to minimize the potential for conflict of interest situations, such as:

- Providing education about what to do when gifts and hospitality are offered;
- Providing meeting agendas in advance to enable participants to foresee possible conflicts;
- Ensuring that people are clearly told when information must be protected from improper use;
- Declining involvement in an action (such as supporting a questionable outside activity).

### **Guidelines for the Designated Person**

If the Designated Person deems that a particular element of information on a possible conflict of interest must be provided to a wider audience of concerned parties (such as the members of a committee or the Board, or the public at large), then the Stakeholder involved should be consulted prior to the wider declaration.

In the event of a dispute between the Designated Person and the Stakeholder as to whether a conflict of interest exists or shall it should be managed, the Designated Person shall report the disputed conflict to the Board and the Board shall hear the matter and be the final authority on whether a conflict exists or not and, if applicable, at such time also determine what action should be taken to manage the conflict of interest. The subject Stakeholder, if a Board member, must refrain from voting on whether or not there is a conflict of interest.

## **2.4.2 Anti-Corruption**

### **Definitions**

*Corruption* means 'the abuse of entrusted power for private gain'. This definition captures three elements of corruption. One, corruption occurs in both the public and private sectors (and media and civil society actors are not exempt). Two, it involves abusing power held in a state institution

or a private organization. Three, the bribe-taker (or a third party or, for example, an organization such as a political party) as well as the bribe-giver benefit, whether it be in terms of money or an undue advantage. Sometimes the 'advantage' gained by the bribe-giver may not be 'undue' or clear cut but is nonetheless an advantage.

*Bribery and kickback* takes place when a person with authority accepts or solicits a bribe to exercise a function in a particular way.

A *bribe* is a payment or gift of any value (or promise thereof) made to secure or reward the improper performance of an activity or an improper commercial advantage.

A *kickback* is similar to a bribe but usually refers to a payment given in return for receiving a contract, which is 'kicked back' to someone involved in awarding the contract.

## **Responsibilities**

CanWaCH declares and guarantees that no offer, gift or payment, consideration or benefit of any kind, which constitutes an illegal practice, has been or will be made to anyone by CanWaCH, or any representative of CanWaCH, either directly or indirectly, as an inducement or reward for employment, grant, contract or agreement. Any such practice is grounds for terminating the employment or contract of said individual or taking any other corrective action as required.

The use of Company funds, assets, or personnel for any unlawful, improper, or unethical purpose is strictly prohibited.

A Stakeholder shall not:

- Offer or give or promise anything of value to a government official with the intent to obtain or retain any business or any other advantage.
- Offer, promise or give directly or indirectly any commercial bribe to any person.
- Retain a consultant, agent, or intermediary who has contact with, deals with, or does business with a government official until sufficient due diligence has been performed to enable CanWaCH to conclude with reasonable assurance that the consultant, agent, or intermediary understands and will fully abide by applicable Anti-Corruption Laws and this Policy.
- Make any payments to government officials, including low-level government employees, to expedite or secure performance of a routine governmental action (sometimes referred to as "facilitation payments")

## **Declarations**

CanWaCH must have a written agreement with each of its Stakeholders, including consultants, agents and intermediaries, which contains the specific anti-corruption declarations prescribed by this Policy and must require such party to affirmatively certify compliance each year with CanWaCH's Conflict of Interest and Anti-Corruption Policy.

Any Stakeholders of CanWaCH shall declare in writing to CanWaCH if they:

- were convicted by a court of law in Canada or in any other jurisdiction for an offence involving bribery or corruption within the three-year period preceding the signing of a contract with CanWaCH (or otherwise accepting a position with CanWaCH), or
- are under sanction for an offence involving bribery or corruption, imposed by a government, a governmental organization or an organization providing development assistance.

CanWaCH shall require its Stakeholders to declare to CanWaCH in writing if any of their officers, employees or independent contractors:

- were convicted by a court of law in Canada or in any other jurisdiction for an offence involving bribery or corruption within the three-year period preceding the signing of a contract with CanWaCH (or otherwise accepting a position with CanWaCH), or
- are under sanction for an offence involving bribery or corruption, imposed by a government, a governmental organization or an organization providing development assistance.

CanWaCH shall make such declarations it receives from its subcontractors known to the Secretariat and Board by providing each with a copy of such declarations.

CanWaCH may terminate any contract/agreement forthwith for default where it is found that any Stakeholder has made a false declaration.

### **Some Categories of Conflict of Interest Situations**

- **Self-interested funding, contracting or hiring:** when an affected person uses a position in CanWaCH to influence a decision to provide funding or contracts to another organization in which he or she has an interest, or to go outside normal hiring processes to give a job to a friend or family member.
- **Improper influence:** when an affected person solicits or accepts some form of benefit in return for influencing CanWaCH activities or promoting someone else's interests in CanWaCH.
- **Misuse of information or property:** when an affected person uses information or property to which the person has access at work, and to which others would not have access, for some personal benefit.
- **Inappropriate outside activity:** when an affected person's activities outside CanWaCH are in conflict with the interests of CanWaCH.
- **Gifts:** Accepting undue benefits, such as significant gifts which place an affected person under obligation to the donor. People in partner organizations and communities frequently offer gifts that it would be impolite to refuse. It is important to distinguish gifts and favours that represent goodwill and friendship from those that are designed to create an indebtedness on the part of the recipient.

A conflict of interest may also arise when gifts are larger than a normal token in a given situation. Key ethical principles in resolving the situation are integrity (i.e. action in line with our policy and values), transparency (including honesty in discussing the issue), and respect (for the gift giver).

An action would be to explain that policy will only allow the gift to be accepted on behalf of the organization. If there is an appearance of indebtedness, it may be necessary to respectfully decline the gift.

## 2.5 WHISTLEBLOWER POLICY

The Board and Senior Management must adequately manage risk and cultural issues within CanWaCH. As representatives of CanWaCH, individuals must practice honesty and integrity in fulfilling their responsibilities and comply with all applicable laws and regulations. In addition, under the Occupational Health and Safety Act, workers have a responsibility to report health and safety violations and/or concerns without fear of reprisal. CanWaCH's aim is to encourage staff to report any Wrongdoing in good faith and in an environment free from victimisation.

### **Scope**

This policy applies to all Staff members (including Directors), contractors, consultants, members and volunteers working for or with CanWaCH, and sets out the minimum requirements.

### **Policy**

#### ***Commitment***

CanWaCH's Directors and Management encourage all stakeholders to report Wrongdoing. All staff should feel confident and comfortable about reporting Wrongdoing.

CanWaCH's Directors and Management are committed to protecting and supporting the dignity, wellbeing, career and reputation of anyone reporting Wrongdoing.

#### ***What is "Wrongdoing"?***

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

- a breach of regulations or laws or a breach of CanWaCH's Policies and Codes;
- dishonest or corrupt behavior, including soliciting, accepting or offering a bribe, facilitation payments or other such benefits;
- fraudulent activity;
- illegal activity (including theft, drug sale / use, violence or threatened violence and property damage);
- impeding internal or external audit processes;
- improper behavior relating to accounting, internal accounting controls, actuarial, or audit matters;
- an activity that poses a substantial risk to the environment;

- a serious impropriety;
- conduct endangering health or safety;
- a substantial mismanagement of CanWaCH's resources;
- conduct that is detrimental to CanWaCH's financial position or reputation; and
- concealment of Wrongdoing.

## 2.6 REPORTING VIOLATIONS

It is each employee's personal responsibility to bring violations or suspected violations of CanWaCH's Human Resources Policies & Procedures to the attention of their supervisor, Chief Executive Officer or Chief Operating Officer. CanWaCH's policy prohibits any retribution against employees who come forward to make such reports. Please refer to policy [2.5 Whistleblower Policy](#).

It is a misapplication of CanWaCH's policies to make a false report against another employee. False, distressing, or malicious complaints may result in disciplinary action, up to and including termination of employment with CanWaCH.

## 2.7 INSURANCE FOR EMPLOYEE USE OF OWN AUTO

An employee using their personal vehicle while on CanWaCH business must have their own Standard Automobile Policy in place. CanWaCH recommends employees have a minimum limit of \$1,000,000 for Third Party Liability.

## 2.8 CONTACT WITH MEDIA

The Chair of the Board is the official spokesperson on governance and policy issues. Both the Chair of the Board, the Chief Executive Officer and Chief Operating Officer may speak on major announcements. The Chief Operating Officer is the spokesperson on operational issues. The Chief Executive Officer or Chief Operating Officer are the primary media contact.

## 2.9 SOCIAL MEDIA

This policy provides guidance for employee use of social media, which should be broadly understood for purposes of this policy to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social CanWaCH sites, and other sites and services that permit users to share information with others in a contemporary manner. The policy applies to professional use of social media on behalf of CanWaCH as well as personal use of social media when referencing CanWaCH.

When using social media, Employees are expected to know and adhere to CanWaCH's Code of Conduct, Employee Handbook and other related company policies. As such, it is prohibited to post social media content including posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment. Subject to applicable legislation, after-hours online activity that violates the Company's Code of Conduct or any other company policy may subject an employee to disciplinary action or

termination. All Employees should be aware of the effect their actions may have on their images, as well as CanWaCH's image. The information that employees post or publish may be public information for a long time.

CanWaCH reserves the right to observe content and information made available by employees through social media. Employees should use their best judgment in posting material that is neither inappropriate nor harmful to CanWaCH, its employees, stakeholders, partners, or members.

## 3 EMPLOYMENT POLICIES

---

### 3.1 VIRTUAL WORKPLACE AND HOME OFFICE

Daily operations of CanWaCH take place in a virtual workplace and require employees to work from individual home offices. This policy outlines the special features of this employment relationship and lays out the guiding principles that inform day-to-day interaction with the virtual workplace from individual home offices.

The virtual workplace is guided by the principles of geographical diversity; a respect for the environment and a commitment to reducing the environmental footprint of the organization; and a desire to afford staff maximum opportunity to establish healthy work-life balance.

CanWaCH recognizes that this non-traditional workplace requires a commitment on behalf of individual employees and the employer to ensure productivity and connectedness.

An essential building block for the success of the virtual workplace is trust, trust will be built through transparency and mutual accountability between employees and managers.

#### **Definitions:**

- Virtual Workplace: is a workplace that is not located in any one physical space. It is usually in a network of several workplaces technologically connected (via a private network or the Internet) without regard to geographic boundaries. Employees are thus able to interact in a collaborative working environment regardless of where they are located. A virtual workplace integrates hardware, people, and online processes.
- Home Office: the physical location where an employee spends the majority of their working day, for which the CanWaCH reimburses certain expenses as outlined in *Section 3.6 Personal Equipment & Usage Reimbursement*.
- Telecommute Location: a physical location, determined by the employer, where employees are required to work together for a period of time.
- GLIP: GLIP is the internet based system CanWaCH currently uses as its virtual office, the system is a central place for communication, file management, and task management.

## 3.2 HOURS OF WORK

To provide guidelines regarding work hours that meet operational requirements while considering employees' preferences and external obligations.

Hours of work, work schedules, lunch breaks, and other related work time decisions fall within the discretionary authority of the employee's direct supervisor. Decisions regarding these matters shall be governed by the operational requirements of CanWaCH. CanWaCH reserves the right to alter work-time arrangements as necessary, but shall exercise this right in a fair and reasonable manner.

To ensure accountability, all CanWaCH staff are required to submit monthly timesheets. To comply with auditing requirements, hours worked must correspond with hours recorded in Employee's calendars.

### **Definitions**

*Full time- employee:* employed on a permanent basis and are scheduled for an average of 25 hours or more per week.

*Part-time employee:* employed on a permanent basis and are scheduled fewer than 48 hours biweekly.

*Term employee:* individuals hired to work on a program or project, which has a definite term and/or is operated on a special funding grant.

*Consultants:* individuals who work on a fee-for-service basis.

### **Attendance**

Punctuality and reliability are significant factors that impact an employee's personal success and the overall success of CanWaCH. If an employee will be late or is unable to work their regularly scheduled shift, they are to notify their Direct Supervisor as soon as possible.

Please refer to the following policies regarding time off (leaves) for additional information:

- [4.6 Sick Leave](#)
- [4.7 Personal Leave of Absence](#)
- [4.8 Pregnancy and Parental Leave](#)
- [4.9 Compassionate Care Leave](#)
- [4.10 Bereavement Leave](#)

## 3.3 OVERTIME/COMPENSATORY TIME

Overtime is considered to be any hours worked in excess of 37.5 hours in a week for full-time employees and regularly scheduled hours for part-time employees. Employees must have explicit written permission from their Direct Supervisor to accrue overtime. As a general practice, overtime permission should only be granted in extenuating circumstances.



In accordance with the Employment Standards Act's overtime provisions, CanWaCH grants equivalent time off for hours worked beyond what would be considered a standard workweek. Compensatory time for any hours worked in excess of 40 hours in a standard week is calculated at a rate of 1-1. The time off will be taken at a time mutually agreeable between the Direct Supervisor and the Employee, generally overtime should be used within the week it has been accrued to minimize the impact of extended hours, exceptions to this must be approved by the Director of Operations.

## 3.4 International Travel

### 3.4.1 Purpose

The purpose of the policy is to promote safety and to reduce risks by providing information to the CanWaCH Traveller involved in international travel to countries with higher risk levels, while recognizing that individuals have the primary responsibility to manage these risks.

### 3.4.2 Definitions

**Traveller:** The CanWaCH International Travel policy provides guidelines for staff and Board members in the course of their work with CanWaCH.

**International travel:** A CanWaCH organized or endorsed activity involving one or more CanWaCH Traveller(s), which takes place outside of Canada, such as: fieldwork, monitoring and evaluation trips, travel to attend conferences and CanWaCH business, or professional development activities

### 3.4.3. General

International travel is a voluntary undertaking. Under no circumstances will CanWaCH penalize or reprimand any staff who act in their own best judgment and decide to not participate in international travel. This is inclusive of Travellers who decide during trips to not participate in particular aspects of trips or to return early due to unreasonable safety risks.

The Traveller is ultimately responsible for all decisions made prior-to, during and upon return from travelling. When deemed necessary, CanWaCH may support and arrange additional safety training for the Traveller.

CanWaCH shall ensure that, prior to travelling, the Traveller has adequate medical travel insurance and is registered with the Government of Canada. In instances where the Traveller does not have medical insurance, the Traveller can seek approval for reimbursement for the medical travel insurance for the duration of the trip.

The Traveller is expected to prepare themselves in advance of the International Travel in which they intend to participate, to take into account risk mitigation strategies, and to conduct

themselves in a safe and risk averse manner while travelling. The extent of advanced planning and preparation should be commensurate with the level of risk associated with International Travel.

Upon request, CanWaCH will reimburse the Traveller for pre-departure expenses required for International travel. Pre-departure expenses include:

- Visa and visa-related expenses
- Medical consultation fees
- Immunization and medication prescribed by medical professionals, up to a maximum of \$300. Travellers may seek approval from the Operations Team for expenses in addition of \$300.
- Generic malaria prevention medication

All other travel expenses will follow CanWaCH's Travel policy.

For reimbursement, all expenses must be included in expense claims along with all original receipts and appropriate price comparisons.

#### **3.4.4. Code of Conduct**

CanWaCH operates in accordance with the Ontario Human Rights Code and Canadian Charter of Rights and Freedoms. While travelling, CanWaCH staff are expected to follow local laws and regulations, as well as act in accordance with Canadian laws and regulations.

### **3.5 TRAVEL AND EXPENSE CLAIMS**

This policy sets out CanWaCH's process for the submission, review and approval of Expense Claims related to both domestic and international travel.

Expense claims fall within the purview of the Operations Team, who is responsible for reviewing and approving all expense claims.

This policy is to provide information and assistance to employees claiming reimbursement for expenses incurred while traveling on approved CanWaCH business or when representing the interests of CanWaCH, including expenses for travel, meals, lodging, professional expense reimbursement, and relocation costs.

A potential Claimant shall include but not be limited to the following persons or organizations:

- Employees and/or independent contractors of CanWaCH; and
- Directors and Members of CanWaCH.

CanWaCH does not follow the National Joint Council policies for travel and reimbursement of expenses, however, CanWaCH does follow the rates and allowances as outlined in the National Joint Council "Appendix B, Kilometric Rates" for kilometric rates, and "Appendix C, Meal Allowances, Canada and USA" and "Appendix D, Meal Allowance, International" for per diems and incidentals.en considering Expense Claims.

### 3.5.1 Travel Reimbursements

The following policy on travel reimbursements apply in the following situations:

1. When a traveller is away from the workplace on CanWaCH travel without an overnight stay in Canada or the U.S.A;
  2. when a traveller is away from the workplace on CanWaCH travel overnight, in Canada or in the continental U.S.A;
  3. when an employee is away from the workplace on CanWaCH travel overnight, outside Canada or the continental U.S.A. or when the point of departure is outside of Canada or the continental U.S.A.
- This policy was developed utilizing the [National Joint Council Travel Modules](#) for kilometric rates and allowance rates.

In the case of an employee travelling outside of Canada or the U.S.A, a daily comprehensive allowance may be authorized in circumstances where established allowances are not practical, reasonable or equitable.

Item	Allowance and Reimbursements	Documentation required
<b>Additional Business Expenses</b>	<ul style="list-style-type: none"> <li>• Business expenses not otherwise covered (business calls, photocopies, internet connections, renting necessary office equipment, etc).</li> <li>• Entry documents as determined by the Department, and/or appropriate passport and photos, and/or visa as determined by GAC and any required inoculations, vaccinations, X-rays and certificates of health.</li> <li>• Service charges/fees for actual and reasonable expenses for financial transactions such as: ATM use; credit/debit card use; financial institution foreign currency transaction commission; cheque-cashing fees, etc.</li> <li>• A subscriber identification module (SIM) card to use in the local network when travelling outside of Canada or U.S.A.</li> </ul>	Receipts
<b>Currency Exchange</b>	<ul style="list-style-type: none"> <li>• The costs incurred to convert reasonable sums to foreign currencies and/or reconvert any unused balance to Canadian currency shall be reimbursed, based upon receipts from all transactions and sources.</li> <li>• When these costs are not supported by receipts, the average Bank of Canada currency exchange rate shall apply. In cases where the Bank of Canada does not provide an exchange rate, an alternate bank rate from an established institution, as determined by CanWaCH, shall be applied. The rate shall be the average of the rates applicable on the initial date into the country and the final date out of the country.</li> </ul>	Receipts

<b>Dependent Care</b>	<ul style="list-style-type: none"> <li>• An employee who is required to travel on CanWaCH business shall be reimbursed actual and reasonable dependent-care expenses up to a daily maximum of \$35 Canadian, per household, with a declaration, or up to a daily maximum of \$75 Canadian, per household, with a receipt when the employee is the sole caregiver of a dependant who is under 18 years of age or has a mental or physical disability.</li> <li>• The dependant-care allowance shall apply only for expenses that are incurred as a result of travelling and are additional to expenses the employee would incur when not travelling.</li> </ul>	No receipts needed
<b>Meals</b>	<ul style="list-style-type: none"> <li>• A traveller shall be paid the applicable meal allowance for each breakfast, lunch and dinner while on travel status.</li> <li>• Meal allowances shall be reimbursed in accordance with the rates specified in National Joint Council's <a href="#">Appendix C</a> or <a href="#">Appendix D</a>, as applicable.</li> <li>• A meal allowance shall not be paid to a traveller with respect to a meal that is provided.</li> <li>• Where a traveller incurs meal costs that are higher than the established meal allowances in situations outside the traveller's control, the actual and reasonable expenses incurred shall be reimbursed, based on receipts.</li> <li>• <b>For international travelers outside of U.S.A:</b> Where no meal allowance has been established in a given country or where sudden changes in currency exchange rates or high inflationary trends may invalidate the specified meal allowance, actual and reasonable expenses shall be reimbursed, based on receipts.</li> </ul>	No receipt needed, unless in incidences where the meal cost is higher than the allowance.
<b>Transportation</b>	<ul style="list-style-type: none"> <li>• <b>Air Travel:</b> Economy class, with lowest available airfare to particular itineraries. <ul style="list-style-type: none"> <li>○ Booking should be made as far in advance as possible.</li> </ul> </li> <li>• <b>Rail travel:</b> next highest class after full economy class. VIA 1 (business class) travel is permitted within Montreal/Toronto/Windsor corridor.</li> <li>• <b>Taxis, shuttles and local transportation:</b> expenses, including gratuities, shall be reimbursed.</li> <li>• <b>Vehicle rentals:</b> standard rental is mid-size. Rentals beyond this standard may be approved based on safety, need of traveler, and transportation of goods.</li> <li>• <b>Private vehicles:</b> kilometric rates will be paid, prescribed in the National Joint Council's <a href="#">Appendix B</a>. Travellers shall use the most direct, safe and practical road routes and shall claim only for distances necessarily driven on CanWaCH travel.</li> </ul>	Receipts, and 3 quotes.  Receipts are not required in circumstances where a receipt is not available, ex: airport departure tax, mandatory transportation service charges such as road/bridge tolls, seat selection fees, etc.

	<ul style="list-style-type: none"> <li>● Employees are expected to not drive more than: <ul style="list-style-type: none"> <li>○ 250 kilometres after having worked a full day;</li> <li>○ 350 kilometres after having worked one-half day; or</li> <li>○ 500 kilometres on any day when the employee has not worked</li> </ul> </li> <li>● <b>Pick-up/drop-off:</b> kilometric rates based on round trip will be paid</li> </ul>	
<b>Parking</b>	<ul style="list-style-type: none"> <li>● Reimburse when it is practical and economical to leave a private vehicle at a public carrier's terminal during the period of absence.</li> <li>● Reimburse actual cost of parking vehicle during period an employee is authorized to use a private vehicle on CanWaCH travel.</li> </ul>	

The following travel expense reimbursements are additional items that apply only for travel with overnight stays, both within Canada, the U.S.A and internationally.

<b>Item</b>	<b>Allowance and Reimbursements</b>	<b>Documentation required</b>
<b>Accommodation</b>	<ul style="list-style-type: none"> <li>● Single room, in safe environment, conveniently located and comfortably equipped, including: hotel, motels, corporate residences, apartment, private non-commercial accommodation, and institutional accommodations.</li> <li>● If attending institutional activities, the employee shall stay in institutional accommodations.</li> <li>● Although travellers generally stay in commercial accommodation, private non-commercial accommodation is encouraged. A traveller who chooses private non-commercial accommodation shall be reimbursed the rate as specified in the National Joint Council's <a href="#">Appendix C</a>. In addition, ground transportation costs shall be authorized when it is cost effective. Cost effectiveness shall be determined by comparing the total cost of accommodation and transportation in the private non-commercial accommodation with available commercial and institutional accommodation and the associated transportation costs.</li> </ul>	Receipts and 3 quotes
<b>Home Communication</b>	<ul style="list-style-type: none"> <li>● Home communication is included in the incidental expense allowance.</li> <li>● A roaming package (voice, text, data) from their cell phone service provider for duration of travel.</li> </ul>	Receipt
<b>Incidental Expenses</b>	<ul style="list-style-type: none"> <li>● A traveller shall be paid an incidental expense allowance that covers a number of miscellaneous expenses not otherwise provided for in</li> </ul>	No documentation required

	<p>this directive for each day in travel status as per National Joint Council's <a href="#">Appendix C</a> or <a href="#">Appendix D</a>, as applicable.</p> <ul style="list-style-type: none"> <li>• When a traveller visits locations in Canada and the U.S.A. on the same day, the incidental expense allowance paid shall be that for the location where the day commences.</li> <li>• For international travel (outside U.S.A) only: When a traveller visits locations in different countries on the same day, the incidental expense allowance paid shall be that for the location where the day commences.</li> </ul>	
<b>Rest Periods</b>	<ul style="list-style-type: none"> <li>• Unless mutually agreed otherwise, itineraries shall be arranged to provide for: <ul style="list-style-type: none"> <li>a. a suitable rest period; and/or</li> <li>b. an overnight stop after travel time of at least nine consecutive hours.</li> </ul> </li> <li>• Travel time is the time spent in any mode of transportation enroute to destination and/or awaiting immediate connections. This includes the time spent travelling to and from a carrier's terminal.</li> <li>• A suitable rest period shall not be unreasonably denied.</li> </ul>	No documentation required

### 3.6 HOSPITALITY, EVENTS, CONFERENCE

For hospitality and expenses related to event planning or attending conferences, the event schedule or materials with details and dates of the event or conference must be provided for approval prior to incur the expense. Treasury Board Secretariat guidelines will be followed.

### 3.7 USE OF PERSONAL EQUIPMENT STIPENDS

Employees whose job duties include the use of their personal computer or cell phone may receive extra compensation, in the form of a cell phone or computer allowance, to cover business-related costs on their personal cell phone and computer. No further reimbursement for cell phone costs or computer use is available to employees who receive such an allowance. Employees must agree to the terms and conditions set forth in this policy in order to be able to connect their devices to the company.

Devices may not be used at any time to:

- o Store or transmit illicit materials
- o Store or transmit proprietary information belong to another company
- o Harass others

### Risks/Liabilities/Disclaimers

- While CanWaCH will take every precaution to prevent the employee's personal data from being lost in the event it must remote wipe a device, it is the employee's responsibility to take additional precautions, such as backing up email, contacts, etc.
- The company reserves the right to disconnect devices or disable services without notification.
- The employee is personally liable for all costs associated with his or her device.
- The employee assumes full liability for risks including, but not limited to, the partial or complete loss of company and personal data due to an operating system crash, errors, bugs, viruses, malware, and/or other software or hardware failures, or programming errors that render the device unusable.
- CanWaCH reserves the right to take appropriate disciplinary action up to and including termination for noncompliance with this policy.

### 3.8 EMPLOYEE CONFIDENTIALITY

CanWaCH will only request and collect personal information from employees, members, and job applicants if there is a clear and purposeful reason for obtaining such information. Any information provided will be kept in strict confidence. Employees have the ability to view their personal information on file and to challenge its accuracy if required. CanWaCH has the legal obligation to uphold Canada's Personal Information Protection and Electronic Documents Acts (PIPEDA) in the way that it collects, uses, and discloses personal information.

### 3.9 EMPLOYEE HUMAN RESOURCES FILE

Each employee is required to have an employee human resources file on record. These files are the property of CanWaCH, and will be kept in strict confidence, with access being restricted to management only. For more information on Personal Information Protection and privacy, please see [Policy 3.4 Employee Confidentiality](#) and [Policy 2.2 Confidentiality](#).

Changes to the personal information contained in employee human resources files is the responsibility of the employee. This includes changes to contact information, banking information, and emergency contacts.

For Employees under the age of 18, CanWaCH will record the Date of Birth. This information will be kept on file until they are 21 or three years after their employment concludes, whichever occurs first.

### 3.10 OUTSIDE EMPLOYMENT

CanWaCH recognizes the right of its employees to privacy and to make use of personal time outside of working hours as they see fit. However, outside employment opportunities should be carefully considered to ensure the employee's ability to perform their responsibilities at CanWaCH are not adversely affected.

- Employees are prohibited from using time, tools, equipment, materials, personnel, or information obtained through CanWaCH for outside activities.

- All outside employment and associated activities must be kept separate from the employee's CanWaCH responsibilities.
- The outside employment should not embarrass or discredit CanWaCH.

### 3.11 PARTICIPATION IN POLITICAL ACTIVITY

CanWaCH neither encourages nor discourages discussion of political beliefs or participation in political activities among its employees. However, as a non-profit organization, CanWaCH will not engage in political activities including the participation in or intervention in any political campaign (including the publication or distribution of statements) on behalf of or in opposition to any candidate for public office.

### 3.12 SOLICITATION

CanWaCH employees must provide their full dedication during the performance of job responsibilities to ensure the fulfillment of the goals and objectives of CanWaCH.

### 3.13 PERSONAL USE OF CANWACH EQUIPMENT

CanWaCH's resources should be used for the benefit of CanWaCH and not for personal use or financial gain.

### 3.14 ACCURACY OF RECORDS

CanWaCH's business transactions must be properly authorized and recorded fully and accurately in the company's books and records.

### 3.15 COMPUTER USE, INTERNET AND EMAIL

CanWaCH's goal for technology is to help employees by providing the right information and technology, at the right place, and the right time. We have a commitment to protect our information assets to respect our member's rights to privacy and confidentiality.

To support the virtual office, CanWaCH makes use of online software for communication and storing data. All employees are responsible for ensuring that they maintain updated and accurate documentation, as it pertains to their job responsibilities and to follow procedural guidelines for naming and saving files.

All employees that have access to organizational computer systems must adhere to the password policies defined below in order to protect the security of CanWaCH, protect data integrity, and protect computer systems.

All computers that are used for business purposes must be password protected in case they are lost or stolen to protect client confidentiality and business information.

In addition, if the computer that you use for business purposes is also accessible by individuals who are not employed by CanWaCH, you must log out of all related business systems whenever you are not using your computer.



### 3.16 PROJECT AND TASK MANAGEMENT

Consistent, clear, and effective implementation of projects is central to CanWaCH achieving its vision, mission and mandate. All staff are encouraged to prioritize clear communication between project team members and to use project management tools at their disposal to organize tasks, meet deadlines, achieve work objectives, and ensure high quality of work.

## 4 PAY AND BENEFITS

---

### 4.1 SALARIES & WAGES

CanWaCH is committed to a policy of salary administration which is internally and externally competitive and equitable, and also recognizes and encourages individual performance. The purpose of the policy is to:

- Ensure the fair and equitable salary treatment of CanWaCH employees
- Set salary levels which will enable CanWaCH to recruit and retain qualified employees
- Provide guidelines for ongoing salary administration
- Promote individual performance
- Encourage innovation and creative solutions
- Fulfill the organizational mission, vision, and promote strategic direction
- Ensure job satisfaction

**Salary Schedule** - The salary schedule will be based on the established salary scales that will be prepared by the Chief Operating Officer and reviewed annually by the Chief Executive Officer and the Board.

### 4.2 WAGE GARNISHMENT

Wage garnishment occurs when CanWaCH receives a Notice of Garnishment indicating that an employee has outstanding debts that require payments to be deducted directly from a paycheque. Money owing could be in the form of child/family support, taxes or unpaid court fees.

### 4.3 VACATION

**Full-time Employees** – CanWaCH provides vacation time to full-time employees. Vacation should be taken in full during the calendar year. Cash payments will not be made in lieu of vacation except upon termination of employment.

**Part-time Employees** – CanWaCH provides vacation pay to part-time employees with the biweekly payroll. A total of 6% vacation pay will be added to the regular wages. Part-time employees can opt to accrue vacation days at a rate of 6% per month, equivalent to the normal number of hours regularly worked by the employee. In this case, vacation pay will be paid out when the time is taken.

Vacation allotment is negotiated along with salary as part of offers of employment and terms of employment. The below chart represents the minimum vacation offered to employees.

Up to 1 year of service <sup>1</sup>	2 weeks
2 to 5 years of service	3 weeks
5 to 10 years of service	4 weeks
More than 10 years of service	5 weeks

## 4.4 STATUTORY HOLIDAYS

CanWaCH observes the seven (7) paid national statutory holidays:

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

Three (3) additional provincial public holidays will be observed as follows:

- Family Day
- Victoria Day
- Civic Holiday

In the case where an employee's home office is located in a province with alternative provincial public holidays, employees may request take their provincial holiday in lieu of the above mentioned provincial public holidays to a maximum of three (3) days annually.

## 4.5 RELIGIOUS ACCOMMODATION

CanWaCH respects and welcomes the diversity of staff, and this extends to individual religious creed or religion of employees. As prescribed by the Employment Standards Act, all employees will be given the eight (8) statutory holidays off, accompanied by statutory pay ([Policy 4.4 Statutory Holidays](#)).

Under the Ontario Human Rights Commission's Policy on Creed and the Accommodation of Religious Observances, and other related legislation, it is against the law to discriminate based on

---

<sup>1</sup> Employees in Saskatchewan are entitled to a different amount of vacation in Year One. Refer to the Saskatchewan Employment Standards for up to date legislation on vacation.

religion or creed. CanWaCH will work with employees to ensure that everyone has access to the same opportunities, and are treated with equality, dignity, and respect.

Religion includes the practices, beliefs, and observances that are part of a faith or religion. It does not include personal moral, ethical, or political views.

## 4.6 SICK LEAVE

This policy applies to bona fide non-occupational illnesses and injuries. The accumulation of sick leave allows continuation of full base pay when an eligible employee is required to be absent from work because of a non-occupational illness or medical condition.

Sick leave is accrued based on a staff member's regularly scheduled hours of work. A full-time employee accrues sick leave at the rate of ten paid days per calendar year. A regular part-time employee accrues sick leave on a pro-rata basis, starting from the first full payroll period worked – however, Employees will not accrue sick leave when absent from work for more than ten (10) work days (except for absences due to holidays, vacation and personal days). Sick leave may not be taken in advance of accrual.

Sick leave may not be carried over into a subsequent calendar year and it cannot be cashed out as it has no intrinsic cash value. Sick leave balances are not earned compensation nor are they payable upon termination of employment. Sick leave is paid on a straight time basis, not to exceed the scheduled hours for the scheduled work hours missed. Sick leave is provided only for the reasons stated in this policy and may not be used for other purposes. Sick leave may not be advanced. Employees using more than 10 days of sick leave, Family or Personal Leave provisions will apply.

All information about an employee's medical condition is confidential and must be kept by the Operations Team in a file separate from the employee's human resources file. When an employee is absent for medical reasons, the employee's regular human resources file will contain only the dates of the medical absence, not the medical reason(s) for the absence.

## 4.7 PERSONAL LEAVE OF ABSENCE

CanWaCH grants employees 10 (ten) unpaid personal emergency days off per year, as prescribed by the Employment Standards Act. These days can be used for medical appointments, family emergencies, or other personal reasons.

## 4.8 PREGNANCY, MATERNITY AND PARENTAL LEAVE

Employees are eligible for pregnancy or parental leave after working for CanWaCH for at least 13 weeks, as defined by applicable legislation. Employees are expected to provide a minimum of two weeks' written notice prior to the date the pregnancy or parental leave is to begin, except in the case that the birth occurs earlier than the expected date of birth.

Notice must be accompanied by a certificate from a legally qualified medical practitioner, clearly indicating the expected delivery date, or legal forms that outline the official date of adoption.

If eligible, employees may receive employment insurance maternity, parental or paternity benefits, as offered by the Government of Canada.

Vacation time and years of service continue to accrue during pregnancy and parental leaves. An employee who takes a pregnancy or parental leave is entitled to the same job the employee had before the leave began or a comparable job if the employee's old job no longer exists.

### **Pregnancy Leave**

Pregnant employees have the right to take pregnancy leave of up to 17 weeks of unpaid time off work, which can be initiated within 17 weeks up to and including their due date. An employee that has started their pregnancy leave must take it all at once. Employees cannot use up part of the 17 weeks, return to work, and then go back on pregnancy leave for the unused portion.

Pregnancy leave taken in excess of 17 weeks for medical reasons related to the pregnancy will be treated as a Sick Leave in accordance with Policy 4.6 Sick Leave.

### **Parental Leave**

Parental leave is available to employees who become a parent of a newborn child, or newly adopted child(ren). For those who have given birth, parental leave may commence once the pregnancy leave ends, and no later than 78-weeks after the delivery date, or the date that the child comes into custody.

Birth mothers who take pregnancy leave are entitled to take up to 61 weeks of unpaid time off work for parental leave. Birth mothers who do not take pregnancy leave and all other new parents are entitled to take up to 63 weeks of unpaid time off work for parental leave.

If an employee is unable to return to work because of illness associated with the birth of the child, CanWaCH requests that notification be provided to the Operations Team as soon as possible. Additional time off will be treated as a Sick Leave in accordance with Policy 4.6 Sick Leave.

If an employee does not anticipate returning to work following a parental leave, CanWaCH requests that they provide at least four weeks' written notice of the decision to resign.

### **Salary top-up**

"The supplemental salary top-up benefit is payable to permanent full-time employees who qualify for maternity or parental leave, in accordance with the Government of Canada's Employment Insurance criteria. CanWaCH will pay a supplemental benefit equal to the difference between 75% of regular weekly earnings and the sum of the weekly Employment Insurance (EI) benefit and any other earnings. The amount payable under CanWaCH is limited to 75% of a maximum salary of

\$100,000. Employees must provide proof of employment insurance payment to the Operations Team.

This top-up benefit is payable for up to thirteen (13) weeks after the standard EI one (1) week waiting period and following receipt by CanWaCH of proof of payment of EI maternity benefits.

The basic rate used to calculate maternity and standard parental benefits, according to the Government of Canada, is 55% of average insurable weekly earnings, up to a maximum amount. In 2019, the maximum amount is \$562 a week. Similar to these provisions, CanWaCH calculates the salary top-up based on 55% of average insurable weekly earnings, up to a maximum amount, for 13 weeks. Should the employee wish to extend the top-up over a longer period of time, CanWaCH will negotiate with the employee, however the total amount of top-up available will remain consistent with 55% of average insurable weekly earnings.

## 4.9 COMPASSIONATE CARE LEAVE

Compassionate Care Leave is available to an employee for compassionate reasons when they are facing a time of crisis. This is when an employee chooses to work less than the standard hours required for the position with a proportional reduction in salary.

## 4.10 BEREAVEMENT LEAVE

When a death occurs in an employee's immediate family, all regular full time employees are entitled to paid time off to attend the funeral or make funeral arrangements. The time must be taken between the day of death to seven days after the funeral, unless otherwise approved by the managing supervisor or the Operations Team. Proof of death and relationship may be requested.

## 4.11 RETIREMENT

As there is no mandatory retirement age in Canada, employees are welcome to maintain employment with CanWaCH for as long as they wish, provided that they are able to meet the agreed upon job requirements.

## 4.12 JURY AND COURT WITNESS LEAVE

In the event that an employee has been summoned for jury selection or jury duty, their regular wages will be provided in order to attend the event. Part time employees will be paid for the hours that they would have been scheduled to work while away on jury or witness duty.

This time off will not impact vacation accrual or years of service.

## 4.13 PROFESSIONAL DEVELOPMENT

CanWaCH values professional development for its employees and will budget annually for such opportunities. CanWaCH supports their staff to gain and enhance relevant and related skills to ensure that staff enjoy continued professional development (PD) and growth and towards

organizational excellence, innovation and collaboration. In the event that CanWaCH requests a specific conference, course or training experience, the employee shall be able to enroll and pursue training during regular working hours.

Each request will be judged on its own merit and will be subject to the availability of funds.

#### 4.14 HEALTH BENEFITS AND PENSION PLAN

All Full Time CanWaCH Employees receive 17% of their annual Salary In lieu of Health Benefits and a group Pension Plan.

10% of the funds are meant to replace a group pension plan, employees are highly encouraged to meet with a financial advisor to discuss the best use of these funds through RRSPs, mutual funds or other retirement savings tools.

7% of the funds are provided in lieu of a group benefit plan which typically includes: extended health benefits, long-term disability benefits, dental benefits and life insurance. Employees are encouraged to seek out an individual or family plan that best suits their individual needs.

## 5 HEALTH AND SAFETY POLICIES

---

### 5.1 HEALTH AND SAFETY

CanWaCH is very interested in the health and safety of its employees. Protection of employees from workplace-related injury or occupational disease is an important, ongoing objective of CanWaCH.

CanWaCH will make every effort to facilitate, foster and provide a safe, healthy workplace environment for our employees. Everyone, not only CanWaCH, but also all of the employees, must jointly and co-operatively be dedicated on an ongoing basis to minimizing and reducing the risk of injury in our workplace.

CanWaCH, as the employer, is responsible for taking steps to protect and facilitate employees' health and safety. CanWaCH is committed to adhere to and comply with any duties it may have arising under the *Employment Standards Act, 2000*, the *Occupational Health and Safety Act*, and other relevant legislation, such as taking reasonable precautions to promote, raise awareness of and protect the health and safety of employees in the workplace.

Employees employed by CanWaCH will be held responsible and accountable for the health and safety of themselves and their co-workers. CanWaCH is also committed to ensuring that equipment and facilities are safe and that employees perform their own duties and responsibilities in compliance with established or required safe work practices and procedures.

Every employee must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by CanWaCH. Employees will continue to receive information, assistance and training from time to time and competent supervision in their specific employment duties to promote, raise awareness for and protect their health and safety.

It is in the best interests of everyone to continue to be very mindful of and consider health and safety in every activity in our workplace. Commitment to health and safety must form an integral part of this organization, not only for me, but also for every employee of CanWaCH.

This Health and Safety Policy is posted by CanWaCH to ensure that everyone is aware in the future of CanWaCH's commitment to the health and safety of every person who is employed by CanWaCH. Any questions, concerns or issues arising that may relate to the health or safety of any employee of CanWaCH should be promptly brought to the attention of the Operations Team.

CanWaCH will maintain all Statutory Health and Safety practices and implement such others as are consistent with our needs and position as a charitable organization. All persons when on site are required to refrain from any activity which may jeopardize the health and safety of themselves and others.

### **Employee Rights**

Employees have three basic rights under the joint responsibility health and safety model:

- The right to know about workplace safety hazards.
- The right to refuse unsafe work if they have reasonable cause to believe the work is dangerous.
- The right to participate in the occupational health and safety process.

### **Employee Obligations**

Maintaining a safe work environment requires the continuous cooperation of all employees.

- All employees must recognize that it is their duty to comply with all Health and Safety rules, regulations and guidelines.
- All persons are required to refrain from any unsafe practices or hazardous actions (including horseplay and practical jokes) and to exercise due care and diligence while performing duties.
- Any unsafe conditions, materials or equipment and all accidents or injuries must be reported.

## **5.2 ACCIDENT REPORTING AND INVESTIGATION**

All employees must report accidents, incidents, close calls, and "near-misses," regardless of how insignificant the injury or damage may appear, to the Operations Team. This policy ensures that incidents are investigated in accordance with CanWaCH policy, the Occupational Health and Safety Act and other relevant legislation, and that steps are taken to identify and correct unsafe acts and conditions to reduce the potential for future incidents.

Some incidents are immediately reportable to the Ministry of Labour. Incident sites should not be disturbed unless the safety of workers is at risk.

Action items from incidents will be documented and tracked for completion and follow-up, and procedures will be reviewed to ensure that changes required by the investigation findings are implemented and that they meet or exceed jurisdictional requirements.

Investigations of close calls and near misses provide CanWaCH the opportunity to address the issue and make changes in order to prevent a future accident or incident from occurring.

### 5.3 CRITICAL INJURY OR FATALITY

The Occupational Health and Safety Act establishes additional requirements where a person is killed or critically injured from any cause at the workplace. This policy outlines these requirements and assigns responsibilities to ensure that they are dealt with in the manner prescribed.

#### **Definition:**

*Critical Injury:* An injury of serious nature that places life in jeopardy; produces unconsciousness; results in a substantial loss of blood; involves a fracture of a leg or arm but not a finger or toe; involves the amputation of a leg, arm, hand or foot but not of a finger or toe; consists of burns to a major portion of the body; causes the loss of sight in an eye; or results in the loss of life.

#### **Responsibilities**

CanWaCH will comply with the legislative requirements surrounding the investigation and reporting of a critical injury or fatality, as prescribed by the Occupational Health and Safety Act and other relevant legislation.

In addition to the procedures below, CanWaCH will: develop procedures for investigating critical injuries/fatalities; arrange for training in critical injury/fatality investigation, as needed, for supervisory staff; and establish a process for review of critical injury/fatality reports to prevent similar injuries.

### 5.4 ACCIDENT PREVENTION

CanWaCH aims to ensure that all possible sources of health and physical hazards are identified and reduced or eliminated in the workplace and at CanWaCH sponsored events. This is achieved through having trained and competent staff, performing regular inspections, and providing training and education to promote a culture of health and safety.

### 5.5 WORKPLACE HARASSMENT

CanWaCH is committed to facilitating, promoting and providing a workplace environment in which all individuals are treated with respect and dignity.



CanWaCH will continue to follow and adhere to not only the specific requirements of, but also the spirit and intent of, all applicable law in Canada governing workplace harassment, including the Ontario *Human Rights Code* and the *Occupational Health and Safety Act*.

Workplace harassment will not be tolerated by CanWaCH from any person in the workplace, including any full-time, part-time, probationary, temporary and casual employees, or any volunteers, interns and students. Everyone in the workplace must be dedicated to preventing workplace harassment. Employees are expected to uphold this Policy and will be held accountable by CanWaCH if they do not do so.

This Policy also protects, and is intended to protect, employees of CanWaCH from workplace harassment by or from any other individuals who those employees may contact, or have dealings with, in the course of their employment duties. These may include, for example, clients, members of the public and those who supply goods or services to CanWaCH during the course of business.

**Reprisal** refers to a negative action or omission against an employee who:

- invokes this Policy, whether on behalf of oneself or another individual;
- participates or co-operates in any enquiry under this Policy;
- associates with a person who has invoked this Policy or participated in its procedures; and/or
- performs a legitimate role under this Policy.

**Workplace harassment** means engaging in a course of vexatious comment or conduct towards or against an employee in a workplace that is known, or ought reasonably to be known, to be unwelcome or inappropriate. This includes comments or actions in the workplace that may negatively impact working relationships or productivity or create a poisoned work environment. Harassment may also relate to a form of discrimination, as set out in the Ontario *Human Rights Code*, but it does not have to.

Workplace harassment includes psychological or personal harassment and bullying, as well as comments and conduct prohibited under the grounds stipulated in the Ontario *Human Rights Code*.

Harassment may occur as one incident, or a series of incidents, involving unwelcome or inappropriate comments or conduct.

**Examples** of harassing behaviour may include, but are not limited to:

- verbal abuse or inappropriate displays of anger;
- bullying behaviour;
- comments or actions constituting harassment or discrimination under the Ontario *Human Rights Code* including, but not limited to, sexual harassment and harassment based on race, religion, sexual orientation, ethnic background, or disability, including mental health-related issues;
- the display, circulation, or electronic transmission of pornographic, racist or other offensive or derogatory text or pictures;
- conduct that may interfere with a person's work performance or creates an intimidating, hostile or offensive work environment;

- unfounded complaints made in bad faith, in reprisal, frivolously or with malicious intent;
- interfering with a workplace violence or harassment investigation; intimidating a complainant, respondent or witness; or influencing a person to give false or misleading information;
- reprisal as defined in this Policy;
- any other inappropriate, negative, disrespectful or unprofessional treatment of others; and/or
- failure of employees, to respond in accordance with this Policy to interpersonal misconduct or allegations of discrimination or harassment, which failure may be considered as condoning such behaviour and, therefore, a potential violation of this Policy.

This Policy is not intended to limit or constrain CanWaCH's role as employer or the reasonable exercise of any employee's role and function in the workplace. This Policy does not prohibit any employee from carrying out duties that may fall within his or her responsibilities, provided this is done in an appropriate, professional manner, which does not constitute an abuse of power or authority. Such duties may include, but are not limited to, conducting performance appraisals, addressing performance and conduct issues, delegating work assignments and determining work locations and schedules for employees.

Employees are encouraged and requested to report any incidents of workplace harassment to their supervisor or Operations Team promptly. Any person who feels that he or she has experienced workplace harassment not only may, but should, take the necessary steps promptly, such as filing a complaint with the Operations Team under this Policy, or initiating other steps, without prejudice or fear of reprisal.

Nothing in this Policy prevents or discourages any employee from filing a claim or complaint with the Ontario Human Rights Tribunal on a matter related to the Ontario *Human Rights Code* in accordance with the requirements of the *Code*. Every employee also has the right to exercise any other legal mechanism available. This Policy, and the procedures that will be taken by CanWaCH under this Policy, are not the only steps that may be taken by any employee who feels he or she has been subject to conduct or behaviour that would constitute violence or harassment in the workplace, or be contrary to this Policy.

Every employee should ask CanWaCH for more information about this Policy, if desired. In addition, more information is available online, as follows:

- *Employment Standards Act, 2000* – [www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca)
- *Occupational Health and Safety Act* – [www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca)
- Ministry of Labour (Ontario) - <http://www.labour.gov.on.ca/english>
- Human Rights Tribunal of Ontario - <http://www.hrto.ca>
- Ontario *Human Rights Code* - [www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca)

CanWaCH will also provide any employee, who may request it, copies of any of this law or legislation.

## 5.6 WORKPLACE VIOLENCE

CanWaCH is committed to providing an environment that is safe and healthy for employees, members, and other guests. Any act of workplace violence committed by or against any individual in the workplace or during workplace business is unacceptable and will not be tolerated.

This policy applies to all business-related activities that take place, including social events. Any report of an incident is taken very seriously and a thorough investigation will be conducted. CanWaCH will ensure every reasonable measure is taken to secure the workplace from violence. Incidences of workplace violence may result in the involvement of local police and, in some cases, charges under the Criminal Code of Canada or other statutes.

Reports can be made regarding situations that occur outside of the workplace if there is a concern that it could lead to a potential threat to workplace safety. If an employee has a personal issue that may lead to acts of violence in the workplace, CanWaCH encourages them to seek help. These options include obtaining advice from a professional, reporting an incident to the authorities, or using the Dispute Resolution Policy if the issue involves a CanWaCH individual. Finally, all concerns should be reported directly to the Operations Team, who will provide support and safety measures as required.

CanWaCH encourages all employees to play an active role in maintaining a workplace that is safe and free of violence and abuse. Those who witness and incident, are a victim of workplace violence, or feel that someone may be in a dangerous or threatening situation, the following procedure shall be followed. Anyone who reports an incident in good faith will not be reprimanded or face negative consequences.

The Chief Executive Officer or Chief Operating Officer is responsible for investigating all workplace violence reports, and assessing non-emergency situations. They must make a judgement on what the reasonable response is to deal with the case at hand and be sure that appropriate steps are carried out, including disciplinary action or contacting local authorities.

### **Definition**

*Workplace Violence:* defined by the Occupational Health and Safety Act as any act in which a person is abused, threatened, intimidated or assaulted in the course of employment. Workplace violence includes threatening behavior, behaviour that could reasonably be interpreted as threatening, verbal or written threats, verbal abuse and physical attacks, including the attempted use of physical force.

## 5.7 FITNESS FOR DUTY

For the health and safety of all CanWaCH employees, the use of illegal drugs is strictly prohibited during working hours. If alcohol is being served at a CanWaCH event or other function where employees are representing CanWaCH, consumption should be conservative and responsible.

## **Duty to Accommodate**

Should an illness or disability related to drugs or alcohol be present, CanWaCH will work with the employee towards a goal of rehabilitation and the duty to accommodate under the Human Rights Code. CanWaCH will make every reasonable effort, short of undue hardship to the organization, in order to accommodate and support employees. This could include providing unpaid time off, changing job roles to one with less responsibility, or modifying work schedules. Please refer to [Section 6.9: Workplace Accommodation](#).

## **5.8 INTERNATIONAL TRAVEL**

The purpose of the policy is to promote safety and to reduce risks by providing informational resources to CanWaCH employees involved in Fieldwork and International Travel, while recognizing that individuals have the primary responsibility to manage these risks.

Fieldwork and International Travel is defined as an organized or endorsed activity involving one or more employees of CanWaCH, which takes place beyond the boundaries of Canada.

# **6 EMPLOYMENT**

---

## **6.1 HIRING PROCESS**

The success of CanWaCH in achieving its vision depends on having the right staff, properly trained and motivated, applying their skills and talents to all assigned responsibilities outlined in job descriptions.

CanWaCH will follow consistent hiring guidelines in order to maximize the chances for success in fulfilling its mission by hiring the most qualified and competent applicants for all employment vacancies.

CanWaCH is an equal opportunity employer and adheres to all related legislation, including but not limited to the Ontario Human Rights Code and Charter of Rights and Freedoms.

## **6.2 DIVERSITY AND EQUITY**

CanWaCH is strongly committed to principles of equity, diversity and inclusion in the workplace. Recognising and valuing diversity and equity must be accompanied by concerted efforts to ensure the inclusion of diverse and underrepresented populations, meaning that individuals must be and feel valued, respected and equally supported.

Employment equity involves hiring the best-qualified candidate while ensuring a fair and equitable hiring process for all persons. CanWaCH shall hire and make employment and promotion decisions on the basis of qualifications and merit. CanWaCH shall make efforts to create a workplace culture

that enables increased participation from the four groups designated for employment equity under the Employment Equity Act: women, visible minorities, persons with disabilities and Indigenous people, and that work arrangement do not have unlawful discriminatory effects on individuals or groups protected under the Canadian Human Rights Act.

### 6.3 RECRUITMENT

CanWaCH will endeavor to recruit the most competent individuals to fill all positions.

### 6.4 SELECTION

CanWaCH will conduct a screening process that is fair and equitable.

### 6.5 OFFER OF EMPLOYMENT AND EMPLOYMENT CONTRACT

All employees shall sign an employment contract outlining the conditions of employment.

### 6.6 EMPLOYEE ORIENTATION

CanWaCH recognizes the importance of providing essential information to newly hired employees. All new employees will be provided with an orientation session during the first week of employment with CanWaCH. Contract employees will be provided with the necessary information to carry out the responsibilities of their contract.

### 6.7 PROBATIONARY PERIOD

The probationary period for regular full-time and regular part-time employees is three (3) months from the date of hire, unless otherwise determined during the Probationary Review ([Policy 6.7](#)).

During this time, employees are provided with the opportunity to evaluate CanWaCH as an employer, and for the organization to assess the employee's competence and fit with CanWaCH's mission and vision. During this probationary period, both the employee and CanWaCH have the right to terminate employment without advance notice.

Current employees who are promoted or who win a competition for another similar position within CanWaCH will not have to serve the probationary period; however, if the position is different than the employee's current role, the employee shall serve a three (3) month probationary period in the new position.

CanWaCH members or volunteers that later enter into an employment agreement will still be required to fulfill the probationary period, in order to ensure fair and equitable practices for all employees.

All employees, regardless of position or length of service, are expected to maintain standards for job performance and behavior, as outlined in this Human Resources Policies Manual.

### 6.8 PROBATIONARY REVIEW

A probationary review will be conducted for all new employees at the end of the third month of employment.

## 6.9 PERFORMANCE APPRAISALS

Written appraisals of performance are provided annually at the end of the calendar year. The Chair of the Board evaluates the performance of the Chief Executive Officer. Direct Supervisors, along with the Operations Team are responsible for evaluating the performance of staff members.

### Peer Performance Reviews

Mid-calendar year, staff will undergo a peer performance review to facilitate a more comprehensive assessment of performance.

## 6.10 WORKPLACE ACCOMMODATION

CanWaCH is committed to providing a workplace that is free of discrimination and allows for equal opportunity despite disabilities or perceived disabilities. If an employee requires a permanent or indefinite accommodation in order to successfully fulfill their job requirements in a healthy and safe manner, CanWaCH will make every reasonable effort to accommodate their needs.

# 7 PROBLEM RESOLUTION

---

## 7.1 PROGRESSIVE DISCIPLINE

CanWaCH uses progressive development for all employees whose performance requires improvement. The purpose of the process is to correct, not punish, those employees who have not followed CanWaCH guiding principles, policies and procedures. Consistent and fair procedures for progressive development give employees ample opportunity to improve.

### Definitions

*Progressive Development:* emphasizes correction and establishes clear goals to help employees change from delivering poor performance to satisfactory performance; and focuses on the performance rather than the person.

## 7.2 DISPUTE RESOLUTION

CanWaCH is committed to a safe work environment characterized by healthy, positive, respectful, supportive relationships among all employees, members, management and others. CanWaCH aims to foster and maintain a culture of understanding and mutual respect when addressing workplace conflicts. The purpose of this policy is to increase the available options for addressing workplace conflict and disputes and encourage the use of the informal dispute resolution process when at all possible.

Workplace conflict includes general disagreements due to conflicting opinions, ideas, or personalities; perceived unfair treatment by management or others; and disrespectful conduct, unless deemed as Harassment, which would be covered by the [Policy 5.5 Workplace Harassment](#).

All complaints will be addressed immediately and with the highest level of confidentiality as the situation allows, and management will provide direction and support until resolution is attained. Based on the nature and severity of the complaint, CanWaCH reserves the right to conduct an investigation regardless of whether or not a formal complaint has been filed.

## 8 CHANGE OF STATUS

---

### 8.1 RESIGNATION & TERMINATION

All terminations, whether initiated by CanWaCH or by the employee, are to be completed in a confidential, respectful and professional manner, and adhere to the relevant legislative requirements, including but not limited to the Employment Standards Act.

Both CanWaCH and the employee have the right to sever an employment relationship. Where termination occurs for reasons other than cause, individuals must be treated fairly and appropriate arrangements must be made. Where termination is for cause, employment may be terminated without notice or severance.

#### **Voluntary Termination**

Voluntary Termination occurs when an employee resigns from their position, fails to report to work for three consecutive days without notifying their direct supervisor or the Operations Team or providing a reasonable explanation, or when a contract is completed.

#### **Involuntary Termination**

Involuntary Termination includes permanent lay-offs, constructive dismissal (significant changes to the terms of employment such as a change in position, pay or hours) and termination with cause, either as the final step of Progressive Discipline ([Policy 7.1](#)), or an immediate termination for a gross misconduct.

**Discharge for Willful Misconduct:** Willful misconduct implies an act of such gravity and seriousness that it constitutes a breach of the employee's fundamental obligations to the employer, and is therefore grounds for immediate dismissal.

**Termination for Reasons of Performance:** While performance issues are typically related to the employee's responsibility to carry out job duties proficiently, satisfactory performance also comprises such expectations as regular attendance and adherence to

work schedules, and on-the-job behaviour with co-workers that supports and enhances the effectiveness of the work unit, department and/or organization.

**Notice and/or termination pay in lieu:** Notice and/or termination pay in lieu will be provided to eligible employees. Immediate termination without notice or termination pay can occur when someone is still on probation ([Policy 6.6 Probationary Period](#)), or if they have committed an infraction that is serious enough to warrant immediate dismissal. Serious offenses that can result in immediate dismissal include: gross misconduct or insubordination, sexual harassment, theft, abuse of equipment or materials, falsification of records, misrepresentation of personal information, illegal/violent/unsafe actions, and abusive behaviour.

The required notice and/or termination pay in lieu of notice are as follows:

Period of Employment	Notice Required
Less than 1 year	2 weeks
1 year but less than 2 years	3 weeks
2 years but less than 3 years	4 weeks
3 years but less than 4 years	5 weeks
4 years but less than 5 years	6 weeks
5 years but less than 6 years	7 weeks
6 years or more	8 weeks

Termination pay is a lump sum payment of all regular wages based on a regular work week, including vacation pay. It will be included on the last regularly scheduled pay cheque.

Employees will be entitled to notice of termination of employment in accordance with the Employment Standards Act, and other relevant legislation, or be paid in lieu of such notice, except in the case of dismissal for just cause.

## 8.2 ISSUING REFERENCES

It is the policy of CanWaCH to respect the confidentiality of employee records and therefore discretion and sensitivity are used when issuing references and employee verification.



## 9 ACCESSIBILITY POLICIES

---

### 9.1 ACCESSIBILITY

CanWaCH is committed to improving accessibility and providing a positive experience for everyone, despite any physical limitations, mental health, cognitive or intellectual development, learning, hearing, or vision disabilities. The following policies outline the practices that CanWaCH will follow in order to comply with the Accessibility of Ontarians with Disabilities Act (AODA) and the Human Rights Code, and other related legislation.

#### **Accessibility Training**

CanWaCH will provide accessibility training to all employees and volunteers that provide front-line service to donors, those that have contact with the general public, supervisors and the Chief Operating Officer and Chief Operating Officer. This includes training on these policies and procedures, responsibilities and rights under the AODA and Human Rights Code, and how to provide accessible customer service, as required by the AODA. Training will also be provided when there are changes made to Accessibility policies.

Online training can be accessed at:

<http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>.

#### **Customer and Member Service**

CanWaCH is committed to meeting the needs of persons with disabilities, and this includes the ability to communicate despite barriers. Staff and volunteers are trained to be sensitive to the needs of those they are providing service for, and to directly ask how to communicate with someone if they perceive a barrier.

CanWaCH welcomes service animals in the workplace, including at off-site events.

CanWaCH also invites feedback regarding the manner in which accessible services are provided to those with disabilities. Feedback can be submitted in writing directly to the Operations Team, by using the contact form located on the website. All feedback, including complaints, will be investigated and addressed immediately by the Operations Team. If contact information is included, a follow-up will be provided within ten (10) business days.

#### **Information and Communications**

Information and communications materials will be provided in accessible formats or with communication supports when requested. This includes publicly available information about CanWaCH, services, applications and facilities, as well as publicly available emergency information.

#### **Employment**

CanWaCH will make it clear to staff and the public that, when requested, accommodations will be made for those with disabilities during recruitment and assessment processes and workplace accommodation upon hire will be provided (see [Workplace Accommodation](#) policy).

If required, CanWaCH will provide customized workplace emergency information to employees and volunteers who have a disability. Performance management, career development and redeployment processes will take into account the accessibility needs of employees with disabilities.

### **Design of Public Spaces**

CanWaCH will meet the Accessibility Standards for the Design of Public Spaces when choosing locations for leased offices. This includes accessible parking, exterior paths of travel, service counters, and waiting areas.

# 10 EMPLOYEE ACKNOWLEDGEMENT AGREEMENT

---

This Human Resources Manual contains important information about The Canadian Partnership for Women and Children’s Health / Le Partenariat canadien pour la santé des femmes et des enfants policies and procedures, and outlines employee responsibilities and rights in the workplace. I understand that the contents of this Manual may be updated, and that revised information will supersede the policy as it previously existed.

By signing below, I agree to the following statements:

- I have had the opportunity to read the Human Resource Policy Manual thoroughly.
- I was provided the opportunity to ask the Operations Team questions for clarification to ensure my understanding of all the information provided.
- I accept the terms of the Manual.
- I understand that it is my responsibility to comply with CanWaCH policies and procedures, and any revisions made to it.
- I am aware that a copy of this form will be placed in my Employee HR File.

---

Signature of Employee

---

Date

---

Employee’s Name (Printed)

---

Signature of Chief Executive Officer

---

Date