



Guelph Neighbourhood Support Coalition Human Resources Policy & Procedures Manual

PURPOSE and SCOPE

The purpose of this manual is to put down in writing the HR policies and procedures of the Guelph Neighbourhood Support Coalition, hereafter referred to as GNSC. The aim of these policies and procedures is to promote harmony in a safe and healthy workplace between all GNSC employees, volunteers and the GNSC Board of Directors.

This policy manual is applicable to all individuals participating in the operation of GNSC and in the delivery of service to GNSC's customers and clients. To simplify, unless specifically stated otherwise, the term "employee", used throughout the manual, encompasses regular employees, part time employees, contract employees and casual employees.

Our Vision

Healthy, safe community where everyone feels at home.

Our Mission

We support neighbourhood groups that are inclusive, engaging, responsive and build a sense of belonging.

Equity Statement

As an organization we are committed to creating and fostering safe, inclusive spaces for all members of our communities. We hold diversity and equity practices as foundational in our coalition. We strive to make our programs, spaces, and practices equitable and inclusive. We acknowledge that discrimination occurs on individual and systemic levels to further marginalize designated groups. Our organization is open and welcome to individuals and groups regardless of race, sex, gender identity, sexual orientation, ability, age, nationality, place of origin, colour, ethnicity, culture, citizenship, mental health, religion or faith, socio-economic status or marital status. We want to celebrate the notion of difference, as it only strengthens our individual and collective decision making ability and the richness of our neighbourhoods.

We commit to:

- Creating safe and inclusive environments for people to meet and discuss and share ideas freely, fostering mutual understanding, respect, and growth.
- Provide ongoing learning in equity and diversity, at individual, organizational and community levels.
- Strategic engagement with diverse members of our communities.
- Building transparent, equitable, and accountable relationships and systems.
- Working with people from within our organization and from the larger community to keep up to date with language.
- Ensuring equitable and inclusive behaviours, practices, policies, with regular review.
- Dedicating resources, time, and/or funds, to equity and inclusion.
- Recognizing and celebrating Guelph's rich diversity and vibrant neighbourhoods.

The GNSC is a values-centred and values-driven organization.



VALUES

COMMUNITY

We believe that community is a grassroots voice that's heard, respected, and centred.
Not about us without us.



GROWING TOGETHER

We believe that recognizing and sharing everyone's gifts will make us all better.
Together we create solutions.



LOVE & KINDNESS

We believe that a compassionate heart is a powerful teacher and guide.
We lead from our hearts.



COURAGE

We believe in creating and holding space to question and challenge our assumptions and practices.
Know when to step up and step back.



INTEGRITY

We believe in building trusting relationships based on respect and honesty.
Do the right thing.



FUN

We believe in celebrating all that we do together.
Be the fun.



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SECTION 1: GENERAL EMPLOYMENT PRACTICES

1.1 Employment Status

Employees are categorized as follows:

- Full-time: Employees deemed to be in permanent roles and working 20+ hours per week on average.
- Part-time: Employees working less than 20 hours per week on average
- Casual or Contract: Employees who are not permanent, usually a short-term employment relationship (e.g. temporary or summer students) with hours which may vary or which are scheduled as needed.
- Volunteer: Employees who voluntarily offer their time or services to the GNSC.

1.2 Orientation

All new employees will be provided with an orientation process.

1.3 Probationary Period

Each new employee will have a probation period of not less than 36 weeks. During probation, the new employee is entitled to learn and ask questions to clarify:

- the organization's policies and procedures; and
- required job functions and responsibilities.

With assistance from their Supervisor, employees are required to develop a learning plan for their orientation period.

Regular orientation meetings between the Supervisor and new employees will be scheduled

Failure to meet expected performance levels at the end of the probationary period may result in dismissal. Such dismissal does not require written notice and is not subject to severance payments.

1.4 Pay Periods

- a) All employees will be paid bi-weekly.
- b) No employee can be paid until the bookkeeper has an accurate record of his or her address, including postal code, date of birth, and social insurance number.

- c) Time sheets for hourly workers need to be submitted and signed off/approved by a Neighbourhood Support Worker and/or a Neighbourhood Group Leadership Team member. A standard pay period begins on Sunday after 8pm and runs to the second Sunday 8pm. Employees are paid by direct deposit the Friday following the end of the pay period.
- d) For contract/grant-based employees they may be paid hourly, by salary or through invoices depending on the nature of the contract/grant. If time sheets need to be submitted they would go to the supervisor of the project.

1.5 Employee and HR Files

Employee records are maintained to:

- To make sure legal, regulatory and procedural requirements are met;
- provide a basis for making HR decisions e.g. benefits, salary, termination;
- assist with human resource management.

Employee records may include the following:

- home address and telephone number
- emergency contact information
- hiring and termination dates
- birth date
- job description
- application form or resume
- reference check documentation
- employment letter of understanding
- leave request forms and any applicable medical certificates
- compensation history
- performance review forms
- confidential correspondence with employee
- termination information and/or letter of resignation
- letters of recommendation
- police records check
- evidence of current clean Ontario driving license (if necessary)

Information contained in employee files is strictly confidential. Only the employee and the Executive Director will have full access to an employee's record. An employee can request in person, letter or electronic means to view their files. Access will be provided in a timely manner.

Employees must communicate any changes in personal information such as name, address or telephone number to the appropriate supervisor by completing a new personal information form as soon as possible when a change occurs.

SECTION 2: WORKING CONDITIONS AND BENEFITS

2.1 Hours of Work and Flexible Hours

Some positions and tasks require structured and inflexible hours and need to be adhered to. Other tasks and positions may have more flexibility in their delivery. Work plans and schedules will be created with the employee and their supervisor(s).

2.2 Statutory Holidays

The schedule of statutory holidays for a calendar year will be communicated to employees at the beginning of that year.

2023 Statutory Holidays:

- **New Year's Day:** Sunday, January 1, 2023
- **Family Day:** Monday, February 20, 2023
- **Good Friday:** Friday, April 7, 2023
- **Victoria Day:** Monday, May 22, 2023
- **Canada Day:** Saturday, July 1, 2023
- **Labour Day:** Monday, September 4, 2023
- **Thanksgiving Day:** Monday, October 9, 2023
- **Christmas Day:** Monday, December 25, 2023
- **Boxing Day:** Tuesday, December 26, 2023

Each employee will also be able to take an additional day off to celebrate a day of cultural or personal importance. Please give at least two weeks' notice to your supervisor.

If a paid holiday falls on a Saturday or Sunday, the Executive Director assigns the date on which the holiday will be observed. The observed date is announced no less than 90 days before the paid holiday. The general rule will be for a holiday that falls on a Saturday the Friday prior will be granted as the holiday and for a Sunday, the Monday after will be the holiday, except in the case where the holidays might fall so that two occur in one week (such as with Christmas and Boxing Day).

The nature of GNSC's operations may require certain employees to work on statutory holidays. Employees scheduled to work on a paid holiday will receive straight pay for the day and receive an additional day off in lieu. The day off in lieu will be taken on an alternate day in the same week in which the paid holiday falls.

Payment of Statutory Holidays falls under Ontario Ministry of Labour Guidelines. To qualify you must have been employed for at least four weeks prior to the Statutory Holiday. If you are a salaried employee you will be paid a regular day's pay for the Statutory Holiday. If you are an hourly/part-time employee you will be paid on the basis of your last four weeks of

work prior to the Statutory Holiday (roughly, your hours for the four week period will be added together then divided by 20 to determine the compensation for the Statutory Holiday). You must also work your last scheduled shift before the holiday and your first scheduled shift after the holiday. For more detailed explanations please go here: <http://www.labour.gov.on.ca/english/es/pubs/guide/publicolidays.php#substitute>

2.3 Vacation and Vacation Pay

GNSC provides paid vacation to full-time, salaried (not hourly) employees:

- based on length of service with the agency; and
- in accordance with the Employment Standards Act
- **The vacation calendar is January 1st to December 31st**

For full-time, salaried employees, the annual vacation day allotment is:

Completed Years of Service	Annual Vacation Days
1 - 2	10
3 - 9	15
10 -14	20
15+	25

All other employees receive vacation pay (included in every pay cheque) of 4% of earned salary as per the requirements of the Employment Standards Act.

- Vacations for employees are to be planned in a manner that facilitates the ability of the organization to serve the community.
- Annual vacation may be taken in a continuous period or in broken periods in each vacation year.
- Vacation preference is considered on the basis of seniority and job responsibilities and will be approved by the immediate Supervisor and/or Executive Director.
- Part-time employees are legally entitled to the equivalent time off vacation without pay in regards to weeks of service prorated to their average work week hours. Neighbourhood Group shut down periods may happen during the calendar year and employees will be required to take their vacation time then (with notice).
- Employees are expected to use their vacation in the year in which it is earned, but will not forfeit unused vacation at year-end if work or personal circumstances force a change in plans. Prior approval is required by the supervisor in charge. You may be allowed to carry over up to one week of vacation, to be used in the first three months of the following year.

2.4 Illness Absence/Sick Leave/Wellness Days

In the case of illness, employees are encouraged to take the time they need to recover. It is expected that employees in the GNSC provide an atmosphere of mutual care and support for their co-workers in the event of illness. If an employee is unable to work due to injury, sickness or ill health, it is the employee's responsibility to notify the Executive Director or their direct Supervisor immediately. A voice mail message is considered adequate notification as long as the required information is included.

- Regular employees are allotted one illness absence credit day per month worked to a maximum of 12 days per calendar year **with no carryover** (pro-rated for new employees, and for part-time employees).
- Personal reasons may include personal illness, emergency child care/elder care responsibilities, mental health, and other personal matters such as medical/dental appointments and family emergencies. You may also take a day just because you need a break.
- Employees who will miss work as a result of unplanned illness, injury, or emergency are expected to notify the Executive Director, the Neighbourhood Development Supervisor or their Neighbourhood Support Worker as soon as possible so that relief, if needed, can be arranged in a timely manner. The employee must note the absence on their time sheet when they return.
- The organization may request written confirmation from a physician after 3 days absence.
- Employees on sick leave may be required to provide medical proof of inability to perform his/her job.
- On termination of employment, employees are not entitled to compensation (remuneration or time off in lieu) for accumulated illness absence credits.
- Illness and injury resulting in lost workdays is covered initially by personal leave days. If those are fully used up before the employee is able to return to work, they may choose to use available vacation time to cover the absence in order to maintain full pay.
- In extraordinary circumstances, employees may request, in writing, to the Executive Director, additional personal leave days.

2.5 Family Medical Leave

An employee may take an unpaid leave of up to 8 weeks (in a 26 week period) to provide care or support for a family member or other person who considers the employee to be like

a family member when a qualified medical practitioner has issued a certificate indicating that the family member or other person has a serious medical condition with a significant risk of death occurring within a period of 26 weeks. Employees may be eligible for Employment Insurance benefits during this unpaid leave.

2.6 Compassionate and Bereavement Leave

Employees are requested to notify the GNSC as soon as possible upon determining the need for compassionate or bereavement leave.

Immediate Family

Employees are entitled to up to 5 days of paid leave in conjunction with the funeral of an immediate family member. Immediate family means parent, step-parent, step-child, brother, sister, spouse, son, daughter, son-in-law, daughter-in-law, mother-in-law, father-in-law, brother-in-law, sister-in-law, grandparent, grandparent of spouse or grandchild. Immediate family can also be defined as individuals, who have been a significant person in the employee's life (e.g. step-parent, primary caregiver).

Employees are entitled to up to 3 days of paid leave to attend the bereavement of the employee's aunt, uncle, niece or nephew.

Spouse is defined as in the Family Law Act and includes partners of the same sex.

The Executive Director will consider requests for paid leave for persons other than family on an exceptional basis.

In cases where an employee has exhausted all bereavement leave, additional days of absence will be at the discretion of the Executive Director.

The Executive Director or the direct Supervisor will consider Employee requests for an unpaid leave day for a non-family member.

2.7 Jury and Witness Duty Leave

Employees required to report for jury duty or subpoenaed as a witness in a Crown proceeding receive pay, and accrue benefits and service/seniority to which they are normally entitled. Proof of such duty must be provided to the Executive Director.

Any compensation paid by the court that applies to wages/expenses must be reimbursed to the GNSC.

2.8 Time Off To Vote

The GNSC encourages all employees to participate in the electoral process, including all municipal, provincial and federal elections. To ensure that employees have adequate time to vote, employees must have 2 consecutive hours free to vote during the hours the polls

are open. The GNSC reserves the right to approve and schedule this leave and will endeavor to minimize the time away from work.

2.9 Maternity, Parental and Adoptive Leave

The GNSC is committed to assisting families during the very exciting time of welcoming a new child into their family. To that end, the GNSC follows all legislated requirements related to maternity, parental and adoptive leave. The full period of the leave is granted without pay. The GNSC will issue a Record of Employment on commencement of leave which allows the employees to make claim for Employment Insurance Benefits. When the employee returns to work, employment is guaranteed in a similar position at the same salary level. Every attempt will be made to return employees to a position of equal responsibility on return from leave status, however, no guarantees exists that the exact position left will be available on return.

SECTION 3: EMPLOYEE PERFORMANCE MANAGEMENT

3.1 Dealing with Performance Concerns

Policy

In event of substandard performance by an employee, GNSC will assist and guide the employee to address the performance concerns and achieve satisfactory performance standards. Failure to achieve satisfactory performance will result, after due process, in employee termination.

Unless the matter is of such serious nature that immediate termination is required, a progressive correction plan will be followed with management and the employee working together to address the performance issues or concerns.

Stages in this progressive correction plan are:

1. Verbal communication of the deficiency, specifying the exact nature of the deficiency and expected improvements and the time frame for such improvements.
2. If the desired improvement does not occur, written warning of the deficiency, specifying the exact nature of the deficiency and expected improvements and the time frame for such improvements.
3. If the desired improvement does not occur within the specified time frame, employment will be terminated.

Documentation: A written record of the verbal and written exchanges relating to the performance concern shall become a permanent part of the employee's file.

Authority to Discipline: The ED and the Neighbourhood Development Supervisor have the responsibility for addressing performance concerns of employees. The Board of Directors has the responsibility for addressing performance concerns of Executive Director.

3.2 Employee Dismissal

GNSC has the right to terminate employment. The agency will follow all applicable human rights and employment legislation in doing so.

The agency's practice is to review each situation carefully before deciding to terminate employment. The Executive Director will not dismiss an employee without prior consultation with the Human Resource Committee.

Where appropriate, termination will occur after warnings and other sanctions have been given, as outlined in the policy on Dealing with Performance Concerns

Procedures

If it is determined that termination is necessary, the Human Resource Committee (HRC) and the Executive Director will:

- Review the case and determine whether the intended termination of employment is to be considered "with cause" or "without cause." Those terminated without cause (e.g., services no longer required) will receive notice, or pay in lieu of notice, according to the requirements of the employment standards act. Those terminated with cause (e.g., grave offence impairing or potentially impairing the agency or its reputation; malicious disregard of agency policy; falsification, misrepresentation or omission of information given at the time of employment) may be terminated without notice or pay in lieu of notice.
- Determine the severance package, if any, to be offered to the employee.
- Prepare a letter which describes the terms of the termination, as well as any other documentation that may be required.
- Establish an effective exit process.

Once the final documentation has been prepared, the Executive Director and a member of the HRC will meet with the employee to:

- advise the employee of the decision to terminate employment
- present the terms of the severance arrangement
- arrange for the return of all agency property

- arrange for removal of the employee's personal belongings from the premises

Copies of all formal written materials will be placed in the employee's personal file.

3.3 Grievance Process

Purpose

This outlines GNSC's policy and procedures related to resolution of workplace issues and/or complaints. This policy is intended to encourage dialogue and positive confrontation of issues in order to affect prompt and responsible resolution.

This policy and procedure has been designed to address all types of workplace problems, including those of sexual and professional misconduct.

This procedure may be used freely without fear of retaliation.

Policy

It is GNSC's desire that disagreements, disputes, and complaints regarding interpretation and application of human resources policies, salaries, working conditions, and working relationships be settled as quickly as possible. When they arise, it is understood that those involved in the dispute will attempt to resolve the situation together *before* others become involved. If a resolution is not possible than a more formal grievance process will be initiated.

Keys Points for Fair Grievance Process:

1. Issues should be dealt with in a prompt, consistent, and confidential manner by designated employers within GNSC or a designated third party mediator.
2. Individual with grievance should have opportunity to state their issue, in a safe space and may be accompanied by a support person if necessary.
3. We strongly encourage and support a process that is amicable and user friendly.

Open door policy: the Executive Director has an "open door policy," meaning they are always willing, schedule permitting, to listen to any issues that may arise amongst GNSC employees in terms of discriminatory and oppressive statements, actions, and microaggressions (see definition below).

Rights and Responsibilities:

-All employees and members of the GNSC have the right to be treated fairly and respectfully in the workplace.

-All employees and members of the GNSC are responsible for playing a part in ensuring that the working environment is free from discrimination and oppression by not engaging in conduct, which may constitute discrimination or inequitable treatment.

-All employees and members of the GNSC have a responsibility to raise concerns about discrimination and inequitable treatment and to co-operate in the investigation of a discrimination or oppression complaint. All employees and members of the GNSC involved in an investigation under this procedure must maintain confidentiality as prescribed in the procedure.

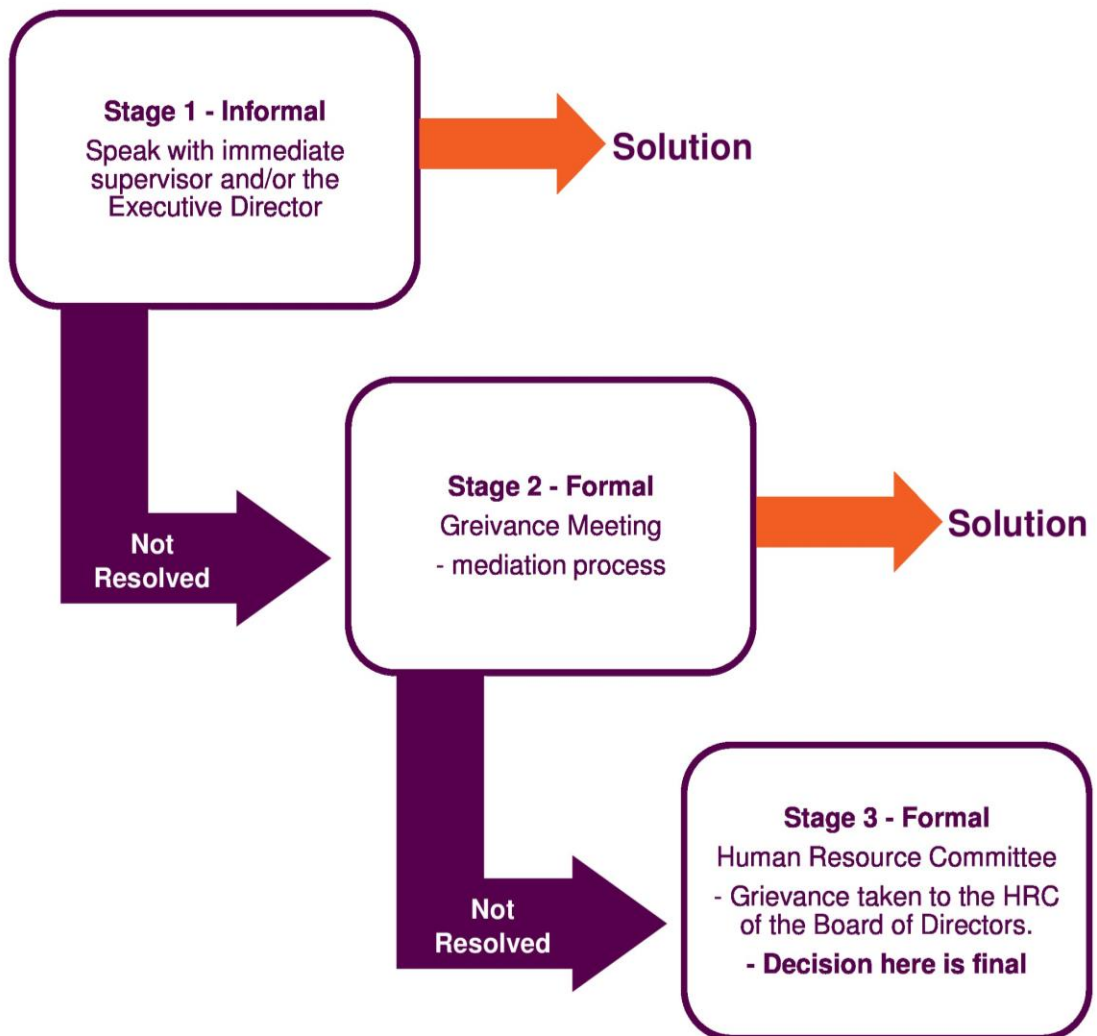
PROCEDURE:

1. Raise grievance in writing or address directly with designated mediators that a resolution is required.
2. Invitation to Grievance Meeting: an invitation to all members involved in the grievance and a mediator, at an agreeable time and place. Members are allowed to bring a support person with them if needed. This person would not be involved in the mediation process.
3. The agreed upon mediator will contact both parties to discuss the process and collect initial information. A date will be found for a grievance meeting.
4. Grievance Meeting: This is an opportunity for all parties to meet and discuss the grievance that has been identified. It is meant to be a mediation process working towards an amicable resolution. The mediator provides a structure and a safe environment for both individuals to participate.
5. A: If a solution is agreed upon, mediation is successful and the mediator will follow up in writing within one week outlining the solution with all individuals involved in dispute.
B: If mediation is not acceptable or an amicable resolution has not been reached, the individual with grievance has the opportunity to appeal directly to the Human Resource Committee. The HRC will review the original grievance and read the notes from the Grievance Meeting. They may ask questions of or want to interview the participants in the grievance. The HRC's decision shall be final:
 - i: specify a remedy within a reasonable time period (7-14 days upon receiving the grievance)
 - ii: dismiss issue.
 - iii: The HRC, in both cases, will issue a written statement to the parties involved and this will remain on file in their confidential files.

Definition:

Microaggressions: are the everyday verbal, nonverbal, and environmental slights, snubs, or insults, whether intentional or unintentional, which communicate hostile, derogatory, or negative messages to target persons based solely upon their marginalized group membership. In many cases, these hidden messages may invalidate the group identity or experiential reality of target persons, demean them on a personal or group level, communicate they are lesser human beings, suggest they do not belong with the majority group, threaten and intimidate, or relegate them to inferior status and treatment (Psychology Today).

3 Stage Grievance Process



SECTION 4: WORKPLACE SAFETY

4.1 Safe Workplace

We want to make every effort to maintain a safe environment at GNSC for employee and visitors. The GNSC along with its employees must take reasonable precautions to ensure that the workplace is safe. The organization complies with all requirements for creating a healthy and safe workplace in accordance with the Occupational Health and Safety Act of Ontario.

Employees who have health and safety concerns or identify potential hazards should contact their immediate supervisor and/or the Executive Director.

The main rule is that if you do not feel safe undertaking a task or being in a space, you should walk away and notify your supervisor and/or the Executive Director immediately.

All employees of the GNSC working with vulnerable people will be required to obtain a Police Records Check.

4.2 Health Insurance and Benefits

- a) Any employee without a valid health card must have health insurance.
- b) At this time, the GNSC does not offer benefits to its employees.

4.3 Workplace Safety & Insurance Board Claims

The GNSC is a registered WSIB organization (Firm # 768422FP)

Please see Appendix A for injury reporting

4.4 Injuries

- a) In the case of injury, the victim or person treating the victim will fill out an accident report. Location to be determined at each Neighbourhood Group location.
- b) GNSC employees reserve the right to call an ambulance on behalf of an injured person if they deem necessary.

SECTION 5: OTHER EMPLOYMENT POLICIES

5.1 Workplace Violence Prevention

” Most people think of workplace violence and bullying as acts of physical assault. However, it is a much broader problem, consisting of any act in which a person is abused, threatened, intimidated, assaulted, degraded, or humiliated in his or her employment.” - Canadian Centre for Occupational Health and Safety

Workplace violence, as defined by the Canadian Centre for Occupational Health and Safety, includes

- **Threatening behaviour:** includes shaking fists, destroying property or throwing objects
- **Verbal or written threats:** any expression of an intent to inflict harm
- **Harassment:** any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person and that is known or would be expected to be unwelcome. This includes words, gestures, intimidation, bullying or other inappropriate activities
- **Verbal abuse:** swearing, insulting or condescending language
- **Physical attacks:** hitting, shoving, pushing or kicking
- **Discrimination, Racism**
- **Sexual abuse**
- **Sexual assault**
- **Psychological abuse**
- **Microaggressions**

Workplace violence may occur wherever GNSC business is conducted including client’s homes, off-site business-related functions (conferences, training), at social events related to work, or in an employee’s home (call to the home from a harassing/potentially violent client). Workplace violence can be committed by anyone- employees, supervisors, managers, clients, students, contract workers, visitors, families of clients, families, friends, ex-partners of employees or unauthorized intruders.

- a) The agency recognizes the potential for violence in the workplace and is committed to making every reasonable effort to identify all potential sources of violence in the workplace and to establishing preventative measures in order to eliminate and/or minimize these risks as much as possible.
- b) Staff confronted with the potential for workplace violence should take immediate steps to remove themselves to safety.
- c) Employees who experience violence in the workplace are required to promptly report any incident of workplace violence to their supervisor and/or the Executive Director. There will be no retaliation towards a staff member who participates in an investigation.

5.2 Harassment

- a) The GNSC recognizes its obligations under the Ontario Human Rights Code and wants to provide a harassment-free environment for its employees and volunteers. Mutual respect, along with cooperation and understanding, must be the basis of interaction between members and employee. The GNSC will neither tolerate nor condone behaviour that is likely to undermine the dignity or self-esteem of an individual, or create an intimidating, hostile or offensive environment.

There are several forms of harassment but all can be defined as any unwelcome action by any person, whether verbal or physical, on a single or repeated basis, which humiliates insults or degrades. Harassment, for the purposes of this policy, refers to engaging in a course of comment or conduct that is known, or ought to be known, to be unwelcome. Examples would include (but not be limited to) verbal statements or slurs, jokes, literature, pictures or unwanted physical contact.

- b) GNSC will not tolerate harassment by its employees of any persons. Reports of harassment will be treated seriously and will be responded to promptly. All complaints of harassment will be referred to the Executive Director and/or the immediate supervisor. Complaints of alleged harassment will be handled with all possible confidentiality. Anyone who harasses any person will be subject to discipline by GNSC, up to and including termination of employment with cause.

5.3 Duty to Report

If you have reason to suspect that a child or youth in your community, program, care or service has suffered or will likely suffer physical or emotional harm you have a legal duty to report this to Family and Children's Services. If harm is imminent or you feel that the person is in crisis you may also want to call Guelph Police Services. You will not take the child or youth into your own care or release them to the care of another other than the above agencies.

Family and Children's Services:

- 519.824.2410
- 1.800.265.8300

Guelph Police Services:

- Front Desk - 519.824.1212
- 911

If you would like to read the whole act it is found on-line here:

[**Child and Family Services Act**](#)

5.4 Confidentiality

- a) Information concerning GNSC employees, Board members, or program participants will be held in strict confidence and not discussed without explicit permission of the person involved. Issues that require confidentiality include medical history, addiction issues, sexual orientation, criminal history, immigration status, family circumstances and any other private social issues as the individual chooses to designate as confidential. *Personal Information Protection and Electronic Documents Act (PIPEDA)*
- b) When employees are asked or required to work with partner organizations or services they may be asked to sign a privacy or confidentiality agreement specific to that organization.
- c) Confidentiality does not apply to situations where suspected or known abuse, neglect or self-harm of a minor child. Such information must be immediately reported to appropriate authorities or a call made to 911 (depending on the severity of the situation). If such information is shared, an employee will make the necessary call to the most appropriate agency and then contact their supervisor or the Executive Director immediately.

5.5 Accessibility

In 2005, the government of Ontario enacted the [Accessibility for Ontarians with Disabilities Act](#) which lays the framework for the development of province-wide mandatory standards on accessibility in all areas of daily life. The goal of complying with accessibility standards is to identify, remove, and prevent barriers to accessibility.

- a) It is the duty and responsibility of all GNSC staff and volunteers to provide service to customers with disabilities, based on the principles of independence, dignity, integration and equal opportunity.

Full-time GNSC staff will be formally trained to serve customers of all abilities <https://accessontario.com/services/aoda-%20training/>

- b) Accessibility standards will apply to five areas of GNSC operations, which have all been made into law: customer service, employment, information and communications, transportation, and built environment.
 1. Customer Service: Clients will be served with respect, dignity, and equality and will not be denied access to GNSC programs or services due to their disability. Registered service animals and support persons are welcome in the building.
 2. Employment: All job and volunteer applicants for GNSC positions will be considered on the basis of

equal opportunity and reasonable accommodation will be made when necessary. All successful applicants must be informed of this policy.

3. Information and Communications: GNSC is required by law (as of January 1, 2016) to ensure it is easy for people with disabilities to provide feedback when asked. This includes surveys or comment cards.
4. Transportation: This accessibility standard does not directly apply to the provision of GNSC public programming and services.
5. Built Environment: The elevator at our office at 42 Carden Street, must be in good working order at all times in order to serve those with physical disabilities. Notice of disruption must include the reasons for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

SECTION 6: STUDENT PLACEMENTS

POLICY

The GNSC is excited to accept student placements on an individual basis when deemed both feasible and appropriate. We see great value in placements to both the GNSC and the student. The GNSC will work to provide students with the resources necessary to carry out assigned tasks in accordance with our policies and procedures. The tasks assigned to the students reflect the documented placement expectations of the students' academic institutions and, where possible, the students' preferred areas of focus. Because we have a small administrative capacity at our organization, the student being placed needs to be able to work well independently.

PROCEDURE

Recruitment

The Executive Director, Neighbourhood Development Supervisor or Neighbourhood Support Worker will:

1. Acts as the key contact person with external academic institutions to ensure the placement requirements of the educational institutions are consistent with the types of placement opportunities available.

2. Sets up appropriate contacts in the GNSC and/or Neighbourhood Groups to supervise their placements.
3. Collaborates externally with the student placement coordinators of the educational institutions to ensure availability of appropriate students for the available placements.

Selection

While students are typically referred by their educational institution's student placement coordinator, they may self refer.

1. GNSC will meet with the student to see if and how a placement is possible.
2. Following the meeting, if a placement seems possible, the staff will set up the opportunity for the student and get back in touch. At that time, the student will be given an overview of the GNSC and the specific context of their placement.
3. The student will be assigned a supervisor for the duration of their placement.
4. Agreed upon process and outcomes will be determined.
5. Prior to starting the placement the student will provide:
 - ☐ Documentation from their institution
 - ☐ emergency contact information
 - ☐ criminal record check (if applicable)
 - ☐ current resume

SECTION 7: MISCELLANEOUS

7.1 Expenses Incurred by Employees

No employee will be required to cover any GNSC expenses, but may elect to make a purchase on behalf of GNSC and be reimbursed. To be sure of reimbursement it is best practice to check with your appropriate supervisor first to see if it is a justifiable and approved purchase. To ensure accountability of the organization, reimbursement of expenses can only be made upon presentation of official receipts. Receipts are then submitted to the appropriate supervisors, with the appropriate information and paperwork.

7.2 Theft

- a) Theft of money or property from GNSC will be reported immediately to the immediate supervisor.
- b) In the case of loss of cash or property over \$100 value the police **may** be called and a

written report submitted to the Executive Director and immediate supervisor.

7.3 Peer Compensation Policy

Purpose

The Peer Compensation Policy provides guidelines for consistent application of payments to peers who have been asked to provide services and supports to the GNSC.

Peer Compensation Policy

When the GNSC asks community members to share their unique gifts, experiences, and perspectives, to inform and direct its work, they will be compensated for their time. The rate of compensation will be the current living wage (<http://gwlivingwage.ca/>). The work could include (but not be limited to) GNSC committees, planning teams, and hiring teams. Community members will also be offered support with transportation and family member care.

If payment by cheque is not wanted or appropriate, alternative methods of compensation will be discussed.

Compensation will include hours spent in person and required preparation or follow up time. An example would be a community member being asked to participate in a 2-hour planning meeting. They would be paid for the 2 hours of the meeting plus 30 minutes prior and after the meeting. If they are asked to do any additional work prior to or after the meeting they will be compensated for that time as well. The amount of time requested of participants will be agreed upon by both parties prior to compensation.

If GNSC staff are asked to participate in this work, and it exceeds or is outside of the current scope and capacity of their GNSC work, they will be paid as a Peer (not their GNSC hourly rate).

GNSC Board members will participate as part of their board commitment and will not receive financial compensation.

Process

The GNSC will incorporate costs for peer compensation into budget development, financial planning, grant submissions, and other relevant agency processes to reflect commitment to compensation.

Definition of Peer

The GNSC defines a “Peer” as an individual with lived experiences who meets qualifications and requirements of a specific role. They are people whose voice is often marginalized and/or oppressed and not consulted or considered in decisions made on their

behalf. In fact, they are often both intentionally and unintentionally ignored or excluded in the decision making process in policy, programs and service development and delivery.

Peers include, but are not limited to:

- People who have experienced income inequality/poverty
- People who have experienced ableism and accessibility issues
- Gay, bisexual, and/or questioning people
- Transgender people
- 2 Spirit people
- BIPOC (Black, Indigenous, People of Colour)
- Immigrants and/or refugees
- Sex workers
- People who are/have been incarcerated
- People who use substances

7.4 Updates to this Manual

HR policies and procedures must be current and complete in order to adequately reflect operations. Where practice does not correspond to written policies, conflict can arise.

When employees or Board members see a contradiction between practice and policies, they are invited to contact the Executive Director and/or the Neighbourhood Development Supervisor, seeking clarification. In cases where this manual needs to be updated or amended, all are encouraged to notify the Executive Director and/or the Neighbourhood Development Supervisor.

Appendix A – Reporting a work-related injury or illness

If you have a work-related injury or illness you should take the following steps:

1. Get first aid or health care immediately. Tell the treating health care professional that you believe your injury or illness is work-related.
2. Tell your employer or supervisor about your injury or illness the same day as, or as soon as possible after, the incident to avoid delaying your claim.
3. If you need health care, lose time from work, or work for less pay because of your injury or illness, your employer should send a report to the WSIB.
4. Ask your employer if they have reported your injury or illness to the WSIB. Your employer should give you a copy of their report.
5. Complete the [Worker's Report of Injury/Disease \(Form 6\)\(.pdf\)](#) and send it to the WSIB. Give your employer a copy of the completed and signed report.

If you need help completing any form, call WSIB at 416-344-1000 or 1-800-387-0750.

When your injury or illness is reported:

1. The WSIB will use the information in the reports from your employer, your health care professional and yourself to decide if your injury or illness is work-related.
2. The WSIB will send you a letter that includes:
 - Your 8-digit claim number. When you call us about your claim, we will ask you for the claim number. When you write to us, you should put the claim number on the letter.
 - A [Worker's Report of Injury/Disease \(Form 6\)\(.pdf\)](#). You should complete this form if you did not already send us a report.
4. This letter may also tell you the decision in your claim. If not, we will send you another letter to tell you the decision.

When you are receiving WSIB benefits, you and your employer should focus on your recovery, which includes return to suitable work.

The WSIB will assist you and your employer by ensuring you receive appropriate and necessary health care. We will also provide services to help identify suitable work for you.

Your employer must report your work-related injury or illness to the WSIB when you need health care, lose time from work, or work for less pay because of your injury or illness. They will give you a copy of the completed [Employer's Report of Injury or Disease \(Form 7\)\(.pdf\)](#), including any attachments.

Your employer must also:

- Provide first aid and/or arrange and pay to transport you to a hospital or other health care if it is needed at the time of the injury

- Investigate the cause of your injury or illness
- Pay you your wages for the day or shift that you were working when the injury occurred
- Keep in contact with you and identify suitable work
- Co-operate with the WSIB and participate in return to work efforts

Your [health care professional](#) is responsible for communicating with the WSIB about your injury or illness in a timely manner.

The WSIB needs to hear from your health care professional as soon as possible so we can decide the benefits and services that will help in your recovery and return to work.

While you have the right to choose the health care professional who will provide ongoing treatment for your work-related injury or illness, the WSIB may refer you to other health care professionals to assist in your diagnosis, treatment, recovery and return to work.