

The Church of Virgin Mary and St. athanasious

Employee Handbook

Employee Handbook

Human Resources Department

The Church of Virgin Mary and St. Athanasius

Employee Handbook

INTRODUCTION

The Employee Handbook is designed to communicate the policies and procedures currently in effect at (church of Virgin Mary and St. Athanasius) this Handbook applies to the following Units:

- Philopateer Christian College
- Mississauga Christian French School
- Little Angels I
- Little Angels II
- Cornerstone
- Administration(Accounting, Human Resources, Maintenance, Property Management, and cleaning)

This Employee Handbook applies to Full time, Part Time and Casual employees. However, some of the following Policies outlined apply only to full-time employees.

The Handbook is binding to all the above Units, however due to the nature of the service provided there are differences in some policies /procedures that might be applicable to specific Units.

This manual is designed to further the following goals:

- To provide a uniform system of Human Resources throughout the organization
- To promote effective communication among managers, supervisors and employees
- To ensure, protect, and clarify the rights and responsibilities of both the employer and employees

The Employee Handbook is reviewed annually and any update to this Manual will be approved by the Board of Directors and communicated/presented to all employees.

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1. STATEMENT OF FAITH

This is the basic Christian convictions of the Organization:

1. We believe the Bible to be the inspired, infallible, and authoritative Word of God.
2. We believe that there is One God, eternally existent in three “hypostasis”: The Father; The Son; and The Holy Spirit.
3. We believe in the deity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His atoning death on the cross, in His bodily resurrection, in His ascension to the right hand of the Father, and in His personal future return to this earth in power and glory to take the believers to heaven.
4. We believe that the only means of being cleansed from sin is through repentance and faith in the redemptive work of Christ, which is completed by shedding His blood on the cross.
5. We believe in the seven Sacraments, instituted through divine ordinance: Baptism; Christmas; Eucharist (communion); Confession; Matrimony; Priesthood; and Anointing of the sick.
6. We believe that the redemptive work of Christ on the cross provides healing of the human body in answer to believing prayer.
7. We believe in the sanctifying power of the Holy Spirit by whose indwelling the Christian is enabled to live a holy life.
8. We believe in the resurrection of both the saved and the lost, the one to everlasting life the other to everlasting damnation.

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2. CODE OF BUSINESS CONDUCT

2.1 A REPUTATION BUILT ON HONESTY

The Organization and its employees shall conduct itself and themselves in conformity with the highest ethical, moral and business standards. Maintenance of the organization's reputation for honesty and integrity is the cornerstone of this business philosophy.

Honesty implies treating people with dignity, fairness and respect. Integrity is adherence to a set of principles or standards, more specifically, those standards that maintain and enhance the good reputation of the organization.

2.2 CONFLICT OF INTEREST

A conflict of interest occurs when an employee's private affairs or financial interests are in conflict, or could result in a perception of conflict, with the employee's duties or responsibilities.

Employees owe their primary loyalty to the organization and should avoid any situation, which affects or might likely affect the employee's undivided loyalty or interest in serving the organization.

In making decisions, employees are expected to act solely for the benefit of the organization uninfluenced by any personal concerns other than high ethical values.

Accordingly, an employee shall not realize any profit or benefit for himself/herself or any member of his or her family while involved in dealing on behalf of the organization. In addition, the employee must avoid any action that may be adverse to the interest of the organization.

Employees have a duty to disclose any potential or apparent conflict of interest that may affect their ability to carry out their role. Any employee who believes that they may have a conflict of interest should consult their supervisor.

While it is not possible to specify every action by an employee that might create a conflict of interest situation the following are some examples of potential workplace conflicts of interest:

1. An employee starts a business that provides similar services to similar clients as those of his/ her employer.
2. A relative or close friend reports to a supervisor who affects their job responsibilities, pay, and promotions.
3. The misuse of confidential information obtained from or through the organization that might result directly or indirectly in personal gain to the employee.
4. An employee advancing his own agendas, financial or otherwise, in ways that might prejudice his employer's interests or reputation.
5. Use of information that is unavailable to the public, and to which he/she has access because of his official duties, for private gain.

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Examples of Conflict of interest situations for Teachers

- Teachers tutoring their own students for remuneration.
- The teacher makes adverse comments about the student's regular teacher, or if the teacher interferes in an unwarranted manner between the student and the student's regular teacher.

2.3 GIFTS

Our code of conduct requires that all employees demonstrate our organization's commitment to treating all people and organizations, with which we come into contact or conduct business, impartially. All employees must demonstrate the highest standards of ethics and conduct.

Employees must practice and demonstrate equal treatment, unbiased professionalism, and non-discriminatory actions in relation to all students, customers, employees, and any other individual or organization.

Employees must be particularly aware of situations where a conflict may exist between their private interests and work responsibilities. We may not give, offer, or promise anything of value to any other individual for receiving favorable treatment. Nor shall employees solicit or accept anything of value from students, parents, competitors or any other individuals for seeking a certain purpose that may place an individual in a compromising position. Cash gifts should not be accepted by employees.

2.4 CONFIDENTIALITY OF INFORMATION

The employer and employee acknowledge and agree that the relationship between them is one of mutual trust and reliance. The employee agrees not to disclose directly or indirectly, at any time, either during or after the termination of the employee's employment, to any person, any confidential information learned in the course of his/her employment about the organization or the students/kids or the parents and relatives of students/kids or the personal or business affairs of other staff members or the administration to anybody outside the Organization.

The employee agrees not to use, at any time, either during or after the termination of the employee's employment, any such confidential information for his/her own benefit or purposes or for the benefit or purposes of any person, organization, or other business entity, except as may be necessary in the performance of the duties and responsibilities of his/her employment with the organization or as otherwise may be authorized in writing by the Chair of the Board.

The employee agrees that all files, records, equipment and the like relating to the staff or under the employee's control during the term of his/her employment shall be and remain the sole and exclusive property of the Employer.

In the event that the employee ceases for any reason to be employed by the Organization, the employee agrees forthwith upon his/her termination to return to the Employer every copy of all

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such files, records, equipment and the like in the possession or under the control of the employee at that time.

2.5 INTEGRITY OF RECORDS

The following guidelines govern the organization's policies of accurate record keeping:

- a) Compliance with accepted accounting rules and controls is expected at all times;
- b) no false or misleading entry shall be made on the organization's books, records and reports and in particular all books of accounts, expense reports must truly reflect the transactions;
- c) No secret or unrecorded organization funds or assets shall be established for any purpose and no payment from the organization funds or other assets shall be made except in accordance with the specific purpose set forth in the document supporting it.

2.6 PROPER USE OF ASSETS

All employees are responsible for safeguarding, and making proper and efficient use of organization funds and property by following procedures to prevent their loss, theft and unauthorized use. Organization's funds and property include but are not limited to time, cash, cheques, credit cards, land and buildings information and records, vehicles, equipment, information systems and all other property.

Ways to protect Organization's funds and property include ensuring:

- a) expenditures are for legitimate business purposes;
- b) computer equipment and systems, and the information that they contain are protected against unauthorized access, use, modification, destruction, theft or loss;
- c) telephones, email and the internet are organization resources and are only for legitimate business use;
- d) Upon termination of employment, employees must return all organization records and equipment.

2.7 SMOKING, ALCHOL AND SUBSTANCE ABUSE

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The organization desires to provide a work environment that is both healthy and comfortable for all its employees and students. It is recognized that the use of alcohol or drugs may have serious adverse effects on employee's health, safety, and job performance.

The nature of the organization and the Service that we provide dictate that smoking, alcohol and any substance abuse is prohibited in the workplace.

- All employees are expected to be fit for performing their duties when reporting to work and remain fit for the duration of the day. This implies that alcohol, illegal drugs, or prescription drugs must not impair employees. If an employee is required to take prescription drugs, these drugs should not inhibit his/her ability to proficiently perform their job functions.
- Employees are not to have alcohol, illegal drugs, or related substances in their possession while at the premises.
- Smoking will not be permitted at the premises (indoor / outdoor) location.

2.8 DRESS CODE

Employees should note that their appearance matters when representing our Organization in front of students, parents and visitors. An employee's appearance can create a positive or negative impression that reflects on our Organization and culture.

All employees are expected to wear appropriate and professional attire, to dress neatly, and to exercise common sense in selecting clothing and footwear appropriate for a Business Casual environment. Examples of appropriate business casual attire include:

- Dress pants for ladies
- Dress shoes
- Skirts should be knee-length
- blouses, sweaters, cotton knit tops
- Business casual attire for Men includes suits, sports jackets and pants that are typical of business casual attire at work.

Some casual wear, including but not limited to the following examples, is strictly prohibited:

- Scruffy/torn jeans or clothing,
- "Transparent" or "see-through" clothing,
- Shorts, printed t-shirts with offensive or inappropriate logos/slogans,
- Beach flip-flops,
- Low cuts, crop tops and spaghetti straps.
- Piercings, tattoos and unnatural/odd hair colours.

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Employees are expected to demonstrate good judgment and professional taste. Courtesy to coworkers and your professional image to student, parents and clients should be the factors that are used to assess that you are dressing in appropriate business attire. Employees are expected to meet hygiene requirements by maintaining personal cleanliness at all times.

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3. HIRING

3.1 REQUIRED HIRING DOCUMENTS

All new hires are required to provide the following documents on the first day of Hiring:

- Police Record with Vulnerable sector
- Copy of Social Insurance Number (payroll Purpose)
- Immunization Proof (for Little Angels Daycare Teachers)
- Proof of Valid Standard First Aid Training (School/daycare Teachers)
- Provide Copy of Educational Degrees
- Complete the Federal and Provincial Tax Forms
- Complete the employee information sheet

3.2 ORIENTATION

Orientation is a formal welcoming process that is designed by HR and Head of units to make the new employee feel comfortable, informed about the Organization, and prepared for their position. They will be given a copy of this Employee Handbook and will be expected to read, understand and agree on its contents and to seek clarification if required. In addition, the new employee will be given an overview of benefits, tax, and legal issues, and complete any necessary paperwork. The employee will also have an overview of policies such as, Code of Conduct, and will be asked to sign off on their adherence to them.

3.3 EMPLOYEE JOB DESCRIPTION

Attached to an Offer of Employment, is a description of the job and the associated responsibilities, along with any additional tasks possibly required. The job description will be used to evaluate performance both during the probation period and annually. It is the employee's duty to know and understand his/her job description and is encouraged to seek more clarification from the direct supervisor if the need arises.

From time to time, the business, market and/or the economic condition may require amending the employee's job description. These amendments will be discussed with the employee in advance however; management will make the final decision on implementation.

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3.4 PROBATION PERIOD

The probationary period for regular full-time and regular part-time employees is 90 days from date of hire. During this time, both parties may assess suitability for employment with the organization. This also provides management an opportunity to assess skill levels and address areas of potential concern. If deemed necessary, a further probationary period may be required. During this introductory period, both the employee and the organization have the right to terminate employment without advance notice. Upon satisfactory completion of the probationary period, a performance review will be conducted and benefits will begin as appropriate.

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4. HOURS OF WORK

The daily working hours for full time employees at the Organization are 8 hours for all functions. However, due to the different nature of each individual unit, specific hours are assigned.

Unit/division	Working hours	Breaks
Philopateer Christian College	8.15 a.m. to 3.45 p.m.	Half an hour break
Mississauga Christian French School	8.15 a.m. to 3.45 p.m.	Half an hour break
Little Angels Christian Childcare Centre I & II	between 7a.m. an 6 p.m.	1 hour unpaid lunch break
Other Full Time employees	8 hours	Half an hour break

For Part time employees, hours of work are as assigned by the Direct Supervisor.

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5. ATTENDANCE AND PUNCTUALITY

The organization places a high value on attendance. We expect and need employees to be at work on time on their scheduled workdays. Regular attendance and punctuality are important as they affect an employee's productivity and ability to meet goals, standards, and deadlines. Any incident of employee absenteeism shall be recorded on the employee's Absence Record, maintained by the Human Resources Department.

Absent employees, adversely affect the organization's morale since co-workers must absorb the absent employee's workload in addition to their own. Our policy is to address and correct attendance patterns that are counterproductive and disruptive, while tolerating normal patterns of absences caused by occasional illness, emergencies, etc.

Absenteeism Policy

1. Employees who have suspicious patterns of absences and excessive absences incidents may be subject to corrective action. Employees will be subject to counseling and/or formal discipline (refer to disciplinary policy) if they are absent or late without authorization.
2. Examples of a Suspicious Pattern of absenteeism would be frequently using Sick Leave benefit on Mondays, repeatedly failing to report absences prior to a workday.
3. Employees are required to provide appropriate notice and obtain authorization for planned absences as per the specific policies listed in the Handbook. For unplanned absences, employees who are going to be unavoidably late, leave early or absent must notify the Direct Manager as early as possible.
4. Employees, returning to work from any absence, shall notify their immediate Supervisor/HR Representative on their day of return, of the reason(s) for their absence, if they have not already done so.
5. Supervisors are responsible for initiating counselling or formal discipline as required.

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6. COMPENSATION & BENEFITS

6.1 SALARY/WAGE

- Salaries shall be determined by the Head of the Board, based on the current salary grid, budget considerations, performance and will commensurate with the experience of the successful candidate.
- The organization shall pay employees on a bi-weekly basis, less the usual and necessary statutory deductions.
- Employees are paid through direct deposit. Hourly employees are compensated for the total number of hours worked that were claimed at the end of each pay-period. Salary employees earn their normal, earned salary for each pay-period.
- Currently, payday occurs every second Thursday and covers the pay period ended the previous Friday.

Salary Increases

Annual reviews of salaries will be considered to ensure adequate compensation for all employees. Adjustments/increases are determined based on various factors including, but not limited to, performance reviews; Market trends, budget and other pertinent issues that may arise regarding the establishment of wage levels from time to time. It is important to realize that raises are provided at the Organization's discretion and are not guaranteed.

6.2 GROUP HEALTH BENEFITS (Optional)

- Full time employees are eligible to participate in the Organization's Group Benefits after successful completion of the probationary period.
- The Organization covers 75% of the total cost and the employee pays 25% of the Cost.
- Employee premiums are deducted automatically from payroll once the employee is enrolled in the benefits plan.
- A representative from the insurance provider will meet with eligible employees to explain the benefits package and complete the required enrollment forms.
- The employee will receive a booklet including all details about the benefit coverage.

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6.3 REGISTERED RETIREMENT SAVING PLAN (RRSP) (Optional)

- Full time employees are eligible to participate in RRSP after successful completion of the probationary period.
- The Church will MATCH your contribution up to 3% of your gross salary.
- The minimum contribution for an employee is \$15 per pay.
- Individual investment options are offered to you depending on your choices and tolerance of risk.

6.4 EMPLOYEE DISCOUNTS

- In an effort to acknowledge and appreciate our staff, The Organization will grant all full time staff 50% discount if they wish to register their children in any of the Organization's Schools and Daycares. All Part time staff are granted 25% discount.
- Full time employees hired with the organization for more than five (5) consecutive years are offered FREE tuition if they wish to register their children in any of the Organization's Schools and Daycares.

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7. TIME OFF WORK

7.1 VACATION

Philopateer Christian College (PCC) & Mississauga Christian French School (MCFS):

Teachers and School Administration are entitled to Christmas break, March Break and Summer Vacation in accordance with the closing of the school for those respective vacation periods.

Teachers are required to be at School during the last two weeks of August of each year for professional development and to prepare for the new school year.

School Administrators will be entitled to paid vacation consistent with School closures during Christmas Holidays, March break and one (1) month during summer break (**Unless otherwise stated in the employment agreement**). Specific dates will be communicated to you on an annual basis as the business need require.

Little Angels Christian Childcare Centre I & II/ Other Full-Time Employees

For full time staff the following vacation schedule will apply:

1 – 4	years inclusive	4% (10 days)
5 – 10	years inclusive	6% (15 days)
11+	years inclusive	8% (20 days)

Procedure

- Employees are eligible for their vacations after successful completion of their probation period
- Vacation must be taken in the year in which it is earned.
- Employees must provide a written request for vacation time with one-month notice.
- Vacation time must be approved by the unit Supervisor.
- The approved request must be sent to Human Resources for Vacation tracking and documenting.
- The timing of vacation must be authorized by the Supervisor, and shall be during a time that is mutually convenient according to the business need. It is under the

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direct Manager's discretion to approve vacation requests considering the availability of replacement staff.

- For Childcare Teachers only one staff per classroom may be on vacation at a time.
- For the first year, the employee will be entitled to a pro-rated amount of vacation days depending on the date of hire.

Ex: Maria is hired on April 1st, 2013 and her vacation entitlement until December 30th, 2013 (9 months) will be as follows:

10 Vacation days/ 12 months= 0.8 days x 9 months= 7.5 days

- Vacation is granted as accumulated. For example: Maria is planning to take vacation on June 1st, 2013, her vacation entitlement from January 1st till May 30th, 2013 is calculated as follows:

10 vacation days/ 12 month = 0.8 days x 5 months = 4 days

Note: All part time employees and supply employees are entitled to 4% vacation pay paid at the end of each year.

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7.2 SICK DAYS

All full time employees are offered Six (6) paid Sick days every year including one personal day.

Procedure

- It is strongly encouraged that appointments (doctor, dentist etc.) are to be made before or after your scheduled shift/ workday.
- Under the Supervisor's approval, employees who are working on a shift basis may switch shifts with another staff member to accommodate medical appointment.
- The employee should inform his/her Direct Supervisor at least the day before taking the sick day. In case of an emergency, the employee should inform his/her Direct Supervisor at last ONE hour before the start of the shift/workday to arrange for a replacement if required.
- Medical Absences of three (3) or more working days must be supported by a doctor's note. Depending on the nature of the medical reason for absence, the organization may require a medical note confirming the employee's fitness to return to work.
- An absence form has to be submitted to Human Resources to ensure compliance with established policies and for tracking and documenting.
- Upon termination of employment (either voluntary or involuntary), employees will not be paid for any earned but unused Sick Leave.

7.3 BEREAVEMENT LEAVE

Full time employees will be granted a leave of absence up to a maximum of five days because of a death in the Employee's immediate family:

- Spouse, fiancé (e).
- Parent,
- Child,
- Grandchild,
- Brother or sister,

Full time employees will be granted a leave of absence up to a maximum of two days because of a death in the Employee's family to attend a funeral. This will be in the case of:

- Grandparents
- In laws

Procedure

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- A request should be submitted to the direct Manager/ Supervisor as soon as a situation arises to arrange for replacement employee if required. The absence form has to be sent to Human Resources to ensure compliance with policy and for record keeping.
- The absence request has to state the relationship to the employee.

7.4 JURY DUTY

Full time employees who are summoned for jury duty shall be granted three (3) Paid days for Jury duty. If the employee is required to serve for a longer duration, then he/she will be granted unpaid leave of absence.

Procedures

- Employees must provide their Direct Supervisor and Human Resources with a copy of the jury summons once they receive it.

An employee, who attends court for a personal matter, is expected to use vacation time.

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7.5 PUBLIC HOLIDAYS

The Organization recognizes NINE (9) days as holidays and grants employees time off work on these days for which the employee is paid Holiday Pay, subject to the conditions outlined herein and as prescribed by the Employment Standards Act, 2000:

1. New Year's Day
2. Family Day
3. Good Friday
4. Victoria Day
5. Canada Day
6. Labor Day
7. Thanksgiving Day
8. Christmas Day
9. Boxing Day (December 26)

Holiday Pay Eligibility

To be eligible for Holiday Pay, an employee must Work all of the employee's last regularly scheduled day of work prior to and all of the employee's first regularly scheduled day of work following a holiday, unless absence is approved in advance, in writing, by the Direct Manager.

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8. UNPAID LEAVE OF ABSENCE

The Organization provide the following unpaid leaves in accordance with the Employment Standards Act 2000, and as approved by Management, all the terms and condition of the ESA will apply.

- Personal Emergency Leave,
- Family Medical Leave
- Critically ill Childcare Leave

Procedures

- The employee must submit a written request to the Direct Manager and Head of Human Resources as soon as the situation arises. The request should specify the duration of the leave and the expected date of return.
- The employee will have the right to continue to participate in Group Benefits that the Organization may offer. The employee must continue to pay his/her share of the premiums in order to continue to participate in these plans.
- The employee must notify the Human Resources department in writing, in case he/she wishes to stop participating in the benefits plan.

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8.1 PREGNANCY AND PARENTAL LEAVE

Pregnant employees have the right to take **pregnancy leave** of up to 17 weeks of unpaid time off work.

The Pregnant employee is entitled to **Pregnancy Leave** whether she is a full-time, part-time, permanent, or contract employee provided that she was hired at least 13 weeks before the date her baby is expected to be born.

A new parent is entitled to **Parental Leave** up to 35 weeks whether he or she is a full-time, part-time, and permanent or contract employee provided that the employee was employed for at least 13 weeks before starting the parental leave.

Procedures

- The employee must submit a written request to the Direct Manager and Human Resources One month before the beginning of her pregnancy leave.
- The employee is required to inform her Direct Manager/HR Representative of the expected date of return to make the required scheduling preparation.
- The employee will have the right to continue to participate in the Group Benefits that the Organization may offer. The employee must continue to pay his/her share of the premiums in order to continue to participate in these plans.
- The employee must notify the Human Resources department in writing, in case he/she wishes to stop participating in the benefits plan.
- The Organization will issue a Record of Employment on commencement of leave, which allows the employee to claim for Employment Insurance Benefits.

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9. PERFORMANCE APPRAISAL

The policy of The Organization is to provide an annual performance appraisal system that identifies the performance necessary to achieve its goals; and evaluates employees' accomplishments toward these goals.

Objectives of Performance Appraisal:

- Facilitate effective communication between employees and Managers/Supervisors. The appraisal discussion is a two-way communication exercise to ensure that both the needs of the individual and of the Organization are being met, and will be met in the next year.
- Ensure employees have a clear understanding of the performance and behaviors expected of them;
- Ensure employees have a clear understanding of how their individual work contributes to achieving the mission of their work unit;
- Ensure employees provide, as well as receive, input into the development of performance goals and ongoing information about how effectively they are performing relative to established goals; and
- Identify and implement opportunities for employee development and discussion of career objectives

The Appraisal Process

- Appraisal is an ongoing process with an annual formal meeting to review progress.
- All employees who have completed their probationary period are required to participate in the appraisal process.
- The appraisal discussion will allow an opportunity for both the appraisee, and the appraiser to reflect and comment on the previous year's achievements. It will praise achievement and encourage the appraisee in his/her role.
- The appraiser is accountable for giving the employee constructive, timely and honest appraisals of their performance, which should take into account both the goals of the unit and of the individual.

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- The discussion should be a positive dialogue, and will focus on assisting the appraisee to acquire the relevant knowledge, skills and competencies to perform his/her current role to the best of his/her abilities.
- The appropriate forms will be completed and signed by both parties. The appraisee will be given the opportunity to note any comments that he/she does not agree with.
- A copy of the signed Performance Appraisal form will be sent to the HR Department and kept in the employee's file.
- The appraisee and the supervisor should agree on a personal development plan for the appraisee for the following year. This will reflect the appraisee's aspirations and the unit's requirements, and should align personal and unit goals. The Supervisor will support the individual to achieve these goals during the forthcoming year.

9.1 SCHOOL TEACHERS' PERFORMANCE APPRAISAL

Performance Appraisal for Teachers will be in accordance with the Ministry of Education Appraisal System.

Definitions:

New Teachers: Teachers who have been hired into contract or permanent positions, either part time or full time. Teachers are considered NEW when they are hired during or at the beginning of their FIRST School year.

Experienced Teachers: Teachers who have been working at the School for two (2) consecutive years or more.

Procedure:

- New teachers will be appraised before the end of their first year of teaching with the school.
- Experienced Teachers will be appraised under Principal's discretion.

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Teacher's Appraisal System is designed to:

- Promote teacher development;
- Provide meaningful appraisals of teachers' performance that encourage professional learning and growth;
- Identify opportunities for additional support where required; and
- Provide a measure of accountability to our students.

All performance appraisals will include some or all of the following elements:

- Classroom observation of the teacher by the appraising Principal, agreed to by both parties. Prior to each observation, the teacher and principal discuss the competencies that will be the focus of the observation.
- Appraisal meetings that promote professional dialogue between the principal and the teacher.
- A summative report that documents the appraisal process. This report becomes a vehicle for teachers to reflect on the feedback they have received and to identify opportunities for growth. It also provides the means by which principals inform teachers of their Performance.
- A rating that reflects a principal's assessment of a teacher's overall performance.
- A process for providing additional support depending on the outcome of the Appraisal Procedures.

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10. GRIEVANCE PROCESS

What is a grievance?

A grievance is any type of problem, concern or complaint related to work or the work environment.

Purpose of this policy:

- The purpose of this policy is to provide the opportunity to resolve a conflict or complaint quickly, fairly and without reprisal.
- Improve communication and understanding between employees and their supervisors
- Support a positive work environment by assigning supervisors responsibility for preventing and resolving conflicts and complaints
- Employees who are experiencing a work related conflict or have a complaint are encouraged to resolve it through discussions with their supervisor as soon as possible.

Procedure

Level 1:

All Employees are encouraged to discuss their complaint directly with the person causing the concern. In many cases, simply bringing the problem to the attention of the respondent may resolve the issue.

Level 2:

If unsuccessful in dealing with the issue directly, the complainant should then discuss it with his/her immediate supervisor as soon as possible. Where possible, an informal resolution is encouraged. The supervisor / higher level of management will analyze conflict resolution request or complaint and will meet with the employee to inform the employee of the proposed plan of action.

Level 3

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If the employee is still unsatisfied with decisions made regarding the problem, or if the supervisor is the one who causing the issue, an official written complaint has to be prepared and submitted to Human Resources. The complaint has to include all details about the actions and decisions made to resolve the issue. A meeting will be held with the concerned parties and an investigation will be done to gather all required details. The head of HR will provide the final decision in writing to all the parties.

Level 4

If the employee is not satisfied with the proposed resolution of the problem, he or she may proceed with submitting a written complain to the Board of Director and the Head of Human Resources will forward the complete file including documentation of relevant factual information, analysis of the information, the conclusion, and the recommended resolution, to the Board of Directors.

- All requests for conflict resolution and complaints shall be fully investigated in a confidential manner and a decision will be given as quickly as possible. It must be recognized, however, that to the extent that the complainant chooses to initiate proceedings, that confidentiality cannot be guaranteed
- Penalty against an employee for making a complaint, or participating in a problem resolution investigation will not be tolerated and will be subject to disciplinary action.

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11. DISCIPLINE

The purpose of this policy is to address and correct unsatisfactory performance and / or behaviour and to set a plan for performance improvement.

The discipline system outlined below has been established to ensure consistency and fairness, and to promote a positive work environment. Examples of instances requiring discipline include but are not limited to:

1. Any breach of the policies and procedures outlined in this Employee Handbook and /or the Ontario College of Early Childhood Educators, Ontario College of Teachers and any corresponding regulatory body.
2. Unsatisfactory Job Performance: Failure to meet reasonable, agreed upon goals and/or specific objectives; and/or below-expected/planned work quality.
3. Failure to work scheduled or expected hours on an ongoing basis.
4. Disruptive behavior: Negative or hostile attitude towards colleagues, clients, management, and/or the Organization. Repeated instances of inappropriate behavior, including, but not limited to: discourtesy towards customers, management and employees generally; and use of abusive or obscene language in the workplace.
5. Insubordination: The defiance of authority by an employee that occurs when an employee refuses to obey a clear and specific instruction/direction provided by management that is lawful, reasonable, and within the scope of the employee's duties and responsibilities.
6. Absenteeism: absenteeism not excused by medical certificate; failure to call-in; or a pattern of absenteeism and continuous lateness.
7. Misconduct: including, but is not limited to the following:
 - Being under the influence of a controlled substance or alcohol at work, on Organization's premises, or while engaged in organization's business;
 - Willful destruction in whole, or in part, of any of the organization's facilities and/or equipment.
 - Misuse or unauthorized use of the organization's property, equipment, materials and Information
 - Violation of established policies and procedures,
 - Disregard for safety and security procedures;
 - Illegal or violent activity;
 - Engaging in acts of discrimination or harassment in the workplace;

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Procedure

Disciplinary action is any one of a number of options used to correct unacceptable behavior or actions. Discipline may take the form of verbal warnings, written warnings, probation, suspension, discharge, with no particular order. The course of action will be determined by the Organization at its sole discretion, as it deems appropriate.

Verbal warning

This is a discussion between an employee and his/her direct Supervisor and/or HR Representative regarding work performance or conduct. The intent is to bring the issue to the employee's attention and develop a mutually agreeable plan of action. The Supervisor/Manager will document for his or her records that the conversation occurred, keeping in mind the significance of the impact of the act or omission.

Written Warning

The objective of the organization is to correct and direct unsatisfactory employee behavior. Written warnings are usually issued after verbal warnings have failed to correct a concern; or, the situation warrants discipline that is more severe than verbal warning.

Upon issuing a written warning a corrective action plan which outlines the improvement(s) required and the time frame within which the improvement(s) are to be achieved shall be developed and signed by both parties.. A copy of the written Warning and the corrective action plan shall be provided to the employee. A follow-up meeting (verbal/documented) should be scheduled to evaluate the progress of the employee's performance.

Suspension

In certain circumstances, the organization will be forced to suspend employees for a certain time, either with or without pay, as a disciplinary action for an inappropriate behavior or action. In case the situation warrants a suspension of employment, a letter of suspension will be given to the employee.

Disciplinary suspensions may also occur, without prior warnings, if the suspension is administered because of unacceptable conduct or behavior that endanger other individuals and /or the Organization.

Dismissal

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A meeting will be arranged between the employee, Head of the unit, and/or the HR Representative, and a letter of discharge is issued promptly to the employee. A Record of Employment will be issues for the dismissed employee as required by the Employment Standards Act, 2000.

Misconduct that involves dishonesty, violation of the law, significant risks to Organization or to the safety and well-being of oneself or others is grounds for immediate termination of employment. However, the facts and circumstances of each case will determine what action, up to and including discharge from employment, is appropriate. Decisions to terminate employment will be made in consultation with Human Resources and the Head of the Board.

Some circumstances may be serious enough that all three steps are not used. Some examples of these types of situations are theft, assault or wilful neglect of duty.

Documentation

In all cases, documentation will be included in the employee's personnel file. The employee will be provided copies of discipline/ Warning Letters. The employee will be asked to sign copies of this documentation attesting to his or her receipt and understanding of the corrective action outlined in these documents.

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12 TERMINATION OF EMPLOYMENT

While we are both hopeful that the relationship will be lengthy, we feel it is wise to outline our respective rights and obligations should either of us decide to end the relationship in the future.

I. *Termination with Notice*

Except where the Organization is entitled to terminate your employment without notice pursuant to the Employment Standards Act, 2000 (*ESA*), the Organization may terminate your employment by providing you with notice, payment in lieu of such notice, or a combination of both at the Organization's discretion, and severance pay, if applicable, in accordance with the provisions and requirements of the *ESA*, as may be amended from time to time or as may be replaced by future legislation.

On termination without cause, your entitlements are limited to those prescribed by the *ESA* and no further notice, payment in lieu of notice or severance pay (if applicable) will be provided or payable to you. You will receive your full entitlement to compensation during the *ESA* period provided to you, including continuing to participate in the Organization's group benefit plan (if any) for the duration of the notice period.

II. *Termination Without Notice*

Your employment with the Organization may be terminated without notice, pay in lieu thereof, or severance pay in accordance with the *ESA*, including in circumstances where you are guilty of wilful misconduct, disobedience or wilful neglect of duty that is not trivial.

III. *Resignation*

You shall provide the Organization with not less than two (2) weeks notice of resignation from your employment. The Organization may also, in its sole discretion, waive any such period of notice and provide you with pay in lieu of the notice provided by you, or the minimum entitlement pursuant to the *ESA*, whichever is less.

IV. *Layoff*

As business needs dictate, the Organization reserves the right to place you on lay off for temporary periods of time, in accordance with the *ESA*. If you are laid off, this will not constitute a

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termination of employment, except as provided by the ESA. The Organization will decide, in its sole and absolute discretion, acting reasonably, whether or not it is necessary to place you on lay off.

12.1 RETURN OF ORGANIZATION'S PROPERTY

Upon resignation/ termination from employment, employees must return all The Organization's property that is in their possession or control. Such properties include but are not limited to:

- Credit cards
- Office/building keys,
- Office/building security passes
- Computers, laptop and any other electronic device or equipment.
- Intellectual property (e.g., written materials, work products)

Computer account and/or EDSBY account will be terminated immediately after your last day of work.

The HR Representative will request an exit interview upon notice of resignation. The purpose of the exit interview is to complete necessary forms, collect company property, and discuss employment experiences and feedback for the purpose of improving process.

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13 INCLEMENT WEATHER

During the winter months, inclement weather and/or poor road conditions may cause the disruption of bus transportation and regular School operations.

A decision to cancel bus transportation and/or to close Schools is made by 6:00 a.m. after checking Peel District Organization Board announcements. If the School Board decides to close its Schools and offices, PCC and MCFS will not operate. In addition, if the Board decides to cancel its buses, then the buses at PCC and MCFS will be canceled accordingly. In this case, parents/guardians should develop alternate transportation arrangements.

For Little Angels Christian Childcare Centre I and II, the decision to close the Daycares will be made 6:00 a.m. after taking into consideration the severity of the situation and the effect of the closure on Parents.

For all other employees, employees shall make every reasonable effort, consistent with personal safety, to report to work unless instructed otherwise. All employees will make a good faith effort to report to work on time by allowing sufficient travel time in case of bad traffic due to weather condition.

In the event that an employee is unable to arrive at their workplace at their normal starting time as a result of inclement weather conditions, the employee must call his/her supervisor at least One hour before their start time to advise that he/she will likely be late due to weather conditions

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14 COMPUTER USE GUIDELINES

Our computer systems and workstations are intended to be used for the organization's purposes. This use is restricted to the use of standard installed software, approved by the IT Manager.

Do Not

- Obtain or use someone else's password.
- Let anyone know your password or use your accounts
- Download software without the expressed permission of the IT Manager
- Use internet access of adult, restricted or pornographic sites
- Use Internet /Email access for any unlawful activity
- Distribute any image, or text that may be deemed offensive to others
- Use your Computer for any business purpose unrelated to the business of our organization
- Use any software obtained illegally, or not properly licensed for our systems.
- Install any program that is not used for business. Otherwise, it must be approved by the Direct Manager.

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15 INTERNET AND SOCIAL MEDIA

Desktop access to the Internet is provided to employees for business purposes and to support the Organization's mission. No use of the Internet should conflict with the primary purpose of the Organization, its ethical responsibilities or with applicable laws and regulations.

Internet use should be in moderation to keep a good level of service for the organization as a whole.

Accessing personal social media (Facebook, Google+, LinkedIn etc.) at work is only appropriate during break time. It is preferred to access personal social media using your personal technology, and not use the organization's computers.

All employees should use sound judgment and due care when using social media. As a misjudged status or comment can generate complaints or damage the Organization's reputation.

It is important that you DO NOT disclose any information, pictures, or videos that are confidential or proprietary to the Organization. This includes information that will become public, but has not yet been announced or posted, and any conversations or meetings that are meant to be private or for internal use only.

Be cautious of any inappropriate expressions of frustration, sarcasm or humour and be mindful of the impact your contribution might make to people's perceptions of us as an Organization.

Do not upload, post, forward or post a link to any abusive, obscene, discriminatory, harassing, derogatory or defamatory content. Harassment, threats, intimidation, ethnic slurs, personal insults, obscenity, racial or religious intolerance and any other form of behavior prohibited in the workplace is also prohibited via social media channels

Examples of social media disclosures that may compromise an employee's right to privacy include, but are not limited to, pictures, video or audio recorded shared through social media channels without the employee's permission.

PERSONAL PHONE CALLS

Employees are encouraged to make personal calls during breaks and lunch time.

While at work, employees are expected to exercise discretion in using personal cellular phones as well as use of organization's phone. Personal calls during the work hours, regardless of the phone used can interfere with employee productivity, and may be distracting to others.

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School and Daycare Teachers are requested to silent their cell phones while in the classroom. Personal calls can be made only during break time.

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16 HEALTH AND SAFETY AT WORK

The Organization is interested in the health and safety of its workers. Protection of workers from injury or occupational disease is a major continuing objective.

The Organization will make every effort to provide a safe, healthy work environment. All employers, supervisors and workers must be dedicated to the continuing objective of reducing risk of injury.

Supervisors will be held accountable for the health and safety of workers under their supervision. Supervisors are subject to various duties in the workplace, including the duty to ensure that employees work in compliance with established safe work practices and procedures.

Every worker 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 the employer. Workers will receive information, training and competent supervision in their specific work tasks to protect their health and safety.

Every employee including contractors and sub-contractors must comply with the Safe Work procedures / practices and are required to report any incidents / injuries / property damage immediately.

In the event that you should sustain an injury, the organization will make every reasonable effort to provide suitable return to work opportunities for every employee who is unable to perform his or her regular duties following a work-related injury or illness.

It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of this organization, from the president to the workers.

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16.1 ROLES AND RESPONSIBILITIES

The Organization's responsibility:

- Prepare and post a written occupational health and safety policy.
- Comply with any orders and requirements of inspectors and other agents from the ministry.
- Post in the workplace a copy of the Occupational Health and Safety Act.
- Monitor compliance with all safety legislation, regulations, rules, procedures, safe work practices, and discipline workers who do not follow policies and procedures.
- Provide assistance and cooperation to the Joint Health and Safety Committee and respond to all its recommendations.
- Provide information, instruction, training, supervision and assistance to all employees to protect their health and safety, and ensure that workers participate in required instruction
- Inform employees, about any hazards in the workplace and outline the steps must be taken to prevent exposure to that danger.
- Ensure that work is done in compliance with all safety legislation.

Supervisor's responsibilities:

- Set a good example.
- Know and understand legislation and regulation.
- Promote health and safety awareness.
- Establish safe work procedures.
- Correct all unsafe work methods and conditions.
- Enforce health and safety rules.
- Inspect for hazards.
- Duty to report and document all incidents in the workplace.
- Promote and foster a safe culture.

Employee responsibilities:

- Work in compliance with occupational Health and Safety Act regulations.

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- Report to their supervisors any contravention of the Occupational Health and Safety Act or the existence of any hazard of which they are aware.
- Duty under OH&S regulations to report all workplace incidents to your direct supervisor immediately.
- Be advised failure to report all workplace incidents to your direct supervisor immediately is an infraction under OH&S policies.
- Not to use or operate any equipment, machine, and device or work in a manner that may endanger himself/ herself or another worker.
- Not to remove or make ineffective any protective device required by the regulations or by the employer.
- Work in a manner that does not endanger oneself or others.

16.2 THE RIGHTS OF EMPLOYEES

1. **The right to know:** workers have the right to know about any potential health and safety hazard to which they may be exposed.
2. **The right to participate:** workers have the right to be part of the process of identifying and resolving work place health and safety concern through:
 - Membership in JHSC.
 - Reporting to management any occurrence or hazard that does not promote good health or safety in the workplace.
3. **The right to refuse work:** workers have the right to refuse work that they believe is unsafe.

16.3 WORK REFUSAL PROCESS

FIRST STAGE

Worker considers work unsafe



Worker refuses work. Reports concern immediately to supervisor, JHSC and stay in safe place



Supervisor Investigate with the assistance of JHSC



ISSUE RESOLVED

Employee goes back to work.



ISSUE NOT RESOLVED

Proceed to second stage

SECOND STAGE

With reasonable grounds to believe, work is still unsafe,

Worker continues to refuse and remains in a safe place.

JHSC Calls MOL (Ministry of Labour)



MOL Inspector investigates in the Company of JHSC/Employee/Supervisor



MOL Inspector gives decision to Employee, Supervisor and JHSC in writing



Changes are made if required.

Employee returns to work

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Pending MOL Investigation:

- A refusing worker may be offered other work that does not conflict with a collective agreement.
- Refused work may be offered to another worker, but management must inform the new worker that the offered work is the subject of work refusal. This must be done in the presence of a member of the JHSC who represents workers.

However if you are a **teacher**, Regulation 857 requires that you **must** ensure the safety of students in your care **first**. **At no time is a teacher permitted to leave any students unsupervised or unattended when exercising a work refusal.**

In practical terms, this means that **the students in a teacher's care must be safe and supervised before a work refusal is started.**

Where there is endangerment to staff and students, essential first steps are to:

- ensure that students are safe
- get immediate assistance
- report concerns to the principal
- engage emergency procedures if necessary

A worker has the duty to work in accordance with the Occupational Health and Safety Act. The employer is not allowed to penalize, dismiss or discipline an employee for obeying the law. This rule does not apply if the work refusal was made in bad faith, or if the worker continues to refuse after the Ministry of Labour inspector finds that the work is not likely to endanger the worker.

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16.4 JOINT HEALTH AND SAFETY COMMITTEE

The JHSC is formed to support the goals of the health and safety system and to reduce incidents, accidents, injuries and illness in the workplace.

The responsibilities of the JHSC members include:

1. Carry out the duties of a committee member to the best of their ability.
2. Recommend to the employer and employees the establishment, maintenance, and monitoring of programs, measures and procedures.
3. Identify sources of danger and hazards in the workplace.
4. Inspect the workplace at least once per month or at least a section once per month.
5. Inform the JHSC members of actual and potential hazards, identified during the workplace inspection.
6. Assist in the investigation of work refusal.
7. Investigate any critical injuries or fatalities.

A list of the updated Health and Safety Committee members will be posted on the H&S board.

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16.5 TYPES OF HAZARDS AND SAFETY CONTROLS

Under the OH&S regulations, it is an employer's duty to advise employees of any existing or potential hazards in the workplace.

Hazard recognition is also learning the different types of hazards; hazards may include the following:

Safety Hazards	Biological Hazards
Spills Tripping & falls Cords running across floors Icy entrances Unsafe use of ladders that result in falls Electrical hazards like frayed cords, missing ground pins & improper wiring	Disease Fungi/mold Bacteria and viruses Plants and Insect bites Animal and bird droppings
Physical Hazards	Ergonomic Hazards
High exposure to sunlight / ultraviolet rays Temperature extremes – hot and cold Constant loud noise Radiation	Improperly adjusted workstations and chairs Frequent lifting and poor posture Awkward movements, especially if they are repetitive Having to use too much force, especially if you have to do it frequently
Chemical Hazards	Work Organization
Liquids like cleaning products, paints, ESPECIALLY if chemicals are in an unlabeled container! Vapors, fumes and dust. Gases and flammable materials.	Hazards or stressors that cause stress such as, Workload demands Intensity and/or pace Violence & harassment

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Work Area Housekeeping

Every employee has a duty to focus on good housekeeping practices in their individual work areas. A clean site reduces incidents, accidents and injuries. Good housekeeping is the first and the most important (fundamental) level of preventing accidents (falls due to slips and trips). It includes:

1. Keep your work area clean and tidy.
2. Ensure that exits and aisles are clear of obstructions to allow easy evacuation of the building.
3. All paper and food waste to be placed in recycle and or garbage containers.
4. All tools put back in appropriate storage.
5. Electrical cords shall not be stretched and extensions should be used.
6. Bundle cables when not in use.
7. Report hazards such as uneven boards, cracks, burnt-out lights (Fix immediately).
8. Do not pile material around fire extinguishers, sprinklers, or emergency exits.
9. Do not leave clean up to last few minutes of shift or day.
10. Do not collect broken glass and metal straps in plastic bags.
11. Do not use bare hands when collecting waste. Wear gloves to avoid cuts.
12. Do not use boxes as chairs or ladders.
13. Clean up all spills immediately, marking spills and wet areas.
14. Mopping or sweeping debris from floors.
15. Removing obstacles from walkways and always keeping them free of clutter.
16. Securing mats, rugs and carpets that do not lay flat.
17. Always closing file cabinet or storage drawers.
18. Covering cables that cross walkways.
19. Keeping working areas and walkways well lit.

Electrical Safety

The voltage of the electricity and the available electrical current in regular businesses and homes has enough power to cause death by electrocution. Even changing a light bulb without unplugging the lamp can be hazardous because coming in contact with the "hot", "energized" or "live" part of the socket could kill a person.

1. Inspect portable cord-and-plug connected equipment, extension cords, power bars, and electrical fittings for damage or wear before each use. Repair or replace damaged equipment immediately.
2. Always tape extension cords to walls or floors when necessary. Nails and staples can damage extension cords causing fire and shock hazards.
3. Do not use outlets or cords that have exposed wiring.
4. Do not use portable cord-and-plug connected power tools with the guards removed.
5. Do not block access to panels and circuit breakers or fuse boxes.

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6. Do not touch a person or electrical apparatus in the event of an electrical accident. Always disconnect the power source first.
7. Never put extension cords through doorways or under carpets.

Common Accident Causes

1. Movement of underfoot surfaces (i.e. mats or ladders, wrinkled carpeting).
2. Floor surfaces (uneven, holes, slopes, loose flooring).
3. Slippery floor surfaces.
4. Stairs.
5. Extension cords and cables.
6. Seasonal Conditions (snow, ice, rain).
7. Ladders (improperly used or maintained).
8. Obstructed view or clutter in your way.
9. Poor lighting.
10. Uncovered cables.
11. Bottom drawers not being closed.

Safe Controls

1. Always wear or maintain personal protective equipment (if required).
2. Keep your work area clear and follow the housekeeping standards.
3. Pick up and remove any debris from the floor to ensure walking areas are unobstructed.
4. Ensure to clean or report any damp, wet walking surfaces so that the area can be sectioned off and controlled with warning signs.
5. Store heavy objects lower on racking and in accessible areas.
6. Do not carry loads that obstruct your view.
7. Wear properly fitted clothing that will not present a hazard (i.e. longer trouser).
8. Place any telephone cords, cables, hoses, etc. out of the way of traffic and ensure they are taped or covered on the floor.
9. Do not leave filing cabinets' doors open when not in use.
10. Walk at a safe speed, watch where you are going and change directions carefully.
11. Immediately correct/report any hazard that may cause a slip, trip or fall.

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16.6 HAZARD RECOGNITION AND REPORTING

The purpose of this policy is to identify the steps to be taken for reporting hazardous conditions that may endanger the health and safety of employees.

Roles and Responsibilities

1. All employees are responsible for reporting to his/her supervisor any hazardous conditions that may exist in the workplace.
2. The Supervisor is responsible for responding to the employee's concern, ensuring the hazardous condition is resolved and filling in the hazard reporting form with the assistance of the worker. Follow up on any actions/responses must be completed.

Procedure

1. The employee who identifies a safety hazard/concern must report this to his/her supervisor immediately.
2. The supervisor will deal with the matter promptly, consult with others as needed, and advise the employee of the plan of action to resolve the matter. Reasonable time would depend on the potential risk of the situation.
3. If the supervisor is unable to resolve the concern, he/she should bring it to the attention of the Joint Health and Safety Committee (JHSC).
4. The employee will be asked to document the concern, outlining the facts and the information requested.
5. All concerns are to be thoroughly investigated with information pertaining to the concern.
6. The JHSC and the employee's supervisor are responsible for ensuring the employee is informed of the progress of the resolution of the concern.
7. If the concern remains unresolved, the JHSC contact the Ministry of Labour Inspector for assistance.

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16.7 INCIDENT/ACCIDENT REPORTING AND INVESTIGATION PROCEDURE

PURPOSE

To provide a procedure where all occurrences/accidents can be reported and investigated to prevent recurrence. Occurrences are:

- Injuries
- Occupational illnesses
- Property damage
- Near misses.

ROLES & RESPONSIBILITIES

1. Employees are required to report all injuries/illnesses/incidents/property damage occurrences to his/her supervisor.
2. The supervisor is responsible for investigating, reporting and corrective action follow-up of all injuries/illnesses/incidents/property damage.

PROCEDURE

General

1. All injuries/illnesses/incidents/property damage must be reported to the supervisor
2. Immediately after an injury/illness/incident/property damage occurrence, the supervisor shall ensure the safety of employees, public, equipment and facilities from further injury or damage and follow the steps laid out in this procedure.
3. There are four categories of injuries:
 - no treatment
 - first aid
 - health care
 - critical injury

No Treatment Injury

A 'no treatment injury' occurs when there is an injury that does not require any treatment (i.e. bruised finger).

1. The employee will report the injury to the supervisor. The supervisor might document the injury in the "Health and safety incident report" depending on the severity of the injury.

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First Aid Injury

A “first aid injury” is an injury that can be treated at the worksite and does not require treatment from a health care professional (i.e. a cut finger that requires a Band-Aid only).

1. The employee is to report the injury to the supervisor.
2. First Aid treatment will be provided to the employee.
3. The supervisor will record the injury in the “Health and Safety Incident report”

Health Care Injury

1. A “Health Care Injury” is an injury that requires treatment (i.e. a cut finger that requires stitches) from a health care professional (i.e. physician, chiropractor, etc.) but is not of a critical nature. A supervisor is to arrange for:
 - First aid treatment for the injured employee.
 - Transportation (e.g. taxi, ambulance, etc.) of the employee to a location where Professional health care can be delivered (i.e. doctor's office, hospital).
2. The supervisor with the assistance of witnesses must complete the Health and Safety Incident Report as soon as possible. The HR representative will prepare and submit WSIB Form 7 within 3 days of the injury (If required)
3. The supervisor and the HR Representative is to conduct an investigation immediately, or as soon as possible following the notification of the injury/illness/incident/property damage.

Critical Injury

A 'Critical Injury' is an injury of a serious nature that:

- places life in jeopardy
- produces unconsciousness
- results in substantial loss of blood
- involves the fracture of a leg or arm but not a finger or a toe
- involves the amputation of a leg, arm, hand or foot, but not a finger or a toe
- consists of burns to a major portion of the body
- Causes the loss of sight in an eye.

Procedure:

1. The supervisor is to arrange for:
 - First aid treatment of the injured employee.

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- Transportation (e.g. taxi, ambulance, etc.) of the employee to a location where Professional health care can be delivered (e.g., hospital).
 - Immediate notification of the Ministry of Labour, and Joint Health and Safety Committee
 - Securing the scene as per OHSa section 51(2).
2. The supervisor should complete the Health and Safety incident Report and submit it to the HR Department.
 3. The supervisor and the HR representative are to conduct an investigation immediately, or as soon as possible following the notification of the injury/illness/incident/property damage.
 4. The HR representative will prepare and submit WSIB Form 7 within 3 days of the injury

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16.8 RETURN TO WORK PROCEDURE

The Organization will make every effort to help an injured employee to stay at work (SAW) or to return to work (RTW). The RTW program will ensure that as an Organization we are committed to supply modified / accommodated duties to employees, where possible, without undue hardship.

Roles and Responsibilities

Employer

- Get first aid immediately, if needed.
- The employer arranges and pays for transportation for medical care, if needed.
- The employer pays wages for day of injury.
- The employer reports the injury/illness to the WSIB within three days if it:
 - Involves: health care treatment, time off work or lost wages.
- Investigate the accident.
- Maintain communication with the injured employee throughout their recovery and return to work,
- Attempt to provide **suitable work** if possible. In other words, work that:
 - Is safe and within your worker's (functional) physical capabilities

- Develop a RTW plan following the injury using the functional abilities on the second page of the Form 8, issued to the worker by the initial treating practitioner.
- Document the RTW plan and provide a copy to the worker.
- Monitor the progress of the employee's modified duties.

Employee

- Report the injury to employer or supervisor.
- Get proper medical treatment immediately following a work-related injury or illness and follow the recommendations of the health professional.
- Return to work after the injury with the second page of the Form 8, to discuss functional abilities and workplace duties.
- Complete a Form 6 Worker's Report of Injury (www.wsib.on.ca) and send Form 6 to the WSIB.

- Be in regular contact with your Supervisor/HR Representative.
- Take an active role in developing a RTW plan.
- Communicate any concerns to the employer or supervisor.

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- Obtain the necessary forms from the treating health care professional, as may be required, by the employer.
- Ensure that appointments with health care professionals are continued while on modified duty. These appointments are to be arranged whenever possible during non-work hours.
- Co-operate with all requests for documentation as required by the WSIB and the Employer.
- Attend all scheduled RTW meetings.
- Communicate any changes / modifications needed to the RTW plan to the supervisor as soon as they are known.

Supervisor

- Advise the employee of the availability of transitional work and provide the required forms.
- Assist in the creation of, and support the employee's RTW plan.
- Maintain communication with the employee on modified duties and monitor their progress and the effectiveness of the plan.
- Inform other employees in the department as may be required.
- Communicate and assist in the evaluation of the plan's effectiveness through regular meetings scheduled with the employee.
- Assist in investigating the accident.

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16.9 FIRE SAFETY AND EVACUATION PROCEDURE

In the event of a fire or any other emergency situation, staff and students must

- REMAIN CALM
- FOLLOW THE EVACUATION PROCEDURES
- CALL 911, if life threatening situation

Employees are responsible to:

- Be familiar with the Emergency Evacuation Plan;
- Report an emergency condition;
- Evacuate when necessary according to instructions posted;
- Follow the layout showing the location of fire extinguishers and exits posted in each class/room;

Evacuation Procedures

1. Follow the directions of your attending staff, and take your **designated** or the alternative exit if necessary. (Refer to the **Evacuation Route** plan available in every class/ office).
2. Any present staff member should close doors behind him/her once he/she is sure that there is nobody in the room/ office.
3. Proceed **calmly** and **orderly** through your exit.
4. When outside, gather along the parking lot fence at the designated area.
5. The responsible staff must **take a head count** (attendance) and **report any missing** students/ children and or individuals to emergency personnel.
6. Parents can meet and stay with their children **after the head count** has been taken at the gathering spot.
7. When it is safe to re-enter the building, students/visitors will follow their instructors or responsible attending staff to appropriate classroom/office.

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16.10 WORKPLACE INSPECTION PROCEDURE

The workplace inspection is one of the programs used to implement the Health and Safety policy. The goal of workplace inspection is to prevent injuries and illnesses by identifying and eliminating actual and potential hazards. In addition to identifying hazards, inspection reports are used to monitor standards and procedures and recommend changes.

Members of the Joint Health and Safety Committee (JHSC) do formal workplace inspections.

The goals of the inspection include but are not limited to:

- Identify actual and potential problems,
- Identify equipment deficiencies,
- Identify improper employee actions,
- Review procedures in action,
- Listen to the concerns of staff and supervisors,
- Gain further understanding of jobs and tasks,
- Determine underlying causes of hazards,
- Recommend corrective action.

Procedure

1. Use monthly Workplace Inspection Checklist as a guide to ensure a thorough inspection.
2. Document all substandard or unsatisfactory conditions using the Workplace Inspection Recording Form.
3. Check to see if previous actions are complete.
4. Recognize good practices and note when procedures are followed.
5. Document suggestions for resolving on the Workplace Inspection Checklist.
6. Take corrective action immediately when possible/necessary.
7. Submit the Workplace Inspection Checklist to the JHSC once the inspection is complete.
8. The JHSC will review the Checklist and initiate/plan appropriate corrective action where necessary within one week (or immediately if needed).

Supervisors and Employees

1. Will complete daily visuals to Identify health and safety hazards
2. Record any issues found and remedial action taken, and submit it to JHSC

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17. Human Rights and Workplace Harassment

The Organization believe all employees have the right to equality, equal opportunity, fair treatment, and an environment free of discrimination in accordance with the Ontario *Human Rights Code* (the “Code”). It is the policy of the Organization to provide equal opportunity for all qualified persons and not discriminate against any employee or applicant for employment because based on a prohibited status as defined by the *Code*, subject to the our core Christian beliefs and values.

Employees are encouraged to visit the Ontario Human Rights Commission’s website and read its policies concerning the above grounds of discrimination.

This policy applies to recruitment and placement, promotion, training, transfer, retention, rate of pay and all other details and conditions of employment. Employment and promotion decisions will be based on merit and the principle of furthering equal opportunity. The requirements the Organization imposes in filling a position will be those that validly relate to the job performance required. All other personnel actions including compensation, benefits, transfers, layoffs, recalls from lay-offs, training, education, and tuition assistance will be administered without regard to any Code prohibited grounds.

Any employee having reasonable grounds for believing that a person is engaging or has engaged in a discriminatory practice should talk to Human Resources. Human Resources will investigate the complaint and advise the complainant of the outcome.

17.1 Accommodation

As part of Organization’s commitment to maintaining a discrimination free work environment, the Organization is also committed to accommodating employee needs in relation to Code prohibited grounds to the greatest extent possible, and in accordance with legal requirements. For example, employees may require accommodation from time to time in relation to illness, disability, family status and other areas protected under the Code. If an employee believes that accommodations may be necessary in his or her employment relationship with Organization, the first step is to discuss the issue directly with a manager or human resources representative. You are encouraged to consult the Ontario Human Rights Commission website to learn more about your right to a discrimination free workplace.

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17.2 Harassment Free Environment

All employees have the right to work in a collegial, harassment-free work environment. The Organization is committed to providing this environment and expects all employees to use good common sense and maintain ethical behaviour with co-workers and customers alike.

“Workplace harassment” typically arises from vexatious comments or a course of conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome. Harassment takes many forms and can include harassment that is sexual, physical and/or psychological in nature and may include the following behaviours:

- Verbal abuse or threats;
- Unwelcome remarks, jokes, innuendoes or taunting about a person's body, attire, age, marital or family status, ethnic or place of origin, religion, race, sexual orientation, gender;
- Identity or gender expression, disability, ancestry, colour, citizenship, creed, sex, record of offences, etc.;
- Practical or "dirty" jokes which cause awkwardness or embarrassment;
- Leering or gestures;
- Display of pornographic, racist or other offensive or derogatory pictures or other material;
- Condescension or paternalism which undermines self-respect;
- Remarks, gestures or comments of a sexual nature which are known or ought to be known to be unwelcome;
- Requests or demands for sexual favours; and/or physical and sexual assault.
- Behaviour normally considered unacceptable by another individual.

Courteous, mutually respectful, non-coercive interactions which are acceptable to both parties are not considered harassment.

Sexual Harassment

Sexual harassment is deliberate and unsolicited and can be offensive sexual comments, gestures or physical contact that are unwanted or offensive either on a first time basis or as a continuous series of incidents.

It may also involve favours, promises of favours, advantages in return for giving in to sexual advances or, the threat of revenge for refusing them.

What is not sexual harassment? The common social banter that occurs regularly in the work environment is usually not considered sexual harassment. Flirtation or a workplace romance between two consenting persons of equal level seniority is not sexual harassment. Sexual harassment, by definition, is coercive and one-sided and both males and females can be victims of it.

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What Is the “Workplace?”

This policy is limited to behaviour that occurs in the workplace. However, under the policy “Workplace” is defined broadly and includes, but is not limited to: the actual work site or office, company vehicle, outside the office, in the course of work assignments outside the office, at work-related conferences or training sessions, during work-related travel, over the telephone and any place that an employee is directed and paid to be at or near.

What isn’t workplace harassment?

Any reasonable action or conduct by the company, a manager or supervisor that is a part of their normal responsibilities, even if sometimes this causes unpleasant consequences for an employee. Examples of this would include:

- Changes in work assignments
- Scheduling
- Policy implementation
- Workplace inspections/assessments
- Performance reviews/management
- Disciplinary action

What to Do If Harassment Occurs

If you feel that you are being harassed, the first step is to immediately make the alleged harasser know of your disapproval and/or uneasiness. To avoid any misunderstanding, you should clearly state that you perceive his or her action and/or behaviour as harassment under the terms of this policy.

If there is a further incident, or if you are unable to address the matter directly with alleged harasser, immediately contact your immediate Manager, the harasser’s Manager, or Human Resources. If possible, tell the harasser that you are informing management.

If there is a further incident, make a written record of all incidents, include the nature of the behaviour, dates, times, witnesses (if any), and the action taken by you to tell the alleged harasser of your disapproval. Provide a copy to Human Resources.

Investigation

A neutral third party will investigate and deal with all concerns, complaints, or incidents of workplace harassment in an appropriate, fair and timely manner while respecting workers’ privacy as much as possible. The following investigation procedure will apply:

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1. The complaint of harassment shall be provided in writing;
2. The respondent shall be notified of the allegations of harassment;
3. If necessary, the respondent will be removed from the workplace;
4. An impartial investigator will interview the complainant, respondent and any witnesses regarding the alleged harassment.
5. The investigator will advise the complainant and respondent of the results of the investigation and any corrective action that may be necessary.

Corrective Action

After the investigation has taken place, the following conditions will be considered when determining the corrective action to take:

- The impact of the incident;
- The nature of the incident; and
- The period of time and frequency of the incidents;
- The employment history and discipline record of the offender;
- Any other matter or consideration which may be relevant in the circumstances.

The following corrective actions may be considered depending on the particular incident and the factors stated above:

- Apology
- Training
- Legal action
- Dismissal

Retaliation

Regardless of the outcome of a harassment complaint made in good faith, the employee lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by either co-workers or superiors, such as demotion, unwanted transfer or denial of opportunities within the Company.

Documentation/Confidentiality

All complaints will be treated in a sensitive and confidential manner to the greatest extent possible and except where corrective action is necessary and as required by law. All employees involved in the complaint must keep the details confidential and refrain from discussing the matter with others.

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The alleged harasser has the right to know the identity of the complainant and the details of the complaint, and may file a written response in addition to his or her participation into any investigation into the complaint.

Documentation on the matter will not be placed in the complainant's file.

All documentation relating to an unsubstantiated report will be destroyed unless the complaint was found to be vindictively fabricated by the complainant. Malicious and groundless complaints of harassment may result in discipline up to and including termination of employment.

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18. WORKPLACE VIOLENCE

The Organization is committed to providing a work environment in which all individuals are treated with respect and dignity.

Workplace violence and harassment will not be tolerated from any person in the workplace. Everyone in the workplace must be dedicated to preventing Violence/Harassment. Managers, supervisors, and employees are expected to uphold this policy, and will be held accountable for it.

Management will investigate and deal with all concerns, complaints, or incidents of workplace harassment and violence in a timely and fair manner while respecting workers' privacy, to the extent possible.

Workplace Violence

OHSA defines workplace violence as the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker. It also includes:

- attempts to exercise physical force against a worker in a workplace, that could cause physical injury to the worker; and a
- Statements or behaviours that a worker could reasonably interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.
- Physical acts (e.g., hitting, shoving, pushing, kicking, sexual assault).
- Use or possession of a weapon on the Company's premises.
- Bullying, staring, verbal abuse or shouting.

This may include:

- verbally threatening to attack a worker;
- leaving threatening notes at or sending threatening e-mails to a workplace;
- shaking a fist in a worker's face;
- wielding a weapon at work;
- hitting or trying to hit a worker;
- throwing an object at a worker;
- sexual violence against a worker;

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- kicking an object the worker is standing on such as a ladder; or
- Trying to run down a worker using a vehicle or equipment.

Domestic Violence

We have the utmost respect for your privacy and do not wish to intrude into personal lives of our employees. However, where we are aware of the existence of domestic violence, or where such violence is suspected, and the consequences of domestic violence are likely to spill over into the workplace, we have a moral obligation to intervene in the interests of the individual concerned and other employees.

Confidentiality will be maintained whenever possible. Information that relates to actual or suspected domestic violence, or violent individuals will be shared only on a need to know basis.

While we do not expect employees to be skilled in identifying potentially dangerous persons, employees are expected to exercise good judgment and to inform the Human Resources/ Supervisor of any behavior that could be a sign of potentially dangerous situations.

Individuals with a history of violence

Under the Occupational Health and Safety Act, employers and supervisors must disclose information about a person with a history of violent behavior as needed to protect workers from physical injury while respecting privacy as much as possible.

Therefore, we will provide the identity and personal details of that individual to those individuals who could reasonably be expected to encounter that person at work, and where the risk of workplace violence is likely to expose those employees to injury.

Right to refuse unsafe work

Employees have the right to refuse unsafe work where he or she has reason to believe that work is unsafe. The right to refuse unsafe work includes situations where workplace violence is likely to endanger the employee concerned.

Roles and Responsibilities

Employees

1. Treat everyone in the workplace with dignity and in a manner that is respectful and free of violence, threats, intimidation and harassment.
2. Refuse to accept violent or harassing behavior from others, regardless of whether that behavior is perpetrated by one's supervisor or co-workers, or by a visitor.
3. Report instances of inappropriate behavior without fear of reprisal.
4. Fully cooperate with all workplace violent and harassment investigation.

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5. Preserve evidence and document dates, times, and names of any witnesses as well as any attempt to resolve the situation.

Supervisors and Managers

1. Take allegations of violence or harassment seriously and follow-up appropriately.
2. Maintain confidentiality whenever possible.
3. Be familiar with the requirements of the Violence and Harassment policy.
4. Set a good example and maintain a high standard of conduct in all dealings with others.

Joint Health and Safety Committee

1. Participate in an investigation where there is a work refusal as a result of workplace Violence/Harassment
2. Provide recommendations in relation to prevention of workplace violence and harassment.
3. Respond to employee concerns related to workplace harassment or bullying.

Employees accused of violence / harassment

1. Anyone accused of violence or harassment has a duty to co-operate with the investigation of the incident or complaint.
2. A person accused of violence or harassment has the right to be told that a report or complaint has been filed.
3. A person accused of violence or harassment has the right to be treated fairly during the investigation process.
4. The accused person has the right to be told about the process for looking into the incident or complaint.

Violent/ Illegal Acts

Please remember that your safety comes first, if a fight breaks out in the workplace, do not try to intervene. Instead, notify your supervisor and building manager immediately. If required, run to the nearest location where help is and call authorities.

Where there is an extremely urgent and/or life-threatening situation in the workplace, particularly concerning serious violence, the most important concern is the immediate safety and well-being of affected employees, students, visitors and other individuals. Depending on the situation, the most immediate need could be for you to call the police, fire department or paramedics, summon medical attention, secure the location or evacuate the premises but only if you can do this safely.

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Investigation

Management will investigate and deal with all concerns, complaints, or incidents of workplace violence in a fair and timely manner while respecting an employee's privacy as much as possible. The following investigation procedure will apply:

1. The complaint of violence shall be provided in writing;
2. The respondent shall be notified of the allegations;
3. If necessary, the respondent will be removed from the workplace;
4. An impartial investigator will interview the complainant, respondent and any witnesses regarding the alleged violence.
5. The investigator will advise the complainant and respondent of the results of the investigation and any corrective action that may be necessary.

Corrective Action

Human Resources will consider the investigation results and take the appropriate action where there is evidence of violence or harassment. In determining the action to take, the board will consider the seriousness of the acts and the impact of the action. Possible actions include but are not limited to:

- A letter of apology or a performance agreement, if the parties will agree to these;
- Mediation between the parties or;
- Reprimand, suspension or dismissal.

Complaints involving customers, visitors or members of the public.

This policy applies to harassment and violence that can be perpetrated by and against people who are not employees of the Organization.

When employees are concerned about the behavior of a customer, visitor or a member of the public, after consulting with their supervisors employees are authorized to:

- Politely tell that individual that his or her behavior is inappropriate;
- Politely end telephone conversation;
- Politely decline service.

Confidentiality

All complaints and any details related to the complaints will be kept in confidence except

- Where disclosure of information is required to investigate the complaint.
- Where we are required by law to do so.

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False complaints

No disciplinary action can be made against a complainant who acts in good faith and exercises his or her rights under this policy and under the law, even if the complaint turns out to be false, impossible to verify or if the behavior complained of does not amount to violence or harassment.

However, a false accusation made by a person who knows it to be false may also amount to harassment and would be subject to disciplinary action up to and including termination.

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19. AODA (Accessibility for Ontarians with Disabilities Act)

The Organization strives at all times to provide services in a way that respects the dignity and independence of persons with disabilities. We are committed to ensuring that customers with disabilities receive accessible services with the same quality and timeliness that others do.

We are committed to excellence in serving all customers including people with disabilities keeping in mind the principles of dignity, independence, integration, and equal opportunity. We will carry out our functions and responsibilities in the following areas:

The policy establishes that all services provided by the organization shall be provided to persons with disabilities and all other clients in accordance with the following key principles:

- Independence
- Dignity
- Integration
- Equal Opportunity

Assistive Devices

- Any auxiliary aid Such as wheel chairs, elevator buttons (Braille and sounds), or any personal mobility aid.
- Employees should use reasonable efforts to allow persons with disabilities to use and operate their own assistive devices to access our services. We will also ensure that staff knows how to use the following assistive devices available on our premises for customers.
- The organization will ensure that employees know how to use assistive devices available in providing services and inform individuals wishing to access our services.

Service Animals

Any animal individually trained to do work or perform tasks for the benefit of a person with a disability. Section 4(9) of the accessibility standards on customer service indicates that an animal is a service animal if:

- 1) It is readily apparent that the animal is being used for reasons related to a person's disability.
- 2) Or if a person provides a letter from the doctor or nurse confirming that the animal is required for reason related to disability.

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We are committed to welcoming people with disabilities who are accompanied by a service animal on our premises. If a service animal is excluded by law from the premises, the Organization will ensure that alternate means are available to enable the person with a disability to access our services.

Support Persons

- Any person hired or chosen by a person with disability, to accompany him or her in order to help with communication, mobility, personal care, medical care or with access to goods and services.
- A person with a disability who is accompanied by a support person will be welcomed at our premises with his or her support person. In some cases, a support person may have to agree to rules or requirements that are specific to the kinds of goods or services provided.

Notice of Temporary Disruption

We will make reasonable efforts to provide notice in the event of a planned or unexpected disruption in the facilities or services. This notice will include information about the reasons for the disruption, its anticipated duration, and a description of alternative facilities or services if available. We will provide notice by posting information in visible places on our premises or on the web site, or by any other method that may be reasonable under the circumstances.

Training for Staff

We will provide training to all employees, volunteers and others who work with the public. Training will include the following:

- The purposes of the AODA (Accessibility for Ontarians with Disabilities Act, 2005) and the requirements of the Accessibility Standards for Customer Service
- How to interact and communicate with people with various types of disabilities
- What to do if a person with a particular type of disability is having difficulty accessing your goods or services
- How to interact with people with disabilities who use an assistive device, service animal or support person

The amount and format of training will be tailored to suit each person's interactions with the public or his/her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

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Feedback Process

Feedback is welcomed as it encourages continuous service improvements. Feedback from a member of the public about the delivery of services to persons with disabilities may be given by telephone, in writing, in electronic format or through other methods.

If an individual requires a response, we are responsible for addressing that individual's comments, suggestions or complaint in a timely manner. In some cases, comments may be very specific to one situation. In other cases, comments may be broader and provide an opportunity for enhancing our policies and practices.

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19. ACKNOWLEDMENT

I have read and understood all the policies and procedures included in the Organization's Employee Handbook.

I also understand and agree that the Employee Handbook is not an employment contract for any specific period of employment or for continuing or long-term employment.

No deviation from the Employee Handbook is or will be permitted. Any questions regarding interpretation of this code or matters not covered herein should be directed to Human Resources and/ or head of unit. Management must ensure strict compliance with this Employee Handbook.

It is the responsibility of every employee of the organization to report any deviation or suspected deviation from this Employee Handbook to Human Resources.

Employee Name

Employee Signature

Date

MM/DD/YYYY