

# **Employee Handbook**

## **UpTown Waterloo BIA**

**Updated September 2018**

# Contents

<b>ABOUT THE BIA .....</b>	<b>4</b>
Our Mission and Vision .....	4
What You Can Expect From the BIA.....	5
What the BIA Expects From You .....	5
Governing Documents .....	6
<b>EQUAL EMPLOYMENT OPPORTUNITY .....</b>	<b>7</b>
<b>NON-HARASSMENT POLICY .....</b>	<b>8</b>
<b>MUTUAL RESPECT.....</b>	<b>13</b>
<b>TYPES OF EMPLOYMENT.....</b>	<b>14</b>
Probation Period.....	15
Introductory Reviews.....	16
Termination During Probationary Period .....	17
<b>HOURS OF WORK, COMPENSATION, AND PAY-RELATED ISSUES .....</b>	<b>18</b>
Hours of Work.....	18
Attendance.....	19
Overtime .....	20
Payroll Deductions .....	21
Pay Periods.....	22
Performance Evaluation Reviews .....	23
Travel and Expense Reimbursement Policy.....	24
Holidays.....	25
Vacation .....	28
<b>LEAVES OF ABSENCE .....</b>	<b>29</b>
Personal Days.....	31
Bereavement Leave .....	32
Emergency Leave and Family Medical Leave.....	33
Pregnancy Leave and Parental Leave .....	35
Reservist Leave .....	36
Civil Leave.....	37
Unauthorized Absence.....	38
<b>GENERAL PERSONNEL POLICIES .....</b>	<b>39</b>
Promotion .....	39
Temporary Acting Positions.....	40
Health and Safety.....	41
Reporting Accidents.....	43
Smoking.....	44
Dress and Appearance .....	45

Outside Employment .....	46
BIA Property .....	47
Digital Communications & Social Media.....	478
Information Technology.....	52
Disciplinary Action .....	53
Separation by Resignation .....	50
Exiting Process .....	55
Personnel File Access .....	56
Drug-Free Workplace .....	57
Office Security and Emergency Procedures.....	58
Confidentiality.....	61

## **ABOUT THE BIA**

The UpTown Waterloo Business Improvement Area (BIA) was established in 1972 as a board of management of the City of Waterloo. Under the Municipal Act of Ontario, the BIA exists to oversee the improvement, beautification and maintenance of municipally-owned land, buildings and structures in the area beyond that provided at the expense of the municipality generally; and to promote the area as a business or shopping area.

### **Our Mission and Vision**

#### **UpTown Waterloo BIA's Mission**

The UpTown Waterloo BIA exists to promote and beautify UpTown Waterloo.

*The role of the UpTown Waterloo BIA in redevelopment is clear: to aid and assist the interests of UpTown business with relevance to consumer markets, neighbourhood residences, overall aesthetic, and the continued positive evolution of the UpTown core. The UpTown Waterloo BIA is a partner in helping to steer and direct the process of redevelopment.*

#### **UpTown Waterloo Vision**

*The City of Waterloo is committed to work in partnership with the community to:*

- *Create a distinctive UpTown that provides a safe, lively, accessible and attractive place to live, learn, work, shop and play in all seasons*
- *Achieve a sense of place in which future growth develops in harmony with the City's historic character and attributes*
- *Guide our actions by considering what is beneficial for people and their environment*
- *Achieve this vision which will require the collective efforts of all its citizens to build consensus and create momentum toward a vibrant, people oriented, city core*

## **WHAT YOU CAN EXPECT FROM THE BIA**

We appreciate your commitment to The BIA. As a valued member of our team, you can expect us to show the same commitment towards you. We do this by striving to offer competitive compensation, respect and recognition for good performance, and a positive and productive work environment.

## **WHAT THE BIA EXPECTS FROM YOU**

Your first responsibility is to know your own duties and how to do them promptly, correctly, safely and pleasantly. Secondly, you are expected to cooperate with your fellow co-workers and maintain a good team attitude. How you interact with fellow colleagues, members and other community partners affects our success. Consequently, whatever your position, you have the important assignment to perform every task to the very best of your ability. The result will be better performance for us overall and we hope personal satisfaction for you.

## **Governing Documents**

This handbook is intended for your guidance and information; however, BIA policies and procedures are subject to changes.

The BIA reserves the right to modify, suspend or cancel at any time, with or without notice, any or all of its policies, practices and working conditions, including the contents of this handbook. When a significant change is to be made, you agree that the BIA may do so by providing advance notice in writing (as may be required by the *Employment Standards Act, 2000* (Ontario)) by email to all employees.

If you have any questions about any information in this handbook, or any BIA practice, policy, or procedure, ask your manager.

## **EQUAL EMPLOYMENT OPPORTUNITY**

UpTown Waterloo BIA provides equal employment opportunities to all qualified employees and applicants for employment without regard to sex, race, religious creed, colour, place of origin, ethnic origin, ancestry, citizenship, physical or mental disability, marital status, family status, age, record of offences, sexual orientation, or any other protected ground under applicable human rights legislation. We prohibit discrimination based on any protected ground under applicable human rights legislation in decisions concerning recruitment, hiring, compensation, benefits, training, transfer, lay-off, termination, promotions, or any other condition of employment or career development.

## **NON-HARASSMENT POLICY**

UpTown Waterloo BIA is committed to a work environment in which all individuals are treated with respect and dignity. Each employee has the right to work in a professional atmosphere that is free from all forms of discrimination and harassment. Therefore, UpTown Waterloo BIA expects that all relationships among individuals will be business-like and free of bias, prejudice and harassment.

Under the Ontario *Human Rights Code*, every person has the right to freedom from harassment and discrimination. The BIA will not tolerate, condone or ignore harassment and discrimination in the workplace. If an allegation or claim of harassment or discrimination is proven, disciplinary measures will be taken, up to and including termination of employment for cause.

### **1. Individuals and Conduct Covered**

These policies apply to all applicants, to all employees and individuals involved in the operation of the BIA, including supervisors and co-workers.

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace such as client sites, during business trips, business meetings and business related social events.

### **2. Protected Grounds**

This Policy prohibits any discrimination or harassment on the basis of the following grounds or combination(s) thereof, as prohibited under the *Human Rights Code (Ontario)* (the "Code"):

- Age
- Creed (religion)
- Sex (including pregnancy)
- Family status (e.g. parent-child relationship)
- Marital status (e.g. married, single, widowed, divorced, separated, living in a conjugal relationship outside of marriage, whether same or opposite sex)
- Disability (e.g. mental, physical, developmental, learning disabilities, etc.)
- Race
- Ancestry
- Sexual orientation



- Place of origin
- Ethnic origin
- Citizenship
- Colour, and
- Record of offences (provincial criminal conviction or pardon received).

### **3. Prohibited Behaviours**

#### **3.1 Discrimination**

Discrimination means unequal treatment based on the Code identified in section 2, whether imposing extra burdens or denying benefits. It may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices or procedures that appear neutral, but have the effect of disadvantaging certain groups of people based on a protected ground under the Code.

#### **3.2 Harassment**

Harassment means a course of conduct or comments that are known (or should be known), or ought reasonably to be known, to be unwelcome based on a protected ground identified in section 2. It can involve words or actions that are known (or should be known) to be offensive, embarrassing, humiliating, demeaning, or unwelcome.

##### **3.2.1 Examples of Harassment**

- Epithets, remarks, jokes or innuendos related to an individual's race, sex, disability, sexual orientation, creed, age, or any other ground.
- Display or circulation of offensive pictures, graffiti or materials, whether in print form or via e-mail or other electronic means.
- Singling out an individual for humiliating or demeaning "teasing" or jokes because they are a member of a protected group.
- Comments ridiculing an individual because of characteristics, attire, etc. that are related to a ground of discrimination.
- The fact that a person does not explicitly object to harassing behaviour does not mean that the behaviour is not harassing. It is important to remember that certain conduct is inappropriate and may be unwelcome even if the recipient does not expressly object to such conduct.

### 3.2.2 Sexual Harassment

Sexual harassment is a form of harassment, which includes:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favours.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures or displaying of sexually suggestive objects or pictures, cartoons, posters or electronic images.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.
- Unwelcome sexual advances (either verbal or physical), requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:
  - Submission to such conduct is made explicitly or implicitly either as a term or as condition of (continuing) employment.
  - Submission or rejection of the conduct is used as a basis for making employment decisions.
  - The conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile or offensive work environment.

To reduce the likelihood of any unwelcome sexual advances occurring in the workplace, this Policy prohibits sexual advances or soliciting by any employee, officer, director or others engaged by the BIA who is in a position to grant or deny a benefit to the recipient of the advance or soliciting. This includes managers and supervisors as well as co-workers where one person is in a position to grant or deny a benefit to the other. Reprisals for rejecting such advances or soliciting are strictly prohibited.

## **4. Reporting an Incident of Harassment, Discrimination or Retaliation**

### **4.1 Roles and Responsibilities**

All employees, officers, directors and others engaged by UpTown Waterloo BIA are required to uphold and abide by this Policy by refraining from any form of discrimination or harassment and co-operating fully with any investigation of an allegation or complaint of harassment or discrimination.

Any employee, officer, director or other person engaged by UpTown Waterloo BIA who believes that they are the subject of discrimination or harassment is encouraged to:

- Keep a log or record of specific actions found objectionable (e.g. dates, times, witnesses, etc.).
- Inform the offending individual of the behaviour found objectionable and request that the individual immediately and completely cease all such (and similar) conduct.

Managers, officers and directors are responsible for creating and maintaining a discrimination and harassment-free workplace and must address all potential problems immediately. Therefore, all managers, officers and directors of UpTown Waterloo BIA have the added responsibility to act immediately on all such observations or allegations of discrimination or harassment.

### **4.2 Reporting Process**

If any employee, officer, director or others engaged by UpTown Waterloo BIA experiences or witnesses discrimination or harassment in the workplace, they must immediately report it to their immediate manager, any other BIA manager, or the Executive Director. If the Executive Director is unavailable, or it would be inappropriate to report such conduct to the Executive Director, the employee should immediately contact the Board Chair.

### **4.3 Complaint Procedure**

UpTown Waterloo BIA encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, while no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of discrimination or harassment. The following procedure has been established so that a complaint can be resolved quickly and fairly.

- An individual who believes he or she has been personally exposed to conduct prohibited by this policy may provide an oral or written complaint to his or her manager, any BIA manager, or Human Resources as soon as possible following the incident(s). The complaint should include all details of the incident(s), names of individuals involved, and

the names of any witnesses. Managers will refer all harassment and discrimination complaints to the Executive Director.

- All cases of potential unlawful discrimination or harassment, including those involving a third party such as a client, partner, vendor or other third party, must, in all circumstances, be reported by the employee to the Executive Director.
- Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.
- Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

#### **4.4 Retaliation is Prohibited**

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

However, any employee who makes maliciously false claims without any basis in fact may be subject to disciplinary action, up to and including termination of employment for cause.

#### **4.5 Discipline**

Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately. Responsive action may include, for example, training, referral to counselling and/or disciplinary action such as warning, reprimand, withholding of a promotion, pay increase, reassignment, temporary suspension without pay or termination of employment for cause, as UpTown Waterloo BIA believes appropriate under the circumstances.

#### **4.6 Workplace Violence**

In addition to discrimination and harassment under the *Human Rights Code*, any workplace violence or workplace harassment, such as bullying, is also strictly prohibited.

## **MUTUAL RESPECT**

It is only through mutual respect of all employees of the BIA that our objectives of a respectable, successful firm can be accomplished. If all employees are not treated with respect, not only for the skills that they contribute, but in regard to their personal lives, conflict may result and work may be impaired. If you feel you have not been treated respectfully by another member of the BIA, you should discuss the matter with your immediate manager.

## TYPES OF EMPLOYMENT

It is the intent of the BIA to clarify the definitions of employment classifications so employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at any time is retained by both the employee and the BIA.

### **5. Full-Time Employment**

A full-time employee works in a defined capacity with a regular work schedule of at least thirty (30) hours per week. A full-time, regular employee has successfully completed an initial introductory period.

Generally, full-time employees are eligible to participate in the BIA's benefit programs, subject to the terms, conditions, and limitations of each benefit program.

### **6. Part-Time Employment**

A part-time employee works less than an average of 30 hours per week, 12 months per year. Part-time employees may be recruited, hired, and periodically reviewed for determination for eligibility for a pay increase in the same manner as full-time employees.

Part-time employees may also be eligible subject to the terms, conditions, and limitations of each benefit program to receive public holiday pay, vacation pay, sick leave benefits and a special bonus, each on a prorated basis. Part-time employees are not eligible for any other benefits of the BIA.

### **7. Limited-Term Employment**

A limited-term employee may be hired to fill a temporary, seasonal, casual, or emergency position. A limited-term employee will not be employed for a period of more than one (1) year.

While a limited-term employee will be eligible to receive all of those benefits to which the employee is entitled to pursuant to the *Employment Standards Act, 2000* (Ontario) (e.g., public holiday pay, vacation pay), they are not eligible to participate in any other benefits of the BIA. If a limited-term employee changes status to a full-time position, the employee will be credited with the time spent in a limited-term capacity toward fulfilling the introductory period associated with the new full time position.

Limited-term and part time positions may be filled by individuals who have not yet attained 18 years of age in accordance with applicable laws.

## **Probation Period**

The probation period is regarded as an integral part of your adjustment to your new position and duties. It is utilized to:

- Provide you with the help and supervision you need to most effectively learn your new job;
- Closely observe and evaluate your performance; and
- Determine whether your performance meets the required work standards and whether you will be offered regular status.

## **Introductory Reviews**

As a new employee, you will be reviewed during a 90-day probationary period. The 90-day probationary period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. The BIA uses this period to evaluate employee's capabilities, work habits, and overall performance. Your manager will evaluate your performance and will make a recommendation regarding your ongoing employment status. You will sign and receive a copy of the evaluation form.

If you successfully complete your probationary period and attain regular full-time status, you will be eligible for BIA provided benefits subject to the terms and conditions of each benefit program. Employees should read the information for each specific benefit program for the details on eligibility requirements.



### **Termination During Probationary Period**

At any time during the 90-day probationary period, the BIA may terminate the employee's employment for any reason with or without cause or advance notice, or compensation in lieu of notice or damages of any kind.

Nothing in this section precludes the BIA from dismissing any employee for any reason following the conclusion of the probationary period.

## **HOURS OF WORK, COMPENSATION, AND PAY-RELATED ISSUES**

### **Hours of Work**

Normal hours of operation of the BIA are Monday to Friday, 9:00 am to 5:00 pm.

Full-time employees shall work a 40 hour work week. Full-time employees shall generally work an 8 hour workday with an hour lunch break and two 15 minute breaks one in the morning and one in the afternoon.

From time to time, with mutual agreement of the employee and supervisor, hours of work shall be adjusted to meet the mandate and goals of the BIA.

Given the nature of the activities of the BIA, extra hours of work may be required from time to time. Extra hours of work shall not exceed 48 hours per week at any time.

Information on how overtime hours are treated can be found in the section on Overtime.

## **Attendance**

Problems occasionally occur which may cause you to be late. If you must be late or absent from work, you must attempt to notify your manager in advance of your starting time.

An unsatisfactory attendance record, reflecting repeated culpable absenteeism (e.g. unapproved absences excluding those permitted based on provisions of Employment Standards in Ontario), lateness, and/or long lunch breaks may be cause for discipline, up to and including termination of employment for cause. Attendance issues will also be a significant factor in your performance review.

## **Overtime**

Employees must have their supervisor approve extra hours of work in advance. In recognition of these extra hours of work, the supervisor may grant compensating time off or "time in lieu." Time off in lieu will be compensated at a rate of 1.5 times the extra hours of work which is calculated after 44 hours of work per week, regardless of the day of week.

The employee will endeavor to take this time in lieu immediately following the extra hours of work. Any banked time in lieu shall be managed by the supervisor to ensure that this time is not carried for longer than three (3) months. Overtime can be paid out by request of the employee with approval of the supervisor.

Upon termination of employment, an employee shall receive any compensation for time in lieu that remains.

## **Payroll Deductions**

Income tax, employment insurance contributions and Canada Pension Plan contributions, as required by law, are deducted from your earnings. If changes occur in the legislation or your gross earnings, these amounts may change. It is your responsibility to ensure that current deductions from your pay are correct. If you find any errors in your pay, contact your manager immediately.

## **Pay Periods**

The BIA has 26 pay periods each year. Payday occurs on alternate Fridays. If you are a part-time or limited-term employee, your timesheets must be approved by your supervisor and submitted on the Friday prior to the payday. If these are incomplete or not turned in on a timely basis, your compensation may be delayed. In the event a payday falls on a holiday, you will be paid the last regularly scheduled workday prior to the holiday.

## **Performance Evaluation Reviews**

The BIA's performance review system is designed to fairly and objectively evaluate your performance. A minimum of one (1) performance review will be scheduled annually. The performance review is used to determine the need for additional training, as a factor in determining salary changes, and as a factor in job design changes. As a first step in your performance review, you will be asked to perform a self-evaluation on standardized forms. You will then discuss both your self-evaluation and your manager's evaluation with your manager. You will be given a copy of your manager's evaluation report on you, and the form will be signed by you and your manager. You must sign the evaluation form even if you do not agree with the evaluation. In the event you disagree with your manager's evaluation, following the review process, you may submit a rebuttal statement as part of the evaluation and this statement will remain in your personnel file as long as the evaluation is retained on file. If you have any questions regarding performance evaluations, you may ask your manager.

Employee files will be kept up-to-date with documentation regarding ongoing coaching, development or performance concerns.

## **Travel and Expense Reimbursement Policy**

It may sometimes be necessary for you to travel to conduct BIA business or attend a conference or BIA business related meetings. Transportation costs for such purposes will be borne by the BIA. Under circumstances where you drive your own personal vehicle, mileage will be reimbursed at the rate similar to that recommended by the Canada Revenue Agency. Any other approved transportation expenses incurred, as documented by receipt(s), will also be reimbursed.

Except in emergency situations, expenses for which you expect to be reimbursed must be approved in advance. Direct expenses for food and lodging, supported by receipts or other appropriate documentation, will be reimbursed by the BIA. Your manager will advise you of the rules regarding the use of any expense account or corporate credit card privileges.

In order for you to be reimbursed for approved expenses, you must correctly complete a BIA Expense Report. Payment of properly submitted expense reports will take place in accordance with the procedures set forth in the section on Financial Management.



## Holidays

### 1. BIA Recognized Holidays

UpTown Waterloo BIA recognizes twelve (12) current public holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

When a recognized holiday falls on a Saturday, the BIA observes the holiday on the preceding Friday; whenever a holiday falls on a Sunday, it will be observed the following Monday. If the holiday falls within an employee's vacation period, it will not be considered a vacation day.

### 2. Covered Employees

All active regular full-time, part-time and limited term employees are eligible for Holiday Pay. In order to receive Holiday Pay, employees must work their last regularly scheduled work shifts/days that immediately precede the holiday and the next regularly scheduled work day following the holiday, unless the absence is approved in advance, in writing, by the employee's immediate manager or the employee can show reasonable cause for not working such days.

### 3. Calculating Holiday Pay

All covered employees are eligible for holiday pay calculated as follows: regular wages earned (e.g. does not include overtime) in the four (4) work weeks' prior to the week in which the holiday falls divided by 20 (e.g., number of regular work days in four work weeks). For example, Christmas Day is on Saturday, December 25, 2020 and in order to calculate applicable holiday pay the BIA will total the regular wages earned in the weeks commencing November 22, November 29, December 6 and December 13, 2010 and divide by 20. For the purposes of completing your timesheet simply code the public holiday as "holiday."

### 4. Requests to Work Public Holiday and Substitute Another Day Off

An employee may request to work on a public holiday and substitute another day off by submitting an office absence form to his/her manager. The form should indicate the date of the

public holiday and date of the day off the employee wishes to substitute for the public holiday. The substituted day should be no more than 12 months from the date of the original holiday. All requests for substitution of holidays must be made in writing and the employee's manager has discretion as to whether to grant such request considering factors such as workload, employee safety, etc. In addition, your Manager has sole and unfettered discretion regarding approval of the substitution of another day for the holiday.

If an employee ceases employment prior to taking the agreed substituted day off with pay, the public Holiday Pay will be included in the employee's final wages, regardless of reason of separation.

## **5. Requirement to Work Public Holiday and Eligibility for Premium Pay**

In some circumstances, UpTown Waterloo BIA may require an employee to work on a public holiday in order to satisfy client or business demands. In such case, UpTown Waterloo BIA and the employee may agree that an employee will work on a holiday. Work on a holiday *must be authorized in advance in writing* by the Executive Director. In such circumstances the employees will have the option of (a) substituting another day off with Holiday Pay in accordance with Section 4 of this policy; or (b) receive Holiday Pay and premium pay (calculated at 1.5 times the employee's normal hourly rate) for all hours worked on the holiday.

## **6. Qualifying for Holiday Pay**

### **6.1 Last and First Rule:**

If the employee fails without reasonable cause to work their entire last regularly scheduled day of work before the public holiday or their entire last regularly scheduled shift after the public holiday they are not entitled to receive Holiday Pay.

### **6.2 Failure to work, without reasonable cause:**

If the employee agrees to work on the holiday and performs none of the work that he or she agreed to perform, the employee is not entitled to receive Holiday Pay. If the employee performs some of the work he or she agreed to perform but fails to perform all of it, the employee shall receive premium pay for each hour worked on the holiday but the employee has no entitlement to Holiday Pay.

### **6.3 Failure to work, with reasonable cause:**

If the employee agrees to work on the holiday, but performs none of the work he or she agreed to perform on the holiday, the employee will receive a substitute day off work in accordance with Section 4 or receive Holiday Pay. If the employee performs some of the work he or she agreed to perform but fails to perform all of it, the employee shall receive wages at his or her regular rate for the hours worked on the holiday and a substitute day off or, if agreed, shall

receive Holiday Pay plus premium pay for each hour worked on the holiday. The above applies only if the employee is otherwise not disqualified from receiving Holiday Pay (e.g., failing to work immediate shift prior to or following holiday, without reasonable cause).

Work performed on a holiday is not taken into consideration in calculating overtime pay to which the employee may be entitled.

#### **7. Holiday Pay While on Leave**

Employees who are on leave (pregnancy, parental, etc) who received regular wages in the four week period preceding the holiday will be eligible to receive public Holiday Pay equal to the amount of regular wages (including vacation pay) received in the four work weeks prior to the holiday, divided by 20 (the number of work days in the four weeks). If an employee has not received any pay from UpTown Waterloo BIA during the four work weeks preceding the holiday, the employee will not receive any Holiday Pay.

#### **8. Religious Holidays**

UpTown Waterloo BIA respects the right of all employees to worship in accordance with their religious beliefs. If an employee wishes to observe a religious holiday that is not a public holiday listed in Section 1, employees are encouraged to speak with their manager or Human Resources about a variety of options relating to time off without pay and time off with pay. With respect to time off with pay, options may include the employee working a public holiday listed in Section 1 and substituting another day off (e.g., their religious holiday), using accrued vacation time, working an additional day during that week of their religious holiday or working a compressed work schedule to make up the time.

#### **9. Holiday Pay on Cessation of Employment**

An employee who ceases employment at the end of the regular work day immediately preceding a holiday which is observed during the same week as the date of termination and who otherwise would be eligible for the holiday, shall receive Holiday Pay in lieu of the holiday in addition to any other wages owing at the time of termination.

## **Vacation**

The UpTown Waterloo BIA's vacation year runs from January 1 to December 31 of each year.

Vacation entitlement shall be as follows.

10 days at hire

15 days after 3 years

20 days after 10 years of continuous employment

In addition to the above vacation UpTown Waterloo BIA will observe a holiday shutdown period to be based on the timing of Christmas and New years of each year and as approved by the Executive Director.

Carryover of vacation:

A staff member shall be allowed to carry over a maximum of five (5) days of vacation time from one vacation year to the next provided that their total vacation entitlement in one vacation year does not exceed twenty days for those with less than ten years continuous employment or twenty five days for those with more than ten years continuous employment. Vacation days carried over must be taken within the first quarter of the new year.

## **LEAVES OF ABSENCE**

The BIA is committed to assisting employees responding to individual situations by providing leave of absences. All leaves must be approved by management in order to ensure that business operations will not be significantly affected. No request for leave will be unduly denied.

When an employee returns to work after an authorized leave of absence, they will be returned to their former position. If that position is unavailable or no longer exists, the employee will be reinstated to a comparable position at a wage rate not lower than the wage rate of their former position, where a comparable position is available.

Each type of leave provided to employees will now be briefly discussed. For further information on any of these leaves, please consult your manager.

### **SICK LEAVE**

Employees shall receive up to half (0.5) of a paid sick day credit for each month they are employed, annually, with no carry over.

If in the event of sickness, the employee shall receive full pay for each sick day.

Any sick day credits accumulated at the time of employment ending with the BIA shall not result in payment. The BIA reserves the right to request evidence reasonable in the circumstances to demonstrate the employee is eligible for the leave.

#### **1.1 Alternate Leave**

Employees who take sick leave and who have exhausted all of their paid sick leave will not be paid for those days absent. However, employees who are ill and who have exhausted their accrued sick leave may request to use their accrued vacation time and accrued vacation pay.

### **2. Procedures**

#### **2.1 Reporting**

Whenever possible, the employee must provide his or her manager with advance notice of sick leave. If advance notice is not possible, the employee is expected to contact his manager within one (1) hour of the employee's normal start time. If extenuating circumstances prevent this communication, the employee is expected to contact his or her manager as soon as possible. The employee is required to call his or her manager daily until he or she is able to return to work. If the employee is taking sick leave because of a serious health condition, she or she will need to provide evidence reasonable in the circumstances to demonstrate his or her eligibility for the leave.

If the employee is aware, in advance, that he will need sick leave benefits, the employee must notify the manager of the time and duration of the leave and the reason for requesting the leave. The employee will be required to provide medical certification that he/she will be unable to perform his/her normal work function. The employee must begin using sick leave on the date which his doctor certifies he/she is medically unable to perform his/her normal work responsibilities.

## **2.2 Return to Work**

When an employee is absent from work in excess of three (3) consecutive days, the employee may be required to provide evidence reasonable in the circumstances that the employee is fit to return to work. In the event the employee fails to return to work as soon as the employee is medically cleared to return to work, the employee will be considered to have voluntarily resigned from the employee's employment with the BIA.

## **3. Fraudulent Use of Sick Leave**

Fraudulent use of sick leave will be sufficient grounds for termination of employment for cause.

## **4. Sick Leave at Termination of Employment**

Unused sick leave is not compensable and shall not be paid out at the end of an employee's employment with the BIA, regardless of the reason for termination.

### **Personal Days**

An employee may take up to 10 days of unpaid job protected leave each calendar year due to illness, injury and other emergencies or urgent matters. UpTown Waterloo BIA will allow for three (3) PAID days of absence. An employee is entitled to take another seven (7) days unpaid as part of the 10 day job protected leave. An employee may use vacation time to cover the seven (7) days unpaid.

## Bereavement Leave

UpTown Waterloo BIA will pay a full time employee his/her regular wages for one (1) to three (3) consecutive working days following a death occurring in the employee's immediate family for the purpose of attending the funeral. Immediate family is listed on the Employment Standards of Ontario [HERE](#).

Employees are not entitled to bereavement leave *with pay* if it would result in the employee being paid twice for the same time off (e.g., employee is also being paid vacation pay). Employees are able to change vacation time already booked to bereavement leave with pay. In addition, employees are not entitled to bereavement leave *with pay* if the employee is on some form of leave of absence and not scheduled to be actively at work during the period of the bereavement leave (e.g., unpaid educational leave, short-term disability leave, etc.).



## **Emergency Leave and Family Medical Leave**

### **5. Emergency Leave**

Unpaid statutory emergency leave days will be provided in accordance with *Employment Standards Act, 2000* (Ontario).

If an employee is eligible to take paid time off under applicable BIA policies and under the applicable statutory leave entitlements (for example, sick leave or bereavement leave), paid time taken under the BIA policies shall be counted as statutory emergency leave days, if the governing employment standards legislation provides for such days.

### **6. Family Medical Leave**

Family medical leave (e.g., compassionate care leave for up to 28 weeks to provide care or support to a prescribed family member in respect of whom a doctor has issued a certificate stating the family member has a serious medical condition with a significant risk of death occurring within 26 weeks) will be provided in accordance with *Employment Standards Act, 2000* (Ontario).

If an employee is eligible to take paid time off under applicable BIA policies and under the applicable statutory leave entitlements (for example, sick leave), paid time taken under the BIA policies shall be counted family medical leave days, if the governing employment standards legislation provides for such days.

### **7. Organ Donor Leave**

Unpaid statutory organ donor leave (e.g., leave for up to 13 weeks if employee undergoes surgery for the purpose of organ donation) will be provided in accordance with *Employment Standards Act, 2000* (Ontario).

### **8. Maintenance of Benefits during Emergency Leave, Family Medical Leave and Organ Donor Leave**

While an employee is on statutory emergency leave, family medical leave or organ donor leave, the BIA will maintain and make payments to all medical and other plans the employee is a member of in the same manner as if the employee was not absent and in the cases where:

- The BIA pays the total cost of the plan, or
- The employee continues to pay their share of the cost of a plan that is paid jointly by the BIA and the employee.

While on unpaid leaves, employees maintain their vacation entitlement and continue to accrue vacation time and subject to operational requirements, may take their accrued vacation prior to or at the end of their leave. However, during emergency leave, family medical leave or organ

donor leave employees do not receive any regular wages for the purposes of calculating vacation pay or public holiday pay.

## **Pregnancy Leave and Parental Leave**

### **9. Eligibility for Pregnancy Leave**

A pregnant employee who has completed at least 13 weeks of service is entitled to 17 consecutive weeks of unpaid Pregnancy Leave.

An employee may begin her pregnancy leave *no earlier than* the date that is 17 weeks before her due date and the day on which she gives birth.

An employee may begin her pregnancy leave *no later than* her due date and the day on which she gives birth.

### **10. Eligibility for Parental Leave**

An employee who has completed at least 13 weeks of service is entitled to 61 consecutive weeks of unpaid Parental Leave.

This is extended to 63 weeks in the case where the employee did not take any Pregnancy Leave.

Parental Leave is available to a birth parent, adoptive parent (whether or not the adoption has been legally finalized), a person who is in a relationship of some permanence with a parent of the child and who plans on treating the child as his or her own, this includes same-sex couples.

An employee may begin parental leave *no later than* 78 weeks after the day the child is born or comes into the employee's custody, care and control for the first time.

### **11. Notification of Pregnancy Leave and/or Parental Leave**

At least four (4) weeks before the commencement of the leave, employees are required to submit a written notice to their manager indicating the start and completion dates of their leave.

A request to return from leave earlier than the originally requested date must be made in writing at least four (4) weeks before the proposed return date.

If the BIA believes that an employee cannot reasonably be expected to perform their duties due to their pregnancy, the BIA has the right to ask the employee to provide a doctor's certificate indicating that the employee is able to work. A doctor's certificate may also be requested to support a request for leave or extension of a leave.

### **Reservist Leave**

Unpaid reservist leave (e.g., employee cannot perform his or her duties because the employee is deployed to a Canadian Forces operations outside Canada or a Canadian Forces operation inside Canada that is or will be providing assistance in dealing with an emergency or its with its aftermath) will be provided in accordance with *Employment Standards Act, 2000* (Ontario).

## Civil Leave

UpTown Waterloo BIA will provide leave with pay in the following instances for an employee:

- To serve jury duty; and
- To serve as a subpoenaed witness in cases not involving personal litigation.

Upon receipt of a jury notice or subpoena, the notice or subpoena must be shown to the employee's manager immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence.

Employees should continue to report for work on those days or parts of days when excused from jury duty (e.g., if a minimum of two (2) hours remains in the work day) or when jury duty does not conflict with his/her work schedule.

The BIA will pay the difference between the employee's base pay and any pay received for jury duty or conduct/attendance money for witness duty for up to two (2) weeks each year. Evidence of jury duty attendance must be presented to the BIA and the employee must submit jury duty pay/attendance money verification to the payroll department with the employee's Office Absence Request form.

## **Unauthorized Absence**

Each employee is responsible for obtaining his/her manager's prior written approval for absence whenever possible. In some cases of illness or other urgent circumstances (e.g., emergency leave) that may not be possible. However, in such circumstances employees still have a duty to notify their manager as soon as possible of their absence so that appropriate planning can be done to meet operational requirements.

An unauthorized absence automatically results when an employee fails to report within one (1) hour of the scheduled work time or leaves without prior approval during the course of the workday and fails to notify his/her manager of the absence.

If an employee is absent without authorization for a period exceeding one (1) day, the Executive Director will be notified. An unauthorized absence for a period of three (3) consecutive days will be considered as a resignation without notice. Such a resignation makes you ineligible for any benefits otherwise due upon termination of employment. Unauthorized absences will be considered a resignation "not in good standing." This means the employee will not be eligible for reemployment and will be paid only for unused and accrued vacation pay.

Notwithstanding the foregoing, employees will not be disciplined or deemed to have resigned if they have exercised their right to take any eligible statutory time off (e.g., emergency leave) in accordance with the terms of applicable legislation.

## **GENERAL PERSONNEL POLICIES**

### **Promotion**

Employees promoted to a position in a higher classification will be placed in a trial period of 90 days.

If a promoted employee performs unsatisfactorily during this trial period and is therefore ineligible to be granted regular appointment to the higher position, the employee will be returned to the previous position or to another suitable position at the same level previously held, if either is available. This shall not be considered a demotion or a constructive dismissal.

### **Temporary Acting Positions**

Individuals appointed to a position in an acting capacity for a period exceeding six (6) months will receive compensation in accordance with the promotional policy. This temporary increase will not affect the employee's eligibility for any scheduled salary increase or bonus that the employee might have received in his/her regular position. In no instance will the period of temporary acting capacity exceed one (1) year.

Upon termination of appointment in an acting capacity, the employee will be returned to his/her former position at his/her former rate of pay plus any applicable increases he/she may have earned had the employee been continuously employed in the former position.



## **Health and Safety**

### **12. General**

The BIA has the utmost interest in the health and safety of its employees, workers and independent contractors. Protection of all employees from injury or occupational disease is a major, continuing objective of the BIA. UpTown Waterloo BIA strives to provide a safe and healthy work environment. All UpTown Waterloo BIA managers and employees must be dedicated to the continuing objective of reducing the risk of workplace injuries.

### **13. UpTown Waterloo BIA's Responsibility**

UpTown Waterloo BIA is ultimately responsible to ensure every agent and worker has adequate training for their health and safety. UpTown Waterloo BIA will take every reasonable precaution for the protection of workers.

### **14. Manager's Responsibility**

Managers are accountable for the health and safety of workers under their supervision. Managers are also responsible to ensure that work areas are safe and that workers work in compliance with established safe work practices and procedures. Managers must also ensure that all workers receive adequate training for their duties for the protection of their health and safety.

All workplace incidents/accidents that result in an injury to any employee or contractor must immediately be reported to Human Resources.

### **15. Worker's Responsibility**

Every worker must protect his or her own health and safety by working in compliance with the law and with safe working practices and procedures established by the BIA. Without limiting the foregoing, all employees must observe the following rules and practices:

- Take every precaution for the prevention of accidents to themselves, their fellow employees, and the public;
- Bring any hazardous condition to the attention of their manager;
- Observe the proper procedures for safe operation of all equipment used in the performance of duties, particularly vehicles and heavy equipment;
- Observe safety rules, regulations, and procedures;
- Wear required personal protection equipment;

- Ascertain the safety equipment they are required to use or the personal protection equipment they are required to wear in the performance of their duties is in proper condition and is used as instructed; and
- Report to their manager any physical condition caused by injury or illness or as result of the use of controlled or prescribed substance or other drug which might adversely affect their performance.

## Reporting Accidents

If an employee becomes ill or injured as a result of a workplace incident/accident, the employee must immediately report such incident/accident to the employee's manager and the Human Resource Office. This is required so that the proper documentation can be completed, and as applicable, filed with the Ontario Ministry of Labour and/or Workplace Safety and Insurance Board of Ontario.

Any accident of any nature which occurs on or off BIA premises which involves, directly or indirectly, the BIA, its employees, or clients, must be reported immediately to the Human Resource Office. A complete written record of the accident, including the time, place, circumstances, names of individuals involved, and the names of witnesses, if any, should be made. "Accident" specifically includes, but is not limited to:

- Injuries sustained by an employee during any visit on BIA or client premises;
- Occurrences involving the use of a vehicle while driven by an employee on BIA business; and
- Destruction of BIA or client property.

It cannot be too greatly emphasized that all accidents must be reported no matter how slight the injury or damage might seem to be or who was responsible for the occurrence.

All motor vehicle accidents, no matter how minor, must be reported to the Police Department (or appropriate law enforcement agency). Remember, **DO NOT MOVE YOUR VEHICLE** unless required by law. You must contact your manager immediately. A Vehicular Accident Report must be submitted to your manager, and if you are injured, a Notice of Injury Report must be made and forwarded to your manager and the Human Resource Office.

You will be directed or escorted to a physician for immediate attention when the seriousness of the injury so requires. In the event you refuse such attention, a signed statement to this effect will be obtained from you and submitted with the accident report. Upon returning to work after an injury, you must have a physician's statement confirming you are fit to perform your regular duties.

Accidents which, after investigation, show carelessness or negligence on the part of any employee and indicate a disregard for safety may be cause for disciplinary action, up to and including possible termination of employment for cause.

## **Smoking**

In accordance with the Smoke Free Ontario Act, which bans smoking in enclosed public places and all enclosed workplaces, UpTown Waterloo BIA is pleased to provide a smoke-free environment for all of our employees, members and visitors.

If you smoke, please use the designated areas located outside the building. Please do not stand in front of the doors to the building and ensure that you clean-up afterwards.

If you smoke during working hours, you must make-up the time the same day.

Violation of this policy constitutes grounds for disciplinary action, up to and including termination for cause.

## **Dress and Appearance**

Good taste is always good business. Employee dress at all times should be consistent with acceptable office decorum. An employee who is careful about personal appearance contributes to a pleasant office atmosphere for co-workers and clients.

The first judgment the public makes about our employees is based on personal appearance. This code in no way infringes upon the individuality of our employees. However, personal appearance of our employees does reflect and influence the overall BIA image.

## **Outside Employment**

Employees are not restricted from engaging in other employment during their off duty hours subject to the following provisions:

- No employee may engage in outside employment which would interfere with the performance of his/her duties;
- The performance of secondary work must not create or leave the impression of creating a conflicting interest with BIA employment. Without limiting the foregoing, an employee must not work for or be engaged in a competitive business during the course of employment with the BIA; and
- Equipment or property of the BIA will not be used by employees for any reason other than BIA business.

Employees must submit written notification of outside employment to their manager.

These provisions are not intended to preclude the service of an employee on an Advisory Board, Board of Directors, or in any civic or public service capacity.

## **BIA Property**

All equipment, supplies and stock that are property of the BIA are to be respected as such. This means that equipment and supplies are to be used for the purposes of the organization only, e.g. supplies may not be taken for personal use, the photocopier may not be used inappropriately. Abuse and / or vandalism of BIA property will not be tolerated and may result in disciplinary measures.

Upon departure from your role at the BIA, all property including keys, computer equipment and any other property that has been provided to you during your employment shall be returned in good working order.

## **Digital Communications and Social Media**

The purpose of the UpTown Waterloo Business Improvement Area's Digital Communications Policy is to establish how social media and other forms of digital communications (e.g. email) are used within the organization, including, but not limited to, which channels are used, content of messages, tone and voice, and response protocols. This Strategy will continuously be updated as the social networking climate changes over time.

### **Scope**

Within this policy, "digital communications" refers to any kind of communication had in an online format between the organization as a whole, or an individual representing the organization (including staff and Board of Directors, as well as committee members) and the public or key stakeholders. Specifically, social media refers to online networking websites and mobile applications including Facebook, Twitter and Instagram etc. Further, other forms of digital communications governed by this policy include electronic mail (email) and any instances wherein the BIA may comment or address comments posted on a public forum, blog or other website.

### **Corporate Standards**

#### **Mission**

The primary goal of the BIA's social media use is to promote UpTown Waterloo businesses, distributing promotion equally among businesses, as well as promote festivals, events and the core area in general to the general public. In email and other communications, the mission is to represent the organization as professionally and accurately as possible, adhering to corporate standards and workplace guidelines.

#### **Personality and Voice**

Generally, the BIA should maintain a casual, yet professional voice on all social media channels. On social media, UpTown Waterloo's voice should be enthusiastic and inviting. While always professional, the BIA's posts should appear to come from a genuine personality and include genuine emotions and sentiments, in order to maintain a more likeable and personable image and interaction.

Contentious comments and negative remarks will be addressed in a polite and positive manner, always directing further conversation offline into another format. The BIA will not engage in debates on a public forum.

### **Account Creation and Monitoring**

#### **General**

Currently, the BIA monitors five social media channels: Facebook, Twitter, Instagram and YouTube and maintains a blog on its website.



Social media accounts are monitored by the Executive Director and assigned staff members. Assigned staff members are responsible for posting and replying to posts on all social media accounts daily, while the Executive Director posts on a less frequent basis. Assigned staff members will monitor and post when extra support is needed during busy times and perform tasks related to social media such as visiting businesses and taking photos for business profile posts.

### **Following/Liking and Replying**

As following accounts on Twitter and Instagram and liking pages on Facebook implies an endorsement from the organization, the BIA will follow and like UpTown Waterloo businesses and other trusted partners/affiliates of the organization. Affiliates may include the City of Waterloo and other downtown associations.

In terms of liking posts on all three social media channels, the BIA should like posts that tag the UpTown Waterloo account, when referenced positively. The BIA should also like posts from accounts followed as a means of support; e.g. liking a post from an UpTown Waterloo business referencing a sale or general promotion. Likes should be equally distributed among all followed accounts/UpTown Waterloo businesses as much as possible, in order to refrain from a perception of bias toward one business over another.

The BIA should make it a point to personally thank Twitter users in particular who tweet about promoting an UpTown Waterloo business, especially during construction. If a question is asked or a comment is made tagging @UpTownWaterloo that clearly elicits a response, the BIA will aim to reply or answer the question in a timely manner and again be careful not to engage in debates or negative remarks on a public forum. If a conversation seems to be taking a negative turn, the BIA will direct it offline and into another format, e.g. a follow-up private phone call or email.

### **Content Guidelines Social Media**

#### **General**

The BIA's social media channels will be mainly used to promote BIA-hosted or sponsored events and promotions through organic posts, and promote UpTown Waterloo businesses through re-tweets/re-posts/shares and business profiles. The BIA's social media accounts will act as a vehicle for businesses, but should not take the place of a business's own social media presence. The BIA's social media accounts should supplement the business's own presence and never be expected to speak solely on behalf of businesses. The BIA must maintain a balance between posts that spans not only member promotion, but promotion of the core in general, which expands to other topics such as festivals and events, core values (e.g. beautification), BIAs in general and support for affiliates, sponsors and corporate partners. Therefore, the BIA's social media serves to represent its unique and individual brand and voice. All content posted on all social media accounts should always link back to this idea.

### **Organic, scheduled and shared content**

The majority of the content posted to the BIA's social media accounts will be organic, with plans for the type of post in place, in reference to upcoming events and direction from the Executive Director and Marketing Committee. The BIA will keep a monthly schedule of messaging and ideas for posts in relation to special events, promotions, tidbits/factoids about UpTown Waterloo, encouragement to visit businesses during construction and business profiles. Business profiles will be planned in advance, with businesses featured at random (until all businesses in the BIA have been featured) and tracked on the tracking sheet.

### **Twitter**

On Twitter, organic content should aim to be as engaging as possible, and/or have a direct measurable component: driving guests to the BIA website (which can be monitored through Google Analytics), posting a photo for visual stimulation, hashtags for more widespread recognition (which can also be tracked), and/or tagging another business to get re-tweets. The BIA should re-tweet, re-post and share content from UpTown Waterloo businesses, ensuring the original tweet encourages shopping, dining, using services and/or visiting an UpTown Waterloo business or the BIA core. The BIA should work to ensure re-tweets, re-posts and shares are evenly distributed among all UpTown Waterloo businesses on social media so as not to appear to have bias toward any business over another. The BIA will be cautious about re-tweeting too much in a 24-hour period (a maximum of 30) so as to not over-saturate the feed, to maintain a balance between shared tweets and organic tweets, and to maintain its own voice and brand. The BIA will earnestly attempt to re-tweet all content that tags the @UpTownWaterloo handle or #uptownOPEN hashtag that staff deem appropriate, in a timely manner and again without over-saturating. Daily re-tweets should be limited to one per business (e.g. not re-tweeting the same business more than once in one day) unless tweets are directly related/phrased to promoting business during construction. The BIA will use its discretion to determine when a single business has been re-tweeted too frequently over the course of a few days (again working towards not showing bias).

### **Facebook**

On Facebook, the BIA will post a majority of organic posts. In comparison to Twitter, Facebook posts take on a longer form (no character limit) and sharing posts is not as frequent a practice as on Twitter. Therefore, Facebook posts will be shared sparingly, specifically in cases where businesses ask for posts to be shared, or when the BIA would have posted about a particular topic that has been already done eloquently and effectively by another business or organization.

### **Instagram**

"Re-gramming" has become a leading source of social media at the BIA. Stories will be covered as they come up e.g. photo of sidewalk sale sign, photos from a festival etc. The BIA will like and re-gram photos from other UpTown Waterloo businesses . Re-gramming can also be done to promote very unique content that the BIA could not or would not have posted itself.

Across all social media accounts, the BIA will be mindful that followers have chosen to follow the BIA to see its own individual and uniquely branded posts. Too many shares of other accounts steers away from this purpose. Further, to promote its own voice and brand, the BIA may also re-tweet, re-post and share content related to the BIA's core values (e.g. encouraging shopping local) or promotional tweets from the BIA's valued partners and affiliates, but nothing that promotes a personal opinion or interest of any one individual or staff member.

### **Content to Avoid**

The BIA shall not post or respond to any content that contains anything that explicitly challenges our mandate and/or obligations as an organization, including but not limited to sexually explicit or violent content, racist or prejudicial remarks.

The BIA will also be careful to avoid content that may appear to have bias toward one UpTown Waterloo business over another.

The BIA will also not engage in content that promotes direct competition to UpTown Waterloo businesses and/or the UpTown Waterloo BIA.

### **Emails**

#### **Tone**

Each staff member of the BIA should maintain a polite and professional tone in all email communication, whether internal, one-on-one, between stakeholders, or mass messages to the BIA member database. In response to negativity or contentious comments, emails should always remain constructive and polite. Any attempts to engage the BIA in any further negative debate will be redirected to an in-person meeting or phone call with the Executive Director.

#### **Mass Messages**

The BIA acts in accordance with the Canadian Anti-Spam Legislation. According to the legislation, the BIA has an understanding of a previous and maintained relationship with our businesses because they are members of our organization, which gives the BIA the freedom to add them to the mass mailing list. However, the BIA always offers businesses the opportunity to opt out of receiving emails, and adheres to those requests.

Further, so as to avoid "spamming," the BIA will try to limit the frequency of mass communications to a maximum of two messages per day, barring any urgent or emergency information.

Content of mass communication may include, but is not limited to, ION and/or other City/Region construction updates; BIA-hosted events, whether business-specific or public; special offers from the BIA or BIA members to businesses; information sent on behalf of UpTown Waterloo businesses; City by-law and regulation updates, changes and/or reminders, e.g. parking regulations etc.

## **Information Technology**

Employees are provided computer hardware and software to perform their duties. Including the provisions for confidentiality and property, employees are expected to:

- Always lock your PC or device before leaving your desk.
- Do not share passwords, or write them down where others can see.
- Do not save passwords in your web browser.
- Do not turn off the windows firewall.
- Avoid installing any modifications or toolbars to your web browser.
- Do not install any third party applications without permission
- Always save documents regularly to avoid data loss.

Some employees may be assigned a laptop computer that may be used from time-to-time to work offsite. At all times this device should be kept secure and only the employee should have access to use this device. If your laptop computer is lost or stolen, this must be reported to your manager immediately.

Wireless devices, if used for work purposes and reimbursable from the BIA, must be password protected. If your wireless device is lost or stolen, this must be reported to your manager immediately.

## Disciplinary Action

The BIA has adopted rules of conduct for the benefit and best interests of everyone. Generally, effective management and employee relations will avoid most matters which necessitate disciplinary action. However, when rules are broken, corrective action may be taken for the well-being of other employees, maintenance of quality standards, and the good name of the BIA. We much prefer to caution employees about their shortcomings and give them ample opportunity to make corrections. Nonetheless, if employees fail to comply, we must impose penalties. The BIA's policy is to apply disciplinary measures as fairly and consistently as possible. Whenever BIA rules are violated, effective and timely discipline will be imposed.

This section sets forth guidelines for progressive discipline. However, every situation necessitating discipline will be reviewed according to the particular circumstances of that situation. Appropriate discipline will be based on that review. Depending on the seriousness of the situation, disciplinary action, including suspension or termination of employment for cause, may be appropriate without prior counselling or disciplinary action. The following steps will generally be utilized in order to correct infractions or misconduct that are not so serious as to justify the immediate termination of employment for just cause, including attendance and performance issues.

- Verbal Warning: An oral warning informing an individual of unacceptable behaviour with notice that further unacceptable behaviour will not be tolerated. A written summary describing the particulars of the warning may be maintained by the manager.
- Written Warning: Used when a verbal warning has not resulted in the expected improvement, or when more severe initial action is warranted. A copy signed by the employee and the employee's manager will be filed in the employee's personnel file. An original copy of the reprimand will be given to the employee.
- Suspension: A Manager may suspend an employee without pay. A written statement specifically setting forth reasons for and length of the suspension will be furnished to the employee in person or by certified or registered mail within three (3) work days of the first day of the suspension. A copy signed by the employee and the employee's manager will be filed in the employee's personnel file.
- Dismissal: The Executive Director may dismiss an employee for cause as outlined under "Reasons for Disciplinary Action."

The BIA reserves the right to accelerate the discipline process and bypass any or all of the above steps, including moving immediately to termination of employment for cause, depending on the nature, severity and/or frequency of the infraction or misconduct.

### **Separation by Resignation**

An employee who desires to resign in good standing will submit both his/her written resignation and verbal notice to his/her manager at least two (2) weeks before leaving. The notice must state the date the resignation will become effective and the reason for separation. Failure to comply with this procedure may be considered cause for denying the employee future employment by the BIA. At separation, you will be paid for all earned and unused vacation pay.

## **Exiting Process**

At the time of separation from service and prior to receiving final payment due, all property entrusted to the employee including, but not limited to, BIA credit cards, records, books, computer devices, uniforms, keys and tools, and equipment will be returned to the Executive Director. Certification of the return of BIA property will be made in the form of a checklist, signed by the employee and his/her manager. This checklist must be received by the Executive Director in order for a final paycheck to be issued.

Employees may be requested to participate in an exit interview before their last day of employment with the BIA. The exit interview is designed to ensure that employees have the opportunity to make relevant comments and suggestions regarding their work experience with the BIA. Exiting employees are encouraged to complete any exit form and to participate in the interview candidly and honestly. The form will be returned to the Executive Director for review.

An employee's standing at the time of separation will not be affected in any manner by their comments on the exit forms or exit interviews.

## Personnel File Access

Each employee has a personnel file with the BIA. It is the BIA's policy to respect the privacy of employees and to provide access to individual personnel records only to them and to those persons within the BIA that require access to such information for the purposes of establishing and administering the employment relationship. The BIA is committed to the proper handling of all personnel information gathered as a result of the employment relationship. The BIA will collect, use, and retain only those records necessary for business and legal purposes and will make every reasonable effort to ensure the accuracy and completeness of these records. Employee personnel files will contain items such as original application for employment, absentee records, performance evaluations, disciplinary notices, and any additional personnel information arising out of their relationship with the BIA.

Information in personnel files will not be released to a third party without the employee's permission. In a routine request for employment verification, the BIA will verify only employment and nothing else unless the employee authorizes it.

Employees may have access to their own personnel files during normal work hours at reasonable intervals, upon written request to their immediate manager; however, records may not be removed from the file. An employee may amend information contained in their file by providing a written statement which will be made a part of their file.

Each employee is responsible for promptly informing their manager of changes in:

- Address;
- Telephone number;
- Banking information pertaining to payroll;
- Marital status;
- Number of dependent children; and
- Change of name and/or beneficiary or other insurance changes such as adding or removing dependents from coverage.

Notwithstanding the above, individual personnel files will be made available in compliance with the provisions of applicable laws and regulations.



## Drug-Free Workplace

### 16. General Rules Regarding Controlled Substances and Alcohol

The possession, sale, manufacture, distribution, dispensation or use of controlled substances interferes with the BIA's goal to operate in a safe and efficient manner. The term controlled substance in this policy applies to any potentially mind-altering chemicals of any kind, including but not limited to: illegal drugs; depressants; stimulants; cocaine; narcotics; methadone; marijuana and any other cannabinoids; hallucinogens; and, except as provided below, prescription drugs.

No limited-term, part-time, or full-time employee or agent of the BIA (hereinafter collectively referred to as "employee") will sell, manufacture, distribute, dispense, use, or have in his/her possession controlled substances and/or alcohol while on BIA or client property, while using BIA vehicles or equipment, while conducting BIA business, while on meal breaks, or at rest periods. This does not apply to the moderate consumption of alcohol at corporate business or social functions.

Alcoholic beverages may not be served or consumed at a BIA function without prior approval by the Executive Director. Violation of this provision will be cause for disciplinary action up to and including termination of employment for cause.

No employee of the BIA will report to work, use BIA equipment, or conduct BIA business while impaired or under the influence of a controlled substance or alcohol.

An exception to this policy is the taking of a prescribed dosage of medication under the direction of a physician. However, employees taking such medication are responsible for being aware of any effect such medication may have on the performance of their job duties and must promptly report to their manager the use of any medication likely to impair their ability to perform their job. The BIA may place these employees on a medical leave of absence or arrange for alternative work to be performed on a temporary basis. Employees will not be disciplined for taking the prescribed dosage of medication, if it is reported. Violation of this provision will be cause for disciplinary action up to and including dismissal.

Each employee must notify the Executive Director within five (5) days after being convicted of an offense under any criminal drug statute if the conviction is based in whole or in part upon actions which occurred in the workplace.

"Criminal drug statute" means a criminal statute (federal or non-federal) involving the manufacture, distribution, dispensation, use, or possession of any controlled substance. "Conviction" means a finding of guilt, including a plea of nolo contendere or imposition of sentence, or both, by any judicial body charged with responsibility to determine violations of the federal or provincial criminal drug statutes.

## **Office Security and Emergency Procedures**

### **17. Office Security**

Security is everyone's business. At no time will individuals other than employees of the BIA be allowed to roam at will, unescorted, through our office space. It is a matter of courtesy to BIA clients and visitors to and from the exits or to other office areas for which they may be destined. Be alert for strangers in the office. If you see someone you do not recognize wandering, unescorted, through the office you should politely ask them to state their business. In the event you become suspicious of their actions, notify the Executive Director. Be especially alert for strangers carrying out documents or office, laboratory, or computer equipment.

At the end of each business day, a designate of our office is responsible for checking that all outside doors are locked. If you are hosting a meeting or event after regular office hours, you are responsible to ensure that the outside doors are locked behind you as you come and go.

### **18. Safekeeping Files**

The BIA has several locked filing areas that should contain any confidential material including personal information, contracts and employee files. Employees should not leave keys to locked cabinets available in an unsecure area of their workstation.

### **19. Personal Property**

Personal items and property of value should be safeguarded. Purses should be kept out of sight in cabinets or desk drawers. Money (even small change) should not be left in the office overnight. The BIA is not responsible for the loss of an employee's money or other valuables.

### **20. Keys**

Office keys are assigned to personnel designated by the Executive Director. A master list of key assignments will be maintained by the Executive Assistant. Duplicate keys will not be made by anyone unless authorized by the Executive Director.

### **21. Cash & Securities**

Handling of petty cash, Downtown Dollars and other securities of the BIA shall occur with the utmost safety and security in mind. All cash and certificates should be locked in the BIA's safe at all times, unless a transaction is taking place. All transactions shall be recorded according to the procedures of the BIA.

### **22. Severe Weather**

In the event of a hurricane alert or other severe weather, management will make the determination as to when the office will close. When this decision is made, we will make an attempt to notify all employees. You should follow all emergency instructions put out by the

authorities concerning evacuation. If at work when the alert is given, prior to leaving the building, ensure that all electrical equipment is unplugged and that all equipment is covered with dust covers. All papers and files should be placed in filing cabinets and/or desk drawers and not left on floors.

### **23. Earthquake Procedure**

In the event of an earthquake, the following procedures are recommended:

- Move away from windows;
- Proceed to interior corridors, doorways, or other protected areas; and
- Do not stand under light fixtures or near other objects which may fall or move e.g., files, water coolers, chairs.

If an earthquake occurs, the building manager or municipal authorities will notify tenants, if necessary, as to the damage extent and the recommended procedures to follow.

If it is necessary to evacuate the building, personnel should move away from the bottom of the building in order to protect themselves from possible broken glass and flying debris.

### **24. Power Blackouts and Other Emergency Procedures**

Power outages resulting in complete blackouts lasting from several minutes to several hours do occur. The following will be observed for the safety and comfort of all concerned:

- Flashlights will be issued and stored in various locations throughout the office. A lantern light will be available to the receptionist.
- In the event it becomes necessary to evacuate the office, personnel will use the exit nearest to their office.
- If it appears that the power outage will last more than one hour, the Executive Director, at his/her discretion, may release all personnel from work. However, all employees are expected to keep informed, on an hourly basis, as to the status of the blackout by calling the office for information and instructions concerning the return to work.

### **25. Fire Procedures**

Any fire, regardless of size, should be reported immediately to:

- The Fire Department - 911; and
- The Executive Director.

The individual reporting the fire should state:

- Who they are;
- Which tenant is involved;
- Which floor; and
- Description of the type of fire.

If a fire is noticed on any floor, the nearest alarm box must be activated, and the individual activating it must remain to inform the Executive Director or other authority of the exact location of the fire.

Fire extinguishers are located throughout each facility, and they should be used to fight small fires only. You should familiarize yourself with the locations of the extinguishers.

All individuals should ready themselves to leave the building and await emergency instructions. Offices with locks not affected by the fire should be locked. Offices with locks affected by the fire should not be locked.

The Executive Director should see to the safety of all handicapped persons and should assist them to the exit areas and await instructions.

## **26. Emergency Phone Numbers**

Fire Department: 911

Police Department: 911

City Contact Centre: Kevin Lobsinger, 519 747-8551 or cell 519 465-5534

## **27. Medical Emergencies**

Supplies of simple first aid materials, such as band-aids and aspirin, are kept in a first aid drawer in the kitchen area or other identified areas. The BIA does not recommend any particular doctor or hospital. If such service is required, call the paramedic emergency ambulance service of the local Fire Department at 911.

## **Confidentiality**

Employees must respect and maintain the confidentiality of information gained in his or her role. This confidentiality commitment shall include but is not limited to; information contained in all computer software and files, all business documents, and all member, customer, employee, volunteer or third party provider records and information whether obtained in writing or verbally.

Employees must ensure that private and confidential information is not inappropriately accessed, used or disclosed either directly by themselves or by virtue of their password(s) to systems.

Violations to privacy and confidentiality may include but are not limited to:

- Accessing personal information that I do not require for work or to provide service to members or customers;
- Misusing or disclosing personal information without proper authorization;
- Disclosing to another person my username and password to enable unauthorized access to information.

Employees must access, use and transmit confidential information using secure hardware, software or other equipment and will do everything in his or her power to ensure that information is not compromised.

The conditions of this policy will remain in force even when an employee ceases to have an association with the BIA. Adherence is a condition of employment and violation of this agreement may be grounds for termination and/or legal action.