



**EPIC de St. Malo Inc. – SMILE of St. Malo Inc.**

**POLICIES & PROCEDURES**

**MANUAL**

**April 1, 2010**

**Last Revised January 7, 2021**

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Welcome to EPIC/SMILE St. Malo Inc!

We believe that every employee helps to make EPIC/SMILE St. Malo Inc. successful. We hope that you will be proud to be a member of our team.

This handbook describes many of our policies and procedures. The handbook also outlines many of the programs and benefits available to eligible employees.

The handbook will answer many questions you may have about your employment at EPIC/SMILE St. Malo Inc. We suggest that you become familiar about the handbook as soon as possible.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Board of Directors

## **EPIC de St. Malo Inc. /SMILE of St. Malo Inc.**

### **History**

#### **Day Program**

The day program once known as Red River Workshop was established in 1974. It is a non-profit organization that provides opportunities to individuals with intellectual disabilities to enhance their skills and confidence in order to reach their vocational potentials and to become productive members of society. A new building was built in 1988 to accommodate the growing number of individuals and contracts. In 1994, a recycling building was built to start recycling programs in Rm of De Salaberry, Rm of Montcalm, Rm of Emerson-Franklin, Village St. Pierre and the RM of Morris joined our recycling program in 2011. A shipping and cold storage building was added in 2005 to accommodate more growth and contracts.

A staff consisting of management and nine supervisor/trainers offer outstanding individualized and group training programs to over 50 participants where the work done helps to fund the services received.

We offer a variety of subcontracting services to nationally recognized and local businesses. We assemble products such as pet toys, camping and fishing gear. We also do sewing contracts such as canvas/cotton bags, sport pinnies and therapy bags. In our heat sealing packaging department we package emergency candles, light sticks and many other camping gears. Our woodworking department contracts consists of building and assembling picnic tables, making survey stakes, shipping crates, cable chute boxes and other wood products for privately owned companies as well as both municipal and provincial government departments. The recycling department does curbside pick-up in four municipalities and one town. Once the recycling has been picked up it is then sorted, baled and shipped to facilities in Winnipeg and Morden to be reprocessed. Last but not least is our retirement program. This program allows the individuals to participate in leisurely activities such as exercises, crafts and card games.

The day program is dedicated to our prime objective of increasing the personal achievement and satisfaction of all individuals in our center. We offer bilingual services to all our participants.

#### **Residential Program**

In 1976 the residential program known as La Residence de St. Malo Inc. opened their first home for individuals with intellectual disabilities through the Welcome Home Program which the Department of Family Services initiated. This home is situated at 65 Bourgeois Street and now provides services and housing to five individuals and has a respite bed that is used on an ongoing basis.

In 1986 due to the success of the first home and the continued support from the community, La Residence de St. Malo Inc. opened a second home located at 9 Morin Avenue for four more adults but after some remodeling the home has five residents.

In 2003 a third home was built at 116 St. Malo Street which is wheelchair accessible. There are five individuals living in this home and the home also has 1 respite bed that is used on an ongoing basis.

In 2011, a fourth home was constructed at 7 St Hilaire Street, which is equipped with all equipment needed for non-ambulatory residents including a tracking system.

The Residential Program assists, encourages and promotes all residents to become involved in the community. The homes have staff which assist and supervise the residents to meet their unique individual needs in warm and inviting homes. The program offers bilingual services to our residents.

### **Amalgamations**

In January 2002, the Board of Directors of La Residence de St. Malo Inc. merged with the Board of Director of ACL Red River Branch Inc. to form one Board and to offer continuance in services to all individuals.

In 2008, Red River Workshop and La Residence de St. Malo Inc. became EPIC de St. Malo Inc. /SMILE of St. Malo Inc.

**EPIC** represents **E**ntreprise **P**our l' **I**ntegration **C**ommunautaire and **SMILE** represents **S**t. **M**alo **I**ntegrated **L**iving **E**nterprise.

## **EPIC de St. Malo Inc. /SMILE of St. Malo Inc.**

### **Mission Statement**

EPIC de St. Malo Inc. – SMILE of St. Malo Inc. is a nonprofit organization that is committed to advocate and promote inclusion in the community and surrounding areas for Individuals with intellectual disabilities. We provide support, opportunities and resources to develop independence so that they may each live their unique lives as they so choose.

### **Vision Statement**

Epic de St. Malo Inc. /SMILE of St. Malo Inc.'s vision is to have every unique individual living with an intellectual disability treated with respect and dignity and accepted for who they are as a person





## INTRODUCTORY STATEMENT

This handbook is designed to acquaint you with EPIC/SMILE St. Malo Inc. and provide you with information about working conditions, employee benefits, and some of the policies and procedures affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by EPIC/SMILE St. Malo Inc. to benefit employees, residents and participants. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As EPIC/SMILE St. Malo Inc. continues to grow, the need may arise and EPIC/SMILE St. Malo Inc. reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time, as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or EPIC/SMILE St. Malo Inc. to end our relationship for any reason at any time. Employees will be notified of such changes to the handbook as they occur.

EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook describes important information about EPIC/SMILE St. Malo Inc. I understand that I should consult the Management Office if I have any questions that are not answered in the handbook.

I understand and acknowledge that there may be changes to the information, policies, procedures and benefits in the handbook. I understand that EPIC/SMILE St. Malo Inc. may add new policies and procedures to the handbook as well as replace, change, or cancel existing policies and procedures. I understand that I will be told about any handbook changes and I understand that handbook changes can only authorized by the Board of Directors of EPIC/SMILE St. Malo Inc.

I understand and acknowledge that this handbook is not a contract of employment or a legal document. I have received the handbook and I understand that it is my responsibility to read and follow the policies contained in this handbook and any changes made to it.

EMPLOYEE'S NAME (printed): \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

## RESIDENT, PARTICIPANT, CO-WORKER AND CLIENT RELATIONS

Participants, co-worker and customers are very important to us. Every employee represents EPIC/SMILE St. Malo Inc. to participants, customers, and the public. Our participants and customers judge all of us by how we treat them. One of the highest priorities at EPIC/SMILE St. Malo Inc. is to help all residents, participants and/ or potential clients. Nothing is more important than being respectful, courteous, friendly, prompt, and helpful to customers.

Your contacts with the public, your telephone manners, and any communications with residents, participants and/or clients reflect not just on you but also on the professionalism of EPIC/SMILE St. Malo Inc.

## **101 Nature of Employment**

Effective Date: 30/04/2010

Revision Date:

This handbook is intended to provide employees with a general understanding of our personnel policies and procedures. Employees are encouraged to familiarize themselves with the contents of this handbook, for it will answer many common questions concerning employment with EPIC/SMILE St. Malo Inc.

However, this handbook cannot anticipate every situation or answer every question about employment. It is not an employment contract and is not intended to create contractual obligations of any kind. Neither the employee nor EPIC/SMILE St. Malo Inc. is bound to continue the employment relationship if either chooses, at its will, to end the relationship at any time.

In order to retain necessary flexibility in the administration of policies and procedures, EPIC/SMILE St. Malo Inc. reserves the right to change, revise, or eliminate any of the policies and/or benefits described in this handbook, except for its policy of employment-at-will. The only recognized deviations from the stated policies are those authorized and signed by the Board of Directors of EPIC/SMILE St. Malo Inc.

## **102 Employee Relations**

Effective Date: 30/04/2010

Revision Date:

EPIC/SMILE St. Malo Inc. believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to the manager.

Our experience has shown that when employees deal openly and directly with management, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that EPIC/SMILE St. Malo Inc. amply demonstrates its commitment to employees by responding effectively to employee concerns.

As some employees in EPIC/SMILE St. Malo Inc. have already chosen third party representation, we affirm our commitment to retaining positive relationships with all existing bargaining units.

## **103 Equal Employment Opportunity**

Effective Date: 30/04/2010

Revision Date:

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at EPIC/SMILE St. Malo Inc. will be based on merit, qualifications, and abilities. EPIC/SMILE St. Malo Inc. does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, or any other characteristic protected by law. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of the manager or to management if the manager is not available. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

## **104 Business Ethics and Conduct**

Effective Date: 30/04/2010

Revision Date:

We expect EPIC/SMILE St. Malo Inc. employees to be ethical in their conduct. It affects our reputation and success. EPIC/SMILE St. Malo Inc. requires employees to carefully follow all laws and regulations, and have the highest standards of conduct and personal integrity.

Our continued success depends on our residents', participants, co-workers and clients' trust. Employees owe a duty to EPIC/SMILE St. Malo Inc., our residents, participants and clients to act in ways that will earn the continued trust and confidence of all parties involved.

As an organization, EPIC/SMILE St. Malo Inc. will comply with all applicable laws and regulations. We expect all directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and not to do anything that is illegal, dishonest, or unethical.

If you use good judgment and follow high ethical principles, you will make the right decisions. However, if you are not sure if an action is ethical or proper, you should discuss the matter openly with the manager or Executive Director.

It is the responsibility of every EPIC/SMILE St. Malo Inc. employee to comply with our policy of business ethics and conduct. Employees who ignore or do not comply with this standard of business ethics and conduct may be subject to disciplinary action, up to and including possible termination of employment.

## **105 Hiring of Relatives**

Effective Date: 30/04/2010

Revision Date:

When relatives work in the same area of an organization, it may cause problems at work. In addition to claims of favouritism and morale issues, personal conflicts from outside can sometimes carry over to work.

For this policy, we define a relative as any person who is related to you by blood or marriage, or whose relationship with you is similar to that of a relative.

Although EPIC/SMILE St. Malo Inc. does not prohibit employing relatives of current employees, we will monitor these situations when the employees are in the same area. In case of an actual or potential problem, we will take quick action. This can include reassignment or, if necessary, termination of employment for one or both of the people involved.



## **108 Conflicts of Interest**

Effective Date: 30/04/2010

Revision Date:

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which EPIC/SMILE St. Malo Inc. wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Manager for more information or questions about conflicts of interest.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of EPIC/SMILE St. Malo Inc. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to benefit either the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative because of EPIC/SMILE St. Malo Inc.'s business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of EPIC/SMILE St. Malo Inc. as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which EPIC/SMILE St. Malo Inc. does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving EPIC/SMILE St. Malo Inc.

## **110 Outside Employment**

Effective Date: 30/04/2010

Revision Date:

You may hold an outside job as long as you can satisfactorily perform your EPIC/SMILE St. Malo Inc. job and the job does not interfere with our scheduling demands.

We hold all employees to the same performance standards and scheduling expectations regardless if they have other jobs. In order to remain employed at EPIC/SMILE St. Malo Inc., we will ask you to terminate an outside job if we determine that it is affecting your performance or your ability to meet our requirements, which may change over time.

If your outside employment has an undesirable impact on EPIC/SMILE St. Malo Inc., we will consider that it is a conflict of interest.

## **112 Non-Disclosure**

Effective Date: 30/04/2010

Revision Date:

The protection of confidential business information is vital to the interests and the success of EPIC/SMILE St. Malo Inc. Such confidential information includes, but is not limited to, the following examples:

- \* Participant information
- \* Resident information
- \* Customer lists
- \* Financial information

Employees who improperly use or disclose confidential business information will be subject to disciplinary action, up to and including termination of employment, even if they do not actually benefit from the disclosed information.

## **116 Job Posting**

Effective Date: 30/04/2010

Revision Date:

EPIC/SMILE St. Malo Inc. provides employees an opportunity to indicate their interest in open positions and advance within the Non-profit organization according to their skills and experience.

Job openings will be posted on the employee bulletin board and normally remain open as per union agreement. Each job posting notice will include the dates of the posting period, job title, department, location, job summary, essential duties, and qualifications (required skills and abilities).

To be eligible to apply for a posted job, employees must have performed competently throughout the probationary period in their current position. Eligible employees can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.

To apply for an open position, employees should submit a resume to the Manager listing job-related skills and accomplishments. It should also describe how their current experience with EPIC/SMILE St. Malo Inc. and prior work experience and/or education qualifies them for the position.

EPIC/SMILE St. Malo Inc. recognizes the benefit of developmental experiences and encourages employees to talk with their supervisors about their career plans. Supervisors are encouraged to support employees' efforts to gain experience and advance within the Non-profit organization.

An applicant's supervisor may be contacted to verify performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other recruiting sources may also be used to fill open positions in the best interest of the Non-profit organization.

## **201 Employment Categories**

Effective Date: 30/04/2010

Revision Date:

It is the intent of EPIC/SMILE St. Malo Inc. to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

REGULAR FULL-TIME employees are those who are not in a temporary or introductory status and who are regularly scheduled to work EPIC/SMILE St. Malo Inc.'s full-time schedule. Generally, they are eligible for EPIC/SMILE St. Malo Inc.'s benefit package, subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than the full-time work schedule, but at least 20 hours per week. Regular part-time employees are eligible for some benefits sponsored by EPIC/SMILE St. Malo Inc., subject to the terms, conditions, and limitations of each benefit program.

CASUAL employees are those who have established an employment relationship with EPIC/SMILE St. Malo Inc. but who are assigned to work on an intermittent and/or unpredictable basis. While they receive all legally mandated benefits, they are ineligible for all of EPIC/SMILE St. Malo Inc.'s other benefit programs.

PROBATIONARY employees are those whose performance is being evaluated to determine whether further employment in a specific position or with EPIC/SMILE St. Malo Inc. is appropriate. Employees who satisfactorily complete the introductory period will be notified of their new employment classification.

## **202 Access to Personnel Files**

Effective Date: 30/04/2010

Revision Date:

EPIC/SMILE St. Malo Inc. keeps personnel files on all employees. The personnel files include the job applications and related hiring documents, training records, performance documentation, salary history, and other employment records.

Personnel files are the property of EPIC/SMILE St. Malo Inc. Because personnel files contain confidential information, the only people who can see them are people with a legitimate business reason.

If you wish to review your own file, contact the Manager. You will need to give advance notice if you wish to see your file. You may review your file only when a representative of EPIC/SMILE St. Malo Inc. is also present.

## **203 Employment Reference Checks**

Effective Date: 30/04/2010

Revision Date:

To ensure that individuals who join EPIC/SMILE St. Malo Inc. are well qualified and have a strong potential to be productive and successful, it is the policy of EPIC/SMILE St. Malo Inc. to check the employment references of all applicants.

The Manager will respond to all reference check inquiries from other employers. Responses to such inquiries will be limited to factual information that can be substantiated by EPIC/SMILE St. Malo Inc.'s records.

## **204 Personnel Data Changes**

Effective Date: 30/04/2010

Revision Date:

It is important that EPIC/SMILE St. Malo Inc. have certain personal information about you in our records. You need to tell us as soon as there is a change to your mailing address, telephone numbers, marital status, dependent information, educational accomplishments, and other possibly related information. We also need to have information about who to contact in case of an emergency. To change your personal information, or if you have questions about what information is required, contact the Manager.



## **205 Probationary Period**

Effective Date: 30/04/2010

Revision Date:

EPIC/SMILE St. Malo Inc. has a probationary period for new employees. During the probationary period, we will evaluate your work habits and abilities to make sure that you can perform your job satisfactorily. The probationary period also gives you time to decide if the new job meets your expectations.

The probationary period for all new and re hired employees is as per union agreement. If you are promoted or transferred within EPIC/SMILE St. Malo Inc. to a different job position, you will be asked to complete a secondary probationary period of the same length when you start the new position.

If you are, absent for a significant amount of time during your probationary period, the length of the absence will automatically extend the probationary period. We may also extend the probationary period if we decide it was not long enough to evaluate your performance. This could happen either during or at the end of the probationary period.

If you go through a secondary probationary period because of a promotion or transfer, and it appears that you are not performing satisfactorily in the new job, you may be removed from the new job. If this happens, you may be allowed to return to your former job or to a comparable job for which you are qualified. This will depend on our business needs and whether a comparable job is available.

When employees satisfactorily complete the first probationary period, they are assigned to the "regular" employment classification.

During the first probationary period, new employees are eligible for those benefits that are required by law. After becoming regular employees, they may also be eligible for other EPIC/SMILE St. Malo Inc. benefit programs, subject to the terms and conditions of each benefit program. Be sure to review the information for each benefits program to see the exact requirements.

Your benefits eligibility and employment status will not change if you go through a secondary probationary period due to a promotion or transfer within EPIC/SMILE St. Malo Inc.

## **208 Employment Applications**

Effective Date: 24/05/2015

Revision Date:

We rely on the accuracy of the information you put on your employment application (resume). We also expect that you and your references give accurate and true information during the hiring process and employment. If we find that any information is misleading, false, or was left out on purpose, we may reject an applicant from further consideration. If the person was already hired, it could result in termination of employment. You will require a recent Criminal Record Check and **Adult** Registry Check.

## **209 Performance Evaluation**

Effective Date: 30/04/2010

Revision Date:

We encourage you and the manager to discuss job performance and goals on an informal, day-to-day basis. Formal performance evaluations are done at the end of your probationary period for any new job. The probationary period is a time for you and your supervisor to talk about your job responsibilities and the performance requirements of the new job. In addition, you and your supervisor will have formal performance evaluations to discuss your work and goals, to identify and correct weaknesses, and to encourage and recognize your strengths.

Performance evaluations are usually done every 12 months around the time of the anniversary of your original hire date.

## **210 Job Descriptions**

Effective Date: 30/04/2010

Revision Date:

EPIC/SMILE St. Malo Inc. makes every effort to create and maintain accurate job descriptions for all positions within the Non-profit organization. Each description includes a job information section, a job summary section (giving a general overview of the job's purpose), an essential duties and responsibilities section, a supervisory responsibilities section, a qualifications section (including education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required), a physical demands section, and a work environment section.

EPIC/SMILE St. Malo Inc. maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The Manager prepares job descriptions when new positions are created. Existing job descriptions are also reviewed and revised in order to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the Manager if you have any questions or concerns about your job description.

## **212 Salary Administration**

Effective Date: 30/04/2010

Revision Date:

We have a salary administration program at EPIC/SMILE St. Malo Inc. The salary administration program set by the union collective agreement or by contracts signed by the Board of Directors President helps us have consistent pay practices, comply with federal and provincial laws, support our commitment to Equal Employment Opportunity, and offer competitive salaries within our labour market.

We are committed to paying equitable wages that are based on the requirements and responsibilities of each job. We also try to pay wages that are comparable to the wages paid in similar jobs in other organizations in the area.

If you have a question about compensation in your area or for your job, talk with your supervisor. If you have a question about EPIC/SMILE St. Malo Inc.'s salary administration, contact the Payroll Administrator.

## **216 Social Insurance Number policy**

Effective Date: 30/04/2010

Revision Date:

To protect your personal information, EPIC/SMILE St. Malo Inc. will not use your Social Insurance Number to identify you. That means we will not:

- \* Publicly post or publicly display your Social Insurance Number.
- \* Print your Social Insurance Number on any card you need to access our products or services.
- \* Require you to send your Social Insurance Number over the Internet, unless the connection is secure.
- \* Require you to use your Social Insurance Number to access an Internet web site, unless a password or unique personal identification number or other authentication device is also required to access the Internet web site.
- \* Print your Social Insurance Number on any materials that are mailed to you, unless provincial or federal law requires the Social Insurance Number to be on the document that is mailed.

However, Social Insurance Number may be included in job applications and forms sent by mail.

EPIC/SMILE St. Malo Inc. will continue to collect, use, or release Social Insurance Number as required by provincial or federal law, and may use Social Insurance Number for our own identification or authorization purposes.

If you have questions about this policy or feel your Social Security number has been misused by EPIC/SMILE St. Malo Inc., contact the Benefits Administrator.

## 301 Employee Benefits

Effective Date: 30/04/2010

Revision Date: 01/04/2016

EPIC/SMILE St. Malo Inc. gives eligible employees many benefits. Some benefits are required by law and cover all employees.

Several factors decide if you are eligible for a benefit. One important factor is your employment classification. See your supervisor to find out which benefit programs you are eligible for.

This employee handbook contains policies describing many of the benefit programs. Sometimes a policy will tell you that there is more information in another place such as the collective bargaining agreement, contract or the benefits handbook.

The following benefit programs are available to eligible employees:

- \* Health Insurance
- \* Dental Insurance
- \* Life Insurance
- \* Long-Term Disability
- \* Pension Plan / **RRSP**

You may have to pay part or all of the cost for some benefits but EPIC/SMILE St. Malo Inc.

## **305 Holidays**

Effective Date: 30/04/2010

Revision Date:

EPIC/SMILE St. Malo Inc. gives time off to all employees on the following holidays:

- \* Provincial and Federal recognized holidays

Eligible employees will be paid for holiday time off. If you are eligible, your holiday pay will be calculated as per provincial laws or collective bargaining agreement.

Employees in the following employment classifications are eligible for holiday time off with pay immediately:

- \* All employees

If a recognized holiday falls on a Saturday, EPIC/SMILE St. Malo Inc. will observe it on the Friday before the holiday. If a recognized holiday falls on a Sunday, EPIC/SMILE St. Malo Inc. will observe it on the Monday after the holiday.



## **306 Workers Compensation Insurance**

Effective Date: 30/04/2010

Revision Date:

EPIC/SMILE St. Malo Inc. Provides the provincial Workers' Compensation Insurance program to our employees. This program does not cost you anything.

The Workers' Compensation program covers injuries or illnesses that might happen during the course of your employment that require medical, surgical, or hospital treatment. Subject to legal requirements, Workers' Compensation Insurance begins benefits immediately.

It is very important that you tell your supervisor immediately about any work-related injury or illness, regardless of how minor it might seem at the time. Prompt reporting helps to make sure that you qualify for coverage as quickly as possible and let us investigate the matter promptly.

Workers' Compensation covers only work-related injuries and illnesses.

## 307 Sick Leave Benefits

Effective Date: 30/04/2010

Revision Date: 01/01/2016

EPIC/SMILE St. Malo Inc. provides paid sick leave benefits to eligible employees who are temporarily absent due to illness or injury. Employees in the following employment classifications are eligible for sick leave:

- \* Regular full-time employees
- \* Regular part-time employees

If you are eligible, you will accrue sick leave benefits as per collective bargaining agreement. You can request to use paid sick leave after you complete a 30-day waiting period from the date you become eligible to accrue sick leave benefits.

You may use sick leave benefits to be absent because you are ill or injured.

If you cannot report to work because of an illness or injury, you should notify your supervisor before the scheduled start of your workday, if possible. Management must also be contacted on each additional day of absence.

Your sick leave benefits will be calculated based on your base pay rate at the time of your absence.

Unused sick leave benefits will be allowed to accumulate until you have accrued the maximum as per the collective bargaining agreement. If your unused sick leave reaches this maximum, you will temporarily stop accruing sick leave. When you start using sick leave again and the total accrued sick leave falls below as per collective bargaining agreement days, you will start accruing sick leave again.

Sick leave benefits are meant to provide income protection in the case you are ill or injured. They may not be used for any other absence. You will not be paid for unused sick leave benefits while you are employed and you will also not be paid for unused sick leave benefits when your employment terminates.

Sick leave benefits may be eliminated for any employee found to be abusing said sick leave benefits as per **Attendance Management Program**.

## **308 Time Off to Vote**

Effective Date: 30/04/2010

Revision Date:

EPIC/SMILE St. Malo Inc. wants employees who are citizens to vote in elections. If it is impossible for you to vote before work or after work, we will follow to the provincial laws time off to vote during working hours.

If you need time off to vote, see your supervisor for the time off at least two days before the Election Day.

## **309 Bereavement Leave**

Effective Date: 30/04/2010

Revision Date:

EPIC/SMILE St. Malo Inc. provides bereavement leave to employees who need to take time off because an immediate family member died. To ask for bereavement leave, see management.

Employees in the following employment classifications are eligible for bereavement leave as per collective bargaining agreement:

- \* Full-time employees
- \* Part-time employees

While you are on a paid bereavement leave, you will get your base pay rate.

We normally will give you bereavement leave unless there are business reasons that require you be at work. With your supervisor's approval, you can use any available paid leave benefits you have, such as vacation, if you need more time off.

## **316 Health Insurance**

Effective Date: 30/04/2010

Revision Date:

Our health insurance plan offers medical, dental, and vision care benefits to eligible employees and their dependents. Employees in the following employment classifications are eligible to enroll in the health insurance plan:

- \* Full-time employees
- \* Part-time employees (20 hours minimum weekly)

The eligible employees can enroll in the health insurance plan subject to the terms and conditions of the agreement between EPIC/SMILE St. Malo Inc. and its insurance carrier.

## **317 Life Insurance**

Effective Date: 30/04/2010

Revision Date:

EPIC/SMILE St. Malo Inc. offers a basic life insurance plan for eligible employees.

The basic life insurance plan includes Accidental Death and Dismemberment (AD&D) insurance. AD&D provides benefits in case an accident causes a serious injury or death.

Employees in the following employment classifications must enroll in the life insurance plan:

- \* Regular full-time employees
- \* Regular part-time employees (20 hours minimum per week)

## **319 Long-Term Disability**

Effective Date: 30/04/2010

Revision Date:

EPIC/SMILE St. Malo Inc. has a long-term disability (LTD) benefits program for eligible employees. LTD benefits are paid to eligible employees who have a long-term absence due to an illness or injury and cannot work.

Employees in the following employment classifications who have completed 90 calendar days of service must participate in the LTD plan:

- \* Regular full-time employees
- \* Regular part-time employees (20 hours per week minimum)

## **401 Timekeeping**

Effective Date: 30/04/2010

Revision Date:

Employees are responsible for accurately recording the hours they work. The law requires EPIC/SMILE St. Malo Inc. to keep accurate records of "time worked" in order to correctly calculate employee pay and benefits. "Time worked," means all the time that employees spend performing their assigned work.

If you are an employee, you must accurately record the time you start and stop work, when you start and when you leave the workplace for personal reasons. Before you work any overtime, you must always get advance approval.

Falsifying time records is a serious matter. You may not change time after it is already recorded, enter a false time on purpose, tamper with time records, or record other employees' time for them. If you do any of these actions, you may be subject to disciplinary action, up to and including termination

Employees should not arrive at the workplace more than 15 minutes before your scheduled start time. You should also not remain at the workplace more than 15 minutes after your schedule end time. You can only arrive or remain at the workplace when your supervisor approves it in advance.

Employees must fill out their own time sheet to say they are accurate. Management will review the time sheet before submitting it for payroll processing.



## 403 Pay days

Effective Date: 30/04/2010

Revision Date: 01/06/2017

EPIC /SMILE employees are paid biweekly on every other **Friday**. Each paycheck includes pay for all work performed through the end of the previous payroll period.

If a payday falls on holiday, you will be paid on the last workday before that payday.

If you are going to be on vacation on a payday, you can get your earned pay before you leave. You must first ask your supervisor in writing at least two weeks before you leave.

EPIC/SMILE St. Malo Inc. has a direct deposit program. Direct deposit means that we will deposit your pay directly into **your Bank account**. On paydays, you will get a statement explaining how much you were paid and all the details.

## **405 Employment Termination**

Effective Date: 30/04/2010

Revision Date:

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- \* Resignation - voluntary employment termination initiated by an employee.
- \* Discharge - involuntary employment termination initiated by the organization.
- \* Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.
- \* Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

## **408 Pay Advances**

Effective Date: 30/04/2010

Revision Date:

EPIC/SMILE St. Malo Inc. does not give pay advances on unearned wages to employees.

## **409 Administrative Pay Corrections**

Effective Date: 30/04/2010

Revision Date:

EPIC/SMILE St. Malo Inc. tries to make sure that you are paid correctly and on scheduled paydays. In case you find a mistake in your pay, tell the Manager immediately so that the error can be corrected as quickly as possible.

## **410 Pay Deductions**

Effective Date: 30/04/2010

Revision Date:

Laws require EPIC/SMILE St. Malo Inc. to take deductions from your pay. Deductions are money taken from your pay for certain things such as federal and provincial taxes. The law also requires us to deduct Canadian Pension Plan Premiums and Employment Income Premiums from your pay. We must deduct up to a certain amount of these premiums we also contribute these premiums. We pay the same amount or more of these premiums as legislated by our provincial and federal laws.

EPIC/SMILE St. Malo Inc. also offers programs and benefits to eligible employees that are not required by law. You may ask us to deduct money from your pay to cover your payment for these programs.

If you want to know why money was deducted from your paycheck or how your pay is calculated, see your manager.

## **501 Safety**

Effective Date: 30/04/2010

Revision Date:

Our workplace safety program is a top priority at EPIC/SMILE St. Malo Inc. We want EPIC/SMILE St. Malo Inc. to be a safe and healthy place for employees, residents, participants, clients and visitors. A successful safety program depends on everyone being alert and committed to safety.

We regularly communicate in different ways with employees about workplace safety and health issues. These communications may include supervisor-employee meetings, bulletin board postings, memos, or other written communications.

We also have a labour-management safety committee that is composed of representatives from different parts of EPIC/SMILE St. Malo Inc. The purpose of the committee is to monitor our safety program and to help communications between employees and management about workplace safety and health issues.

You are expected to obey all safety rules and be careful at work. You must immediately report any unsafe condition to management. If you violate EPIC/SMILE St. Malo Inc. safety standards, you may be subject to disciplinary action, up to and including termination of employment. Violations include causing a hazardous or dangerous situation, not reporting a hazardous or dangerous situation, and not correcting a problem even though you could have corrected it.

It is very important that you tell management immediately about any accident that causes an injury, no matter how minor it might seem at the time. When you report it quickly, we can investigate the accident promptly; follow the laws, and start insurance and worker's compensation processing.

## **502 Work Schedules**

Effective Date: 30/04/2010

Revision Date:

There are different work schedules at EPIC/SMILE St. Malo Inc. Your collective bargaining agreement or contract will indicate your work schedule.

Our staffing needs and work demands may require that we change the starting and ending times of work schedules. We may also need to change the number of work hours that are scheduled each day and week.

## **504 Use of Telephones**

Effective Date: 30/04/2010

Revision Date:

EPIC/SMILE St. Malo Inc. telephones are reserved for business use only.

Our telephone communications are an important reflection of our image to clients and the community. Always use proper telephone etiquette. The following are some examples of good telephone etiquette: use the approved greeting, speak courteously and professionally, repeat information back to the caller, and only hang up after the caller hangs up.



## **505 Smoking**

Effective Date: 30/04/2010

Revision Date: January 1, 2015

EPIC/SMILE St. Malo Inc. prohibits smoking in the workplace except in locations that have been assigned by the Board of Directors. We will follow the preferences of non-smokers if there is a difference between the wishes of the smokers and non-smokers.

This policy applies equally to all employees as well as to our residents, participants and visitors.

## **506 Rest and Meal Periods**

Effective Date: 30/04/2010

Revision Date:

Each workday, employees are provided with rest periods as per collective bargaining agreement. Management will advise employees of the regular rest period length and schedule. To the extent possible, rest periods will be provided in the middle of work periods. Since this time is counted and paid as time worked, employees must not be absent from their workstations beyond the allotted rest period time.

All employees are provided with one meal period each workday as per collective bargaining agreement. Supervisors will schedule meal periods to accommodate operating requirements.

## **507 Overtime**

Effective Date: 30/04/2010

Revision Date:

There may be times when EPIC/SMILE St. Malo Inc. cannot meet its operating requirements or other needs during regular working hours. If this happens, we may give employees the opportunity to work overtime.

It is our policy that no overtime can be worked without the approval and authorization of the manager. We distribute overtime assignments as per collective bargaining agreement among all employees who are qualified to perform the required work.

Employees will receive overtime pay in accordance with the federal and/or provincial wage and hour laws and the collective bargaining agreement. Overtime pay is based on the actual hours worked. For this reason, time off for sick leave, vacation, and other paid or unpaid leaves of absence is not counted as hours worked when calculating overtime pay.

If you work overtime without first getting your supervisor's approval, you may be subject to disciplinary action, up to and including possible termination of employment.

## **508 Use of Equipment and Vehicles**

Effective Date: 30/04/2010

Revision Date: July 18, 2017

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, cleaning and follow all operating instructions, safety standards, and guidelines.

Please notify the manager if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The manager can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

## **510 Emergency Closings**

Effective Date: 30/04/2010

Revision Date: July 18, 2017

At times, emergencies such as severe weather can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be handled as per collective bargaining agreement.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees may request available paid leave time such as unused vacation benefits.

EPIC / SMILE inclement weather policy is that transportation routes for participants attending the Day Program will be cancelled when temperature is -35C or colder or a wind chill of -45C or colder.

## **514 Visitors in the Workplace**

Effective Date: 30/04/2010

Revision Date: July 17, 2017

Only visitors who are properly authorized may be on EPIC/SMILE St. Malo Inc. premises. This helps to maintain safety standards, safeguard employee, resident and participant welfare, protect our property and facilities, guard confidential information against theft, and reduce potential distractions and disturbances.

Because of safety and security reasons, we ask that you discourage family and friends from visiting you at work.

All visitors or clients should enter EPIC/SMILE St. Malo Inc. at the Reception Office.

If you see an unauthorized person at work, notify management immediately or direct the person to the Reception Office.

## **516 Computer and Email Usage**

Effective Date: 30/04/2010

Revision Date:

To help you do your job, EPIC/SMILE St. Malo Inc. may give you access to computers, computer files, the email system, and software. You should not use a password, access a file, or retrieve any stored communication without authorization. To make sure that all employees follow this policy, we may monitor computer and email usage.

We try hard to have a workplace that is free of harassment and sensitive to the diversity of our employees. Therefore, we do not allow employees to use computers and email in ways that are disruptive, offensive to others, or harmful to morale.

At EPIC/SMILE St. Malo Inc. you may not display, download, or email sexually explicit images, messages, and cartoons. You also may not use computers and email for ethnic slurs, racial comments, off-color jokes, or anything that another person might take as harassment or disrespect.

EPIC/SMILE St. Malo Inc. buys and licenses computer software for business purposes. We do not own the copyright to this software or its documentation. Unless the software developer authorizes us, we do not have the right to use the software on more than one computer.

You may only use software on local area networks or on multiple machines according to the software license agreement. EPIC/SMILE St. Malo Inc. prohibits the illegal duplication of software and its documentation.

If you know about any violations to this policy, notify your supervisor, the Manager or any member of management. Employees who violate this policy are subject to disciplinary action, up to and including termination of employment.

## 517 Internet Usage

Effective Date: 30/04/2010

Revision Date:

EPIC/SMILE St. Malo Inc. may provide you with Internet access to help you do your job. This policy explains our guidelines for using the Internet. Internet usage is intended for job-related activities but you may use it for personal use if you get authorization first.

All Internet data that is written, sent, or received through our computer systems are part of official EPIC/SMILE St. Malo Inc. records. That means that we can be legally required to show that information to law enforcement or other parties. Therefore, you should always make sure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and legal.

The equipment, services, and technology that you use to access the Internet are the property of EPIC/SMILE St. Malo Inc. Therefore, we reserve the right to monitor how you use the Internet. We also reserve the right to find and read any data that you write, send, or receive through our online connections or is stored in our computer systems.

You may not write, send, read, or receive data through the Internet that contains content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person.

Examples of unacceptable content include (but are not limited to) sexual comments or images, racial slurs, gender-specific comments, or other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

EPIC/SMILE St. Malo Inc. does not allow the unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet. As a rule, if you did not create the material, do not own the rights to it, or have not received authorization for its use, you may not put the material on the Internet. You are also responsible for making sure that anyone who sends you material over the Internet has the appropriate distribution rights.

Before you download or copy a file from the Internet, it must be checked for viruses. All compressed files must be checked for viruses both before and after decompression.

If you use the Internet in a way that violates the law or EPIC/SMILE St. Malo Inc. policies, you will be subject to disciplinary action, up to and including termination of employment. You may also be held personally liable for violating this policy.

The following are some examples of prohibited activities that violate this Internet policy:

- \* Sending or posting discriminatory, harassing, or threatening messages or images
- \* Using the organization's time and resources for personal gain
- \* Stealing, using, or disclosing someone else's code or password without authorization
- \* Copying, pirating, or downloading software and electronic files without permission



- \* Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- \* Violating copyright law
- \* Failing to observe licensing agreements
- \* Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- \* Sending or posting messages or material that could damage the organization's image or reputation
- \* Participating in the viewing or exchange of pornography or obscene materials
- \* Sending or posting messages that defame or slander other individuals
- \* Attempting to break into the computer system of another organization or person
- \* Refusing to cooperate with a security investigation
- \* Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- \* Using the Internet for political causes or activities, religious activities, or any sort of gambling
- \* Jeopardizing the security of the organization's electronic communications systems
- \* Sending or posting messages that disparage another organization's products or services
- \* Passing off personal views as representing those of the organization
- \* Sending anonymous email messages
- \* Engaging in any other illegal activities

## **518 Workplace Monitoring**

Effective Date: 30/04/2010

Revision Date: July 17, 2017

EPIC/SMILE St. Malo Inc. may conduct workplace monitoring to help ensure quality control, employee, resident, and participant safety, security, and client satisfaction.

All computer equipment, cellular phones, or technologies that we furnish you are the property of EPIC/SMILE St. Malo Inc. We reserve the right to monitor activities and data that is stored in our computer systems. We also reserve the right to find and read any data that you write, send, or receive by computer or cellular phone.

We may perform video surveillance of non-private workplace areas. We use video monitoring to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage and prevent harassment and workplace violence.

You may ask to see information about you that was gathered by workplace monitoring if it might affect employment decisions. We will give you access unless there is an ongoing investigation or a legitimate business reason to protect confidentiality.

Because we are sensitive to employees' legitimate privacy rights, we will make every effort to guarantee that workplace monitoring is always done ethically and with respect.

## 520 ABUSE POLICY

Effective Date: 07/06/2017

Revision Date:

### Company Commitment

At, **EPIC de St.Malo Inc. /SMILE of St.Malo Inc.** We are committed to providing a safe, respectful and non-abusive work environment for all, participants, residents, staffs, volunteers and customers.

**EPIC de St.Malo Inc. /SMILE of St.Malo Inc.** will not tolerate any form of physical, sexual, emotional, verbal or psychological, financial abuse nor any form of neglect or harassment for any reason, at any time. No one has the right to abuse anyone else, at work or in any situation related to employment. This policy is one-step toward ensuring that our workplace is a comfortable place for all of us.

### Abuse is against the Law

#### Governing Legislation

*The Adult Abuse Registry Act, C.C.S.M. c. A4*

*Child and Family Services Act, CCSM c C80*

*The Community Child Care Standards Act, CCSM c C158*

*The Human Rights Code, CCSM cH175*

*Criminal Code of Canada, RSC 1985, c C-46*

*The Regulated Health Professions Act, CCSM cR117*

### What is abuse:

**Physical Abuse** is defined as but not limited to the use of intentional force that can result in physical harm or injury to an individual. It can take the form of slapping, hitting, punching, shaking, pulling, throwing, kicking, biting, choking, strangling or the abusive use of restraints.

**Sexual Abuse** is defined as but not limited to any unwanted touching, fondling, observations for sexual gratification, any penetration or attempted penetration with a penis, digital or object of the vagina or anus, verbal or written propositions or innuendos, exhibitionism or exploitation for profit including pornography.

**Emotional Abuse** is defined as but not limited to a chronic attack on an individual's self-esteem. It can take the form of name-calling, threatening, ridiculing, berating, intimidating, isolating, hazing, habitual scapegoat, blaming.

**Verbal Abuse** is defined as but not limited to humiliating remarks, name calling, swearing at, taunting, teasing, continual put downs.

**Psychological Abuse** is defined as but not limited to communication of an abusive nature, sarcasm, exploitive behaviour, intimidation, manipulation, and insensitivity to race, sexual preference or family dynamics.

**Neglect** is defined as but not limited to any behaviour that leads to a failure to provide services, which are necessary such as withdrawing necessities as forms of punishment, failing to assess and respond to changes in health status and refusing or withdrawing physical or emotional support.

**Financial Abuse** is the unauthorized or illegal use of a vulnerable person's funds and other personal property. It can include the improper use of the funds/property contrary to the Individual's financial plan. Persuading a vulnerable person to work or provide personal services for inadequate compensation or using the vulnerable person's funds/property for personal gain constitutes financial abuse.

**Harassment** is defined as but not limited to any unwanted physical or verbal conduct that offends or humiliates, including gender-based harassment. It can be a single incident or several incidents over time. It includes threats, intimidation, display of racism, sexism, unnecessary physical contact, suggestive remarks or gestures, offensive pictures or jokes. Harassment will be considered to have taken place if a reasonable person ought to have known that the behaviour was unwelcome.

### **Employees' Rights and Responsibilities**

All employees have the responsibility to treat each other with respect, and to speak up if they or someone else is being abused. All employees have a responsibility to report abuse to the appropriate person.

Employees also have a responsibility to cooperate in the investigation of an abuse complaint. Anyone who gives evidence in an investigation, or who is otherwise involved in the process, must keep this information confidential, except as is necessary to deal effectively with the complaint.

### **Management responsibilities**

**EPIC de St. Malo Inc. /SMILE of St. Malo Inc.** and its Executive Director Managers/Supervisors have full responsibility for fostering a safe working environment, free of abuse. All employees at **EPIC de St. Malo Inc. /SMILE of St. Malo Inc.** have the responsibility to stop and report the abuse. If you become aware of abuse in your work area, or elsewhere in the company, you must do everything you can to stop it, whether or not a complaint has been made. Courts may impose penalties on anyone not reporting abuse as per the Vulnerable Persons Act. Anyone who ignores abuse will not only face legal responsibility, but will be disciplined up to and including dismissal by **EPIC de St.Malo Inc. /SMILE of St.Malo Inc.**

### **Procedures applying to complaints of abuse**

1. If you are being abused or witness abuse, the first thing to do is tell the person to stop immediately.
2. If communicating directly with the person does not work, contact your manager and/or executive director immediately. They will contact the proper authorities such as CSW and/or Police as per Governing Legislation.
3. The executive director and or manager will inform the alleged assailant of any suspensions with or without pay until investigation is complete

4. It will be investigated by an independent party (either within the organization or outside of it) trained to investigate such matters. The complaint will be investigated thoroughly and promptly.
  5. Once the investigation is completed, the investigator will prepare a written report for the executive Director and or manager. That person will then inform the alleged assailant of the outcome of the investigation. Any disciplinary action, remedies, etc., which will be implemented as soon as possible.
  6. The alleged assailant may contact their shop steward and or union representative at any time.
- If the investigation does not find evidence to support the complaint, there will be no documentation concerning the complaint placed in the file of the alleged assailant. When the investigation reveals abuse occurred, the incident and the discipline, which are imposed on the abuser, will be recorded in the abuser's file.

### **Corrective Action for**

Someone who has abused another person will be subject to one or more of the following forms of discipline, depending on the severity of the abuse:

- A written reprimand;
- Criminal charges;
- A suspension, with or without pay;
- Dismissal.

In most cases, the abuser will also be required to attend training sessions.

### **Confidentiality**

**EPIC de St.Malo Inc./SMILE of St.Malo Inc.** will not disclose a complainant's or alleged assailant's name, or any circumstances related to a complaint, to anyone, except as necessary to investigate the complaint or take disciplinary action related to the complaint, or as required by law. All involved in a complaint are reminded to keep all information confidential, except in the above circumstances.

### **Retaliation**

Anyone who retaliates in any way against a person who has complained of abuse, given evidence in an abuse investigation, or been found guilty of abuse, will himself or herself be considered to have committed abuse and penalized accordingly. The possible penalties are the same as those assessed against abuser, set out above.

### **Education**

**EPIC de St.Malo Inc./SMILE of St.Malo Inc.** commits to continuing education of all of its employees and management relating to this policy and abuse training generally.

### **Monitoring**

**EPIC de St.Malo Inc. /SMILE of St.Malo Inc.** will monitor this policy and make adjustments where necessary. If you have any concerns with this policy, please bring them to the attention of the Executive Director.

### **Manitoba Human Rights Commission**

An employee may, within six months of the behavior complained of, file a complaint with the Manitoba Human Rights Commission if they believe they have been harassed on any of the grounds set out under the section “Harassment is against the Law”, above. Information on filing a complaint can be obtained by phoning the Commission at 945-3007 (in Winnipeg) or 1-888-884-8681 (outside of Winnipeg).

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# ***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***

## **EPIC/SMILE St. Malo Inc. Policies & Procedures**

### **522 HARASSMENT POLICY**

Effective Date: 30/04/2010

Revision Date: 13/10/2016

Revision Date: 07/06/2017

#### **Company Commitment**

At, **EPIC de St.Malo Inc. /SMILE of St.Malo Inc.** We are committed to providing a safe and respectful work environment for all staff, participants, resident, volunteers and customers. No one, whether it be a board member, manager, an employee, a contractor, or a member of the public, has to put up with harassment at **EPIC de St.Malo Inc./SMILE of St.Malo Inc.**, for any reason, at any time. And, no one has the right to harass anyone else, at work or in any situation related to employment. This policy is one step toward ensuring that our workplace is a comfortable place for all of us.

#### **Harassment is against the Law**

The Manitoba Human Rights Code prohibits harassment on the basis of race, color, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability. The Criminal Code prohibits physical and sexual assault. You have a right to live and work without being harassed, and if you are harassed, you can do something about it. This policy tells you what to do if you experience harassment at work, or if you, as a manager or an employee, become aware of a harassing situation.

#### **What harassment is**

Harassment is any behavior that degrades, demeans, humiliates, or embarrasses a person, and that a reasonable person should have known would be unwelcome. It includes actions (eg. touching, pushing), comments (eg. jokes, name-calling) or displays (eg. posters, cartoons).

Harassment can take place in the workplace itself, or outside or the workplace in a situation that is in some way connected to work. Harassment will not be tolerated in any work-related place or event.

Sexual harassment includes offensive or humiliating behavior that is related to a person's sex, as well as behavior of a sexual nature that creates an intimidating, hostile, or "poisoned" work environment, or that could reasonably be thought to put sexual conditions on a person's job or employment opportunities. A few examples are: questions and discussions about persons' sexual life; persisting in asking for a date after having been refused; writing sexually suggestive letters or notes. Sexual harassment often occurs in situations where there is unequal power between the people involved.

# ***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***

## **EPIC/SMILE St. Malo Inc. Policies & Procedures**

### **What isn't harassment**

Consensual banter or romantic relationships, where the people involved consent to what is happening, are not harassment. Appropriate performance reviews, counselling, or discipline by a supervisor or manager are not harassment.

### **Employees' Rights and Responsibilities**

All employees have the responsibility to treat each other with respect, and to speak up if they or someone else is being harassed. All employees have a responsibility to report harassment to the appropriate person.

Employees also have a responsibility to cooperate in the investigation of a harassment complaint. Anyone who gives evidence in an investigation, or who is otherwise involved in the process, must keep this information confidential, except as is necessary to deal effectively with the complaint.

### **Management responsibilities**

**EPIC de St. Malo Inc./SMILE of St. Malo Inc.** and its managers/supervisors have full responsibility for fostering a safe working environment, free of harassment. All management at **EPIC de St. Malo Inc./SMILE of St. Malo Inc.** has the responsibility to stop harassment. If you become aware of harassment in your work area, or elsewhere in the company, you must do everything you can to stop it, whether or not a complaint has been made. Courts may impose penalties on the employer and management, even if neither of them was actually involved in or aware of the harassment but should have known about it. Managers who ignore harassment will not only face legal responsibility, but will be disciplined by **EPIC de St. Malo Inc./SMILE of St. Malo Inc.**

### **Procedures applying to complaints of harassment**

1. If you are being harassed, the first thing to do is tell the person harassing you to stop, if possible. You can do this in person or in writing.
2. If communicating directly with the person does not work or you feel unable to deal with him/her directly, you can speak to your supervisor or designated shop stewards. There may be informal ways to address your complaint: you can have the supervisor you have advised of the complaint assist you speak to the harasser or you may ask them to arrange for mediation, a process by which a neutral third party helps the people involved reach a solution acceptable to the both of them.
4. If the informal route for resolving a harassing situation does not succeed or is not appropriate, **EPIC de St. Malo Inc./SMILE of St. Malo Inc.** supports its employees in filing a formal complaint. It will be investigated by an independent party (either within the organization or outside of it) trained to investigate such matters. The complaint will be investigated thoroughly and promptly.
5. Once the investigation is completed, the investigator will prepare a written report for the Manager. That person will then inform the person who filed the complaint and the harasser of any disciplinary action, remedies, etc., which will be implemented as soon as possible.



# ***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***

## **EPIC/SMILE St. Malo Inc. Policies & Procedures**

### **Remedies for the victim**

A person who has been found to have been harassed may receive one or more of the following remedies, depending on the severity of the harassment and what he or she has lost because of it:

- An oral or written apology from the harasser and **EPIC de St.Malo Inc./SMILE of St.Malo Inc**
- Lost wages;
- A job or promotion that was denied;
- Compensation for any lost employment benefits, such as sick leave;
- Compensation for hurt feelings; and/or
- A commitment that he or she will not be transferred, or will have a transfer reversed, unless he or she chooses to move.

No record of the complaint, investigation or decision will go in the employee's personnel file, if the complaint was made in good faith. Any unfavorable work review or comments that were placed in the complainant's personnel file because of the harassment will be removed from the file.

### **Corrective Action for Harassers**

Someone who has harassed another person will be subject to one or more of the following forms of discipline, depending on the severity of the harassment:

- A written reprimand;
- A fine;
- A suspension, with or without pay;
- A transfer, if it is not reasonable for the people involved to continue working together
- A demotion; or
- Dismissal.

In most cases, the harasser will also be required to attend an anti-harassment training session.

If the investigation does not find evidence to support the complaint, there will be no documentation concerning the complaint placed in the file of the alleged harasser. When the investigation reveals harassment occurred, the incident and the discipline which is imposed on the harasser will be recorded in the harasser's file.

### **Confidentiality**

**EPIC de St.Malo Inc./SMILE of St.Malo Inc** will not disclose a complainant's or alleged harasser's name, or any circumstances related to a complaint, to anyone, except as necessary to investigate the complaint or take disciplinary action related to the complaint, or as required by law. Managers involved in a complaint are reminded to keep all information confidential, except in the above circumstances.

# ***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***

## **EPIC/SMILE St. Malo Inc. Policies & Procedures**

### **Retaliation**

Anyone who retaliates in any way against a person who has complained of harassment, given evidence in a harassment investigation, or been found guilty of harassment, will themselves be considered to have committed harassment and penalized accordingly. The possible penalties are the same as those assessed against harassers, set out above.

### **Education**

**EPIC de St.Malo Inc./SMILE of St.Malo Inc** commits to continuing education of all of its employees and management relating to this policy and anti-harassment training generally.

### **Monitoring**

**EPIC de St.Malo Inc./SMILE of St.Malo Inc** will monitor this policy and make adjustments where necessary. If you have any concerns with this policy, please bring them to the attention of the manager.

### **Manitoba Human Rights Commission**

An employee may, within six months of the behavior complained of, file a complaint with the Manitoba Human Rights Commission if they believe they have been harassed on any of the grounds set out under the section “Harassment is against the Law”, above. Information on filing a complaint can be obtained by phoning the Commission at 945-3007 (in Winnipeg) or 1-888-884-8681 (outside of Winnipeg).

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# ***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***

## **EPIC/SMILE St. Malo Inc. Policies & Procedures**

### **526 Cell Phone Usage**

Effective Date: 30/04/2010

Revision Date: July 17, 2017

EPIC/SMILE St. Malo Inc. provides cellular telephones to some employees as a business tool. They are provided to assist employees in communicating with management and for emergencies. Cell phone use is intended for business-related calls. Cell phone invoices may be regularly monitored.

Employees may have access to a cell phone while in their cars and should remember that their primary responsibility is driving safely and obeying the rules of the road. Employees are prohibited from using cell phones to conduct business while driving and should safely pull off the road and come to a complete stop before dialling or talking on the phone. EPIC/SMILE St. Malo Inc. will not be responsible for any fines.

As representatives of EPIC/SMILE St. Malo Inc., cell phone users are reminded to use the regular business etiquette when speaking from office phones or in meetings applies to conversations conducted over a cell phone.

Personal cell phone use including texting is prohibited during working hours unless pre authorized by management.

# ***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***

## **EPIC/SMILE St. Malo Inc. Policies & Procedures**

### **701 Employee Conduct and Work Rules**

Effective Date: 30/04/2010

Revision Date: July 17,2017

We expect you to follow certain work rules and conduct yourself in ways that protect the interests and safety of all employees, residents, participants, clients and EPIC/SMILE St. Malo Inc.

While it is impossible to list every action that is unacceptable conduct, the following lists some examples. Employees who break work rules such as these may be subject to disciplinary action, up to and including termination of employment:

- \* Theft or inappropriate removal or possession of property (including anything picked up in recycling which is EPIC|SMILE's property)
- \* Falsification of timekeeping records
- \* Working under the influence of alcohol or illegal drugs
- \* Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- \* Fighting or threatening violence in the workplace
- \* Boisterous or disruptive activity in the workplace
- \* Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- \* Insubordination or other disrespectful conduct
- \* Violation of safety or health rules
- \* Smoking in prohibited areas
- \* Sexual or other unlawful or unwelcome harassment
- \* Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- \* Excessive absenteeism or any absence without notice
- \* Unauthorized use of telephones, mail system, or other employer-owned equipment
- \* Unauthorized disclosure of business "secrets" or confidential information
- \* Violation of personnel policies
- \* Unsatisfactory performance or conduct
- \* Horseplay

# ***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***

## **EPIC/SMILE St. Malo Inc. Policies & Procedures**

### **702 WORKPLACE IMPAIRMENT POLICY & RULES OF PROCEDURE**

Effective Date: 30/04/2010

Revision Date: 17/12/2018

#### **POLICY**

The purpose on the Workplace Impairment Policy & Rules of Procedure is to foster a safe work environment for all workers by reducing the risks that are associated with being inappropriately impaired while in the workplace.

Impairment in the workplace can have catastrophic consequences and therefore awareness of associated potential risks is of vital importance. (EPIC de St Malo Inc. / SMILE of St Malo Inc.) requires that no worker shall use, possess or sell alcohol, illegal drugs or other impairing substance on company work places and workers shall not report to work or a work site if concentrations of alcohol, illegal drugs or other impairing substances exceed the cut-off limits in this policy.

#### **OBJECTIVES**

- a. Reduce the risks in the workplace associated with impairment of Employees
- b. Provide resources to Employees who may suffer from addictions/dependencies
- c. To clarify the company expectations as it relates to impairment in the workplace
- d. Outline responsibilities of all Employees as they relate to impairment in the workplace
- e. To ensure all employees are treated fairly and with respect

#### **RESPONSIBILITIES (As far as is reasonably practicable)**

##### **1. Employer**

- a. Provide and maintain a safe workplace that meets acceptable safety standards
- b. Set a standard for workers as it relates to impairment in the workplace
- c. Ensure that workers are trained in that standard and understand their roles and responsibilities
- d. Provide training to supervisors or other designated employees on the signs and symptoms of impairment and the procedures to follow should a situation arise in the workplace
- e. Provide prevention programs that emphasize education, awareness and training with respect to the use of alcohol, illegal drugs and impairing substances
- f. Assist workers in obtaining confidential assessment, counselling, referral and rehabilitation services when disclosed and required
- g. Actively support and encourage rehabilitation activities and re-employment opportunities where applicable
- h. Comply with this Policy and Procedure

# ***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***

## **EPIC/SMILE St. Malo Inc. Policies & Procedures**

- i. Foster an accepting environment for all employees. Should they need to disclose private information, they may do so without judgement or fear of reprisal

### **2. Supervisors**

- a. Be familiar with this policy and procedure as it relates to the workers and the work environment.
- b. Ensure worker compliance with the Workplace Impairment Policy & Rules of Procedure
- c. Be trained in recognition of the signs and symptoms of inappropriate use of alcohol, illegal drugs and impairing substances in the workplace
- d. Take immediate action with employees when there is a suspected non-compliance with this Workplace Impairment Policy & Rules of Procedure and document
- e. Complete supervisor awareness training in accordance with the minimum criteria set by the United States Department of Transportation (U.S. DOT) – Employer Guidelines
- f. Understand how their company’s performance management is affected by deviating from the Workplace Impairment Policy & Rules of Procedure
- g. Ensure the confidentiality of all workers personal information in respect to this policy and Rules of Procedure

### **3. Workers**

- a. All employees working at EPIC de St Malo Inc. / SMILE of St Malo Inc. are expected to report fit for duty and be able to perform their assigned duties safely and acceptably without any limitation due to use or after effects of any substance that may impair judgement or performance
- b. Take personal responsibility for the safety and health of themselves and the lives of others who may be affected by their actions in the workplace
- c. Understand and accept the contents of the Workplace Impairment Policy & Rules of Procedure and;
  - i. Authorize the laboratory to provide the test results to any person with legal authority to require the disclosure of the test results
  - ii. Authorize the medical review officer or the employer to provide the test results to a substance abuse expert or program case manager to whom the employee has been referred under the provisions of this policy
- d. Comply with the company’s Workplace Impairment Policy & Rules of Procedure
- e. Disclose to the Employer any prescribed medication that has the potential of impairing their ability to perform their job competently and safely
- f. Disclose to the Employer if they have any addictions or physical dependencies on any impairing substance including alcohol, illegal/legal drugs
- g. Use medications in a responsible manner and be aware of any potential side effects that could affect the safety of themselves or others in the workplace

# ***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***

## **EPIC/SMILE St. Malo Inc. Policies & Procedures**

### **RISK SENSITIVE POSITIONS/AREAS**

The following are considered to be tasks and environments associated with higher risk and therefore risk sensitive positions/areas. They include as examples, but are not limited to:

- a. Driving for work-related purposes
- b. In a workplace where there is active construction or maintenance
- c. Working at Heights
- d. Working in Confined Spaces
- e. Working with or around Powered Mobile Equipment
- f. Working on or near water
- g. Working in Excavations
- h. Working with Vulnerable Individuals

### **WORKPLACE IMPAIRMENT RULES OF PROCEDURE**

1. While at the workplace or client work site, no employee shall:
  - a. Use, possess or offer for sale
    - i. Alcohol
    - ii. Drugs other than those permitted (see section 2)
    - iii. Any product or device that could tamper with any sample for an alcohol or drug confirmation
  - b. Report to work
    - i. Having alcohol levels equal or greater than 0.04g/210L of breath
    - ii. Having drug levels equal to or greater than the concentrations as specified in this Rules of Procedure with no legitimate medical explanation via Medical Review Officer (MRO)
    - iii. Impaired due to the use of alcohol and/or drugs, whether prescribed or not, whether legal or not
  - c. Refuse to
    - i. Comply with this Workplace Impairment Policy & Rules of Procedure
    - ii. Comply with a request to submit to and alcohol or drug screen where there is reasonable cause to suspect impairment or post incident
2. Employees shall be deemed in compliance with this Policy and Rules of Procedure if he/she uses and possesses, while at work, a medication/drug which is either prescription or non-prescription and;
  - a. The use of the prescription or non-prescription medication/drugs does not adversely affect the employees ability to work safely or perform their duties in a safe manner
  - b. The use of the prescription or non-prescription medication/drug is as directed by a medical practitioner, pharmacist or the manufacturer of the medication/drug
  - c. There are no potential unsafe side effects associated with the use of the prescription or non-prescription medicine/drug. If there are however:
    - i. That the employee discloses to the employer the associated unsafe side effects and

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- ii. Employee complies with any limitations/conditions that are subsequently set by the employer after disclosure of the unsafe side effects
- 3. Employees who are suspected to be impaired while at work will be assessed and sent home (or for medical evaluation as warranted) immediately via arranged transportation.
- 4. Employees are encouraged to inform their supervisor of all unsafe behaviors or conditions in the workplace.

### **DISCLOSURE OF INFORMATION TO MANAGER OR SUPERVISOR**

Managers or supervisors executing this policy may not disclose employee related information, to any person other than a person who needs to know, or to discharge a statutory or common-law obligation.

No worker shall be reprimanded for disclosing to an Employer, the use of an impairing prescribed medication or an addiction to an impairing substance. The Employer shall work closely with the employee, SAE and/ or medical practitioner to search for appropriate accommodations as far as is reasonable and practicable.

**TABLE 1 URINE DRUG CONCENTRATION LIMITS**

<b>Drugs or classes of drugs</b>	<b>Screening concentration equal to or in excess of ng/mL</b>	<b>Confirmation concentration equal to or in excess of ng/mL</b>
Marijuana metabolite	50	15
Cocaine metabolite	150	100
Opioids		
- Codeine	2000	2000
- Morphine	2000	2000
- Hydrocodone	300	100
- Hydromorphone	300	100
- Oxycodone	100	100
- Oxymorphone	100	100
6-Acetylmorphine	10	10
Phencyclidine	25	25
Amphetamines	500	—
- Amphetamine	—	250
- Methamphetamine	—	250
- MDMA <sup>1</sup>	500	250
- MDA <sup>2</sup>	—	250

Source: U.S. Department of Transportation, Rule 49 CFR Part 40, January 1, 2018.

- 1. Methylenedioxyamphetamine
- 2. Methylenedioxyamphetamine



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**TABLE 2 ORAL FLUID CONCENTRATION LIMITS**

Drugs or classes of drugs	Screening concentration equal to or in excess of ng/mL	Confirmation concentration equal to or in excess of ng/mL
Marijuana (THC)	4	2
Cocaine metabolite – Cocaine or Benzoylcegonine	20 —	— 8
Opioids	40	—
- Codeine	—	40
- Morphine	—	40
- Hydrocodone	—	40
- Hydromorphone	—	40
- Oxycodone	—	40
- Oxymorphone	—	40
6-Acetylmorphine	—	4
Phencyclidine	10	10
Amphetamines	50	—
- Amphetamine	—	50
- Methamphetamine	—	50
- MDMA <sup>1</sup>	—	50
- MDA <sup>2</sup>	—	50

Source: COAA and Energy Safety Canada, 2018.

1. Methylenedioxymethamphetamine
2. Methylenedioxyamphetamine

**EDUCATION**

5. The Employer will make available to all employees:
  - a. This policy and Rules of Procedure
  - b. Associated safety risks of alcohol, drugs and other impairing substances
  - c. Training on signs and symptom recognition
  - d. Awareness and educational resources
  - e. Non-financial assistance in obtaining additional help and resources if required

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**EMPLOYEE SELF-HELP**

6. All employees are encouraged to voluntarily get help if they need it.
  - a. An employee who needs help will not be reprimanded unless he or she:
    - i. Fails to comply with this Rules of Procedure
    - ii. Has been involved in an incident referred to in Section 9 of this Rules of Procedure.
  - b. Employees that are unable to follow this Rules of Procedure are required to seek help by taking the necessary steps to ensure they do not pose an unnecessary risk to themselves or others in the workplace and
    - i. The must contact a Substance Abuse Expert or other medical doctor who has knowledge in substance abuse disorders
    - ii. Ask for assistance in contracting or accessing resources, should they need it
    - iii. Tell a co-worker, supervisor or another company representative of their inability to comply with this Rules of Procedure and their desire to seek help
  - c. The co-worker, supervisor or another company representative must then in turn inform a person in authority of the request made (See **DISCLOSURE OF INFORMATION TO MANAGER OR SUPERVISOR**)
  - d. In response to an employee's request for help, the manager or supervisors shall:
    - i. Take steps to ensure employee is fit for duty and does not pose a risk to him or herself or to other employees
    - ii. Inform the employee of any programs offered through company benefits
    - iii. Encourage the employee to take advantage of such programs offered through the company benefits or by the municipality or province having jurisdiction.
      - (1) If the worker does not choose to utilize the programs offered by the company benefits or by the municipality or province having jurisdiction, then the employee shall submit to any or all of the following:
        - (a) An assessment completed by a substance abuse professional or medical doctor knowledgeable in substance abuse disorders
        - (b) Alcohol and drug screening as set by this Rules of Procedure

NOTE: Failure to provide confirmation of compliance with either 4(d) (iii) (a) may result in termination of his or her employment

- e. All employees who utilize a company benefits program or a program administer by the municipality or province having jurisdiction must comply fully with the requirements of the program. Failure to comply may result in termination of his or her employment.

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### **POSSESSION**

7. If a supervisor or manger has reasonable cause to suspect that an employee may not be in compliance this Policy and Rules of Procedure,
  - a. They (supervisors or manager) must request that the employee either:
    - i. Confirms compliance
    - ii. Confirms compliance with the assistance of appropriate authorities
  - b. They (supervisors or manager) must provide a reason for the request to the employee
  - c. There must always be two or more supervisors/managers present during these conversations and/or searches

### **REASONABLE GROUNDS CONFIRMATION**

8. Anyone charged with the responsibility of determining whether there is reasonable suspicion as it relates to the impairment of another employee, must be formally trained in the recognition of such signs and symptoms as it relates to this policy.
  - a. If a supervisor or manager has reasonable grounds to believe that an employee is or may be unfit for duty and/or poses a risk to them or others in the workplace **and is employed in a safety sensitive position**, the supervisor or manager may request that the employee submit to an alcohol and drug screen as specified in this Rules of Procedure. In the event that a level of management above this supervisor or manager is readily available, they must also be included in the decision
  - b. A reason for the request to submit an alcohol and drug confirmation must be given to the employee

### **INCIDENT CONFIRMATION**

9. If an employee has been involved in an incident as defined within this policy, **is employed is a safety sensitive position** and the company Safety Management System, the supervisor or manager may decide to request that the employee submit to an alcohol and drug screen as specified in this Rules of Procedure.
  - a. A reason for the request to submit an alcohol and drug screen must be given to the employee
  - b. The request must be made as soon as reasonably practicable following the incident in question
  - c. If the supervisor or manager has objective evidence that the use of alcohol or drugs did not contribute to the cause of the incident, then he or she need not request that the employee submit to alcohol and drug confirmation. In the event that a level of management above this supervisor or manager is readily available, they must also be included in the decision.
  - d. For the purposes of post incident confirmation, any incident where:
    - i. An injury requiring medical attention has occurred
    - ii. A serious injury as defined by the Safety & Health legislation having jurisdiction

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- iii. Motor vehicle accidents
- iv. Damage has resulted in greater than \$2500.00 in repair or replacement

### **SITE ACCESS CONFIRMATION**

10. If a client of the Employer requests that workers shall require site-access confirmation, the employer may require alcohol and drug confirmation under this policy and Rules of Procedure, of any employee, who requires it as a condition of access to the Clients property/workplace.

NOTE: for safety sensitive positions/work areas only

### **LABORATORY REQUIREMENTS**

11. Any laboratory retained by the Employer shall meet the requirements of 4.8.1, 4.8.2 & Appendix A – Alcohol and Drug Confirmation Procedures of the COAA “*Canadian Model for Providing a Safe Workplace – Version 6.0 – July 1, 2018*” as amended.

### **CONFIRMATION GUIDELINES**

12. The Employer shall follow the confirmation guidelines as stated in the COAA “*Canadian Model for Providing a Safe Workplace – Version 6.0 – July 1, 2018*”, specifically:
- a. Section 4.8.4 through to 4.9.6 inclusive. (see APPENDIX –A *Canadian Model for Providing a Safe Workplace – Version 6.0 – July 1, 2018*)
  - b. Types of Confirmation shall include:
    - i. Reasonable cause
    - ii. Post incident
    - iii. Client requested Site Access

### **NON-COMPLIANCE TO POLICY**

13. Should an employee fail to comply with the requirements of this Policy and Rules of Procedure, the Employer shall require that the employee shall meet with a Substance Abuse Expert (SAE) for an assessment and subsequent recommendation of a path forward.
- a. This assessment by the SAE shall follow the requirements of APPENDIX B of the COAA *Canadian Model for Providing a Safe Workplace – Version 6.0 – July 1, 2018*
  - b. The assessment shall be submitted to the Employer no more than 4 days following the assessment date with the SAE.

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- c. If the employee fails to attend the assessment, follow the corrective actions as described by the SAE assessment for rehabilitation, the employee shall receive disciplinary action up to and including termination from the Company.
  - i. In addition, the Employer may give written notice to the employee that they may be ineligible for re-employment unless they comply with the requirements of 5.2.2(a) and (b) of the COAA *Canadian Model for Providing a Safe Workplace – Version 6.0 – July 1, 2018*
- d. In all cases of discipline or termination, the Employer shall refer the employee to an SAE

### **DEFINITIONS**

**Alcohol** *Any substance that may be consumed and that has an alcoholic content in excess of 0.5 per cent by volume.*

**Alcohol and drug confirmation:** *A confirmation administered in accordance with section 4.8 of COAA “Canadian Model for Providing a Safe Workplace – Version 6.0 – July 1, 2018”*

**Drugs** *Includes any substance, chemical or agent the use or possession of which is unlawful in Canada or requires a personal prescription or authorization from a licensed treating physician, or the use of which is regulated by legislation such as marijuana/ cannabis, or any other psychoactive substance, and any non-prescription medication lawfully sold in Canada, and drug paraphernalia*

**Employee:** *Any person engaged by an employer in work on a work site where this policy applies*

**Employer:** *A person who is in a direct employment contract relationship with an employee (including where such employee is represented by a bargaining agent) and is responsible for the specific direction and control of the work performed by that employee.*

**Impairment:** *the state of being diminished, weakened, or damaged, especially mentally or physically. In other words, being in an imperfect or weakened state or condition: such as diminished in function or ability: lacking full functional integrity.*

**Incident:** *An occurrence, circumstance, condition or near miss that caused or had the potential to cause damage to person, property, reputation, security or the environment. For the purposes of post incident confirmation, any incident where:*

- *An injury requiring medical attention has occurred*
- *A serious injury as defined by the Manitoba Safety & Health Act*
- *Motor vehicle accidents*
- *Damage has resulted in greater than \$2500 in repair or replacement*
- *Reasonable suspicion events*

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**Laboratory:** *A laboratory providing urine-based drug confirmation services or oral fluid-based confirmation services must be certified by the United States Department of Health and Human Services under the National Laboratory Certification Program. A laboratory providing oral fluid-based drug confirmation services must ensure that the oral fluid-based confirmation be performed in such a manner that*

- *Acceptable forensic practices and quality systems are maintained,*
- *Specimen validity confirmation is deployed,*
- *Regular independent audits occur, and*
- *Proficiency test samples are included.*

**Medical review officer (MRO):** *A licensed physician, currently certified with the American Association of Medical Review Officers or Medical Review Officer Certification Council, with knowledge of substance abuse disorders and the ability to evaluate an employee's confirmation results, who is responsible for receiving and reviewing laboratory results generated by an employer's drug confirmation program and evaluating medical explanations for certain drug test results.*

**Negative test result:** *A report from the medical review officer that the employee who provided the specimen for alcohol and drug confirmation (laboratory-based) was not in violation of section 3.1(b) in the CCOA "Canadian Model for Providing a Safe Workplace – Version 6.0 – July 1, 2018" as amended.*

**Non-prescription drugs:** *Drugs that can be lawfully purchased without a prescription.*

**Positive test result:** *A report from the medical review officer that the employee who provided a specimen for alcohol and drug confirmation (laboratory-based) did have an alcohol and drug concentration level equal to or in excess of that set out in section 3.1(b) in the CCOA "Canadian Model for Providing a Safe Workplace – Version 6.0 – July 1, 2018" as amended*

**Prescription drugs:** *Drugs that can only be obtained with a prescription from a registered health care professional licensed to prescribe drugs. Prescription drugs must be made out to a specific individual, have a drug identification number and be dispensed by a licensed pharmacist.*

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**Reasonable grounds:** *Includes information established by the direct observation of the employee's conduct or other indicators, such as the physical appearance and behavior of the employee, the smell associated with the use of alcohol or drugs on his or her person or in the vicinity of his or her person, his or her attendance record or unexplained absences during regular work hours, circumstances surrounding an incident or near miss and the presence of alcohol, drugs or drug paraphernalia in the vicinity of the employee or the area where the employee worked.*

**Risk Sensitive Task/Position** *as outlined in APPENDIX C – COAA “Canadian Model for Providing a Safe Workplace – Version 6.0 – July 1, 2018” as amended.*

**Substance abuse expert (SAE):** *A licensed physician, a licensed or certified social worker, a licensed or certified psychologist, a licensed or certified employee assistance expert, or an alcohol and drug abuse counsellor. He or she has received training specific to the SAE roles and responsibilities, has knowledge of and clinical experience in the diagnosis and treatment of substance abuse-related disorders, and has an understanding of the safety implications of substance use and abuse.*

**Work:** *Includes the application of labour and/or trades and professional skills, as well as breaks, meetings and training while at a work site or company workplace.*

**Work site/Workplace:** *A place at which a person performs work for an owner or employer.*

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**EMPLOYEE RESOURCES**

**Addictions Foundation of Manitoba**

Address: 200 Osborne St N, Winnipeg, MB R3C 1V4

Phone: (204) 944-6235

**Oakville Wellness Center**

Address: 701 Pembina Hwy #200, Winnipeg, MB R3M 2L7

Phone: (204) 515-6433

**St Raphael Centre Inc.**

Address: 225 Vaughan St, Winnipeg, MB R3C 1T7

Phone: (204) 956-6650

**The Laurel Centre**

Address: 104 Roslyn Rd, Winnipeg, MB R3L 0G6

Phone: (204) 783-5460

**Tamarack Recovery Centre**

Address: 60 Balmoral Street, Winnipeg, MB R3C 1X4

Phone: (204) 772-9836

**Addictions Recovery Inc.**

Address: 93 Cathedral Ave, Winnipeg, MB R2W 0W7

Phone: (204) 586-2550

**Anchorage Addiction Program**

Address: 180 Henry Ave, Winnipeg, MB R3B 0J8

Phone: (204) 946-9401



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**OATS (Opiate Addiction Treatment Services) - Methadone Clinic**

Address: 968 Main St, Winnipeg, MB R2W 3P5

Phone: (204) 589-3999

**Two Ten Recovery Residence**

Address: 210 Maryland St, Winnipeg, MB R3G 1L6

Phone: (204) 219-5200

**Pritchard House**

Address: 160 Salter St, Winnipeg, MB R2W 4K1

Phone: (204) 586-8395

**Drug and Alcohol Confirmation for the Workplace Laboratory**

Address: 1600 Portage Ave, Winnipeg, MB R3J 0C6

Phone: (204) 779-7318

**Addictions Therapists - Winnipeg**

<https://www.theravive.com/cities/mb/addiction-therapist-winnipeg.aspx>

**Narcotics Anonymous**

Meeting Maps

[http://www.mascna.org/meetings\\_map.php](http://www.mascna.org/meetings_map.php)

**Cocaine Anonymous of Manitoba**

Help Line: 204-250-2626

<https://camanitoba.org/>

# ***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***

## **EPIC/SMILE St. Malo Inc. Policies & Procedures**

### **24 HOUR HELP LINES**

The following 24-hour help lines are offered by other agencies and may be able to assist you if you or someone you love is in crisis:

- Manitoba Suicide Line (toll free): 1-877-435-7170
- Klinik Crisis Line: 204-786-8686 and (toll free) 1-888-322-3019 and (TTY) 204-784-4097
- Manitoba Farm & Rural Support Services Stress Line (toll free): 1-866-367-3276
- Manitoba Farm & Rural Support Services Online counselling: [www.ruralsupport.ca](http://www.ruralsupport.ca)
- Kids Help Phone (toll free): 1-800-668-6868
- Winnipeg Mobile Crisis Service: 204-940-1781
- Winnipeg Crisis Stabilization Unit: 204-940-3633
- Winnipeg Youth Mobile Crisis Team: 204-949-4777 and (toll free) 1-888-383-2776
- South Eastman Crisis Line and Mobile Crisis Services: 204-326-9276 and (toll free) 1-888-617-7715
- Interlake-Eastern Regional Health Authority Mobile Crisis Services: 204-482-5419 and (toll free) 1-866-427-8628
- Prairie Mountain Health Regional Health Authority Crisis Services (toll free): 1-888-379-7699
- Prairie Mountain Health Regional Health Authority Mobile Crisis Unit: 204-725-4411
- Southern Regional Health Authority Crisis Support: 204-326-9276 or (toll free) 1-888-617-7715

# ***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***

## **EPIC/SMILE St. Malo Inc. Policies & Procedures**

### **704 Absenteeism/Attendance Policy**

Effective Date: 30/04/2010

Revised Date: 07/01/2021

Effective Date: 01/01/2016

The purpose of this policy is to establish, for each employee, the requirement that they work all scheduled hours as deemed necessary by their position. EPIC de St. Malo Inc./ SMILE of St. Malo Inc. places a high value on attendance and punctuality, and expects all employees to arrive at work at the scheduled time of day on each work day and that they use our time-in/time-out procedures properly. Regular attendance and consistent punctuality are critical to the goals, objectives, effectiveness and standards of EPIC de St. Malo Inc./ SMILE of St. Malo Inc. and its business operations.

#### **Guidelines**

- All employees must sign in at the beginning of each shift and sign out at the end of each shift.
- Employees are strictly prohibited from signing in or out for any other employee under any circumstance. This offense may lead to disciplinary action up to and including termination.
- In the event that an employee forgets to sign in or out they must immediately notify a manager.

#### **Attendance**

- Each employee is responsible for notifying his or her manager of absence and the reason for the absence for each day that the absence occurs, regardless of cause. Each employee is also responsible for reporting when he or she is likely to return to work. Absences without excuse will not be tolerated and are subject to progressive corrective action. EPIC de St. Malo Inc./ SMILE of St. Malo Inc. may terminate any employee who is absent for three (3) or more consecutive working days without notification.
- An employee who does not intend to report to work because of illness (or any other reason) must notify his or her immediate supervisor/manager by telephone (Day Program) at least 1 hour prior to the employee's regularly scheduled starting time **and Residential Program at least (3 hours prior)**. Failure to provide required notification of any absence whatsoever may result in disciplinary action.
- Employees who are absent for three (3) or more consecutive working days are required to submit a note from a licensed physician or medical practitioner stating the nature of the illness and/or medical condition that led to the absence. Employee absenteeism due to a work-related illness or injury may require the employee to submit to a physical examination before returning to work in order to minimize liability to EPIC de St. Malo Inc./ SMILE of St. Malo Inc.
- Any employee who remains absent for more than three (3) consecutive business days, without excuse or authorization, will be considered as having abandoned and resigned his or her position and will be terminated.
- Any employee who remains absent for more than three (3) consecutive business days after an authorized leave of absence shall be considered as having abandoned and resigned his or her position.

Any employee who has been absent due to illness or injury for more than EPIC / SMILE's Attendance Goal shall be placed on the Company's Attendance Management Program.

## ***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***

### **EPIC/SMILE St. Malo Inc. Policies & Procedures**

- Unacceptable attendance includes (but is not limited to) unexcused or persistent early departure during scheduled working hours, abuse of established sick leave benefits, or tardiness.
- Employees are considered tardy if they arrive to work later than their scheduled start time.
- Abuse of sick days will not be tolerated. Managers have been instructed to remain vigilant of the following sick leave patterns, particularly if the patterns are chronic and persistent:
- Absence on weekends: Saturdays or Sundays where the employee is scheduled to work.
- Absences on the day before and/or the day after scheduled vacation day(s) or statutory holiday(s).
- Absences where an employee calls in sick immediately after another sick day has accrued (if sick days are provided).
- Situations where the absence(s) coincides with desirable days off.
- Unexcused and/or unauthorized absences will result in the employee forfeiting his or her pay for the duration of the absence, nor will employees be allowed to apply for paid illness benefits following the unexcused absences.

Absences approved under the provision of federal and provincial law will not be considered as an unscheduled, unapproved, or unexcused absence.

# ***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***

## **EPIC/SMILE St. Malo Inc. Policies & Procedures**

### **705 Personal Appearance**

Effective Date: 30/04/2010

Revision Date: July 17,2017

Personal appearance means how you dress, how neat you are, and your personal cleanliness standards. Your personal appearance can influence what residents, participants, clients and visitors think about EPIC/SMILE St. Malo Inc. Personal appearance can affect the morale of your co-workers.

During business hours or whenever you represent EPIC/SMILE St. Malo Inc., you should be clean, well groomed, and wear appropriate clothes. This is particularly important if your job involves dealing with residents, participants, clients or visitors in person.

If management finds that your personal appearance is inappropriate, you will be asked to leave work and return properly dressed and groomed. If you are asked to leave, you will not be paid for the time you are away from work. See management if you are not sure about the correct clothing standards for your job.

Where necessary, EPIC/SMILE St. Malo Inc. may make a reasonable accommodation to this policy for a person with a disability.

The following examples should help you understand the EPIC/SMILE St. Malo Inc. personal appearance guidelines:

- \* Tank tops, tube tops, halter-tops, or shorts above the knee may not be worn under any circumstances.
- \* Long hairstyles should be worn with hair pulled back off the face and neck to avoid interfering with job performance.
- \* **Perfume, cologne, and aftershave lotion should be avoided altogether, as some individuals may have sensory issues be sensitive to fragrances.**
- \* Jewellery should not be functionally restrictive, dangerous to job performance, or excessive.

***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***  
**EPIC/SMILE St. Malo Inc. Policies & Procedures**

**706 Return of Property**

Effective Date: 30/04/2010

Revision Date:

EPIC/SMILE St. Malo Inc. may loan you property, materials or written information to help you do your job. You are responsible for protecting and controlling any property we loan you.

You must also return it promptly if we ask. If you stop working at EPIC/SMILE St. Malo Inc., you must return all EPIC/SMILE St. Malo Inc. property immediately.

***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***  
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**708 Resignation**

Effective Date: 30/04/2010

Revision Date:

Resignation means that you voluntarily terminate your employment at EPIC/SMILE St. Malo Inc. If you decide to resign, we would like you to tell us in writing at least 2 weeks before the date you will leave.

# ***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***

## **EPIC/SMILE St. Malo Inc. Policies & Procedures**

### **712 Solicitation**

Effective Date: 30/04/2010

Revision Date:

EPIC/SMILE St. Malo Inc. does not allow people who are not employees to solicit or distribute literature in the workplace at any time for any reason.

We realize that many employees participate in events and organizations outside work. However, during working time, employees may not solicit for these activities or distribute information about them. Working time does not include lunch periods, work breaks, or any time when you are scheduled to be working.

Employees may not put information on our bulletin boards. The bulletin boards are reserved for official EPIC/SMILE St. Malo Inc. communications such as:

- \* Internal memoranda
- \* Job openings
- \* Organization announcements



# ***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***

## **EPIC/SMILE St. Malo Inc. Policies & Procedures**

### **716 Progressive Discipline**

Effective Date: 30/04/2010

Revision Date: 17/07/2017

This policy describes the policy for administering fair and consistent discipline for unsatisfactory conduct at EPIC/SMILE St. Malo Inc.

We believe it is important to make sure that all employees are treated fairly and that disciplinary actions are prompt, consistent, and impartial. The major purpose of a disciplinary action is to correct the problem, prevent it from happening again, and prepare the employee for satisfactory performance in the future.

Disciplinary action may be any of the following four steps: 1) verbal warning, 2) written warning, 3) suspension with or without pay, or 4) termination of employment. We will look at how severe the problem is and how often it has happened when deciding which step to take. There may be circumstances when one or more steps are bypassed.

**In most cases, progressive discipline means that we will normally take these steps in the following order:**

- 1) A first offense may call for a verbal warning.**
- 2) A second offense may be followed by a written warning;**
- 3) A third offense may lead to a suspension.**
- 4) A fourth offense will then lead to termination of employment.**

In very serious situations, some types of employee problems may justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

You should also look at the Employee Conduct and Work Rules policy in this handbook. That policy lists examples of unacceptable conduct that might result in immediate suspension or termination of employment. However, some of the examples of unsatisfactory conduct listed may result in the progressive discipline process described above instead of immediate suspension or termination.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and EPIC/SMILE St. Malo Inc.

# ***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***

## **EPIC/SMILE St. Malo Inc. Policies & Procedures**

### **718 Problem Resolution**

Effective Date: 30/04/2010

Revision Date: July 17, 2017

EPIC/SMILE St. Malo Inc. encourages an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from EPIC/SMILE St. Malo Inc. supervisors and management.

EPIC/SMILE St. Malo Inc. tries hard to ensure fair and honest treatment of all employees. We expect management, and employees to treat each other with mutual respect. We encourage employees to give positive and constructive criticism to each other.

If you disagree with EPIC/SMILE St. Malo Inc. rules of conduct, policies, or procedures, you can state your concerns through the problem resolution procedure described in this policy. You will not be penalized, formally or informally, for making a complaint as long as you do it in a reasonable, business-like manner. You will also not be penalized for using this problem resolution procedure.

If a situation occurs when you believe that a condition of employment or a decision that affects you is not fair, you are encouraged to use the following problem resolution steps. You may stop the procedure at any step.

1. You present the problem to the Manager or any other member of management.
2. Management responds to the problem during discussion or after consulting with parties involved, when necessary. Management will document the discussion.
3. You present the problem to the Shop Steward/Union Representative if the problem is not resolved.
4. The Shop Steward/Union Representative counsels and advises you and if the problem is not resolved, they will present it in writing to **the Executive Director**.
5. The **Executive Director** and or Manager reviews and considers the problem. The Manager informs you of the decision and forwards a copy of the written response to the Union Representative for your file. **The Executive Director** has full authority to make any adjustment that is determined to be appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction. However, we believe that honest discussion and listening to each other will build confidence between employees and management and help make EPIC/SMILE St. Malo Inc. a better place to work.

# ***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***

## **EPIC/SMILE St. Malo Inc. Policies & Procedures**

### **722 Workplace Etiquette**

Effective Date: 30/04/2010

Revision Date:

EPIC/SMILE St. Malo Inc. strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behaviour in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. EPIC/SMILE St. Malo Inc. encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behaviour that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the Manager if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- \* Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or management.
- \* Try to minimize unscheduled interruptions of other employees while they are working.
- \* Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas.
- \* Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- \* Refrain from using inappropriate language (swearing) that others may overhear.
- \* Avoid discussions of your personal life/issues in public conversations that can be easily overheard.
- \* Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- \* Clean up after yourself and do not leave behind waste or discarded papers.

# ***EPIC de St. Malo Inc.-SMILE of St. Malo Inc.***

## **EPIC/SMILE St. Malo Inc. Policies & Procedures**

### **806 Suggestion Program**

Effective Date: 30/04/2010

Revision Date:

We have a suggestion program at EPIC/SMILE St. Malo Inc. All regular employees are eligible to participate in the suggestion program.

A suggestion is an idea that will help EPIC/SMILE St. Malo Inc. solve a problem, reduce costs, improve operations or procedures, enhance resident, participant and client services, eliminate waste or spoilage, or make EPIC/SMILE St. Malo Inc. a better or safer place to work. A suggestion should not just tell about the problem. A suggestion should also not be about co-workers or management either. Instead, a suggestion should include ideas for how to solve or improve the situation.

All suggestions should describe the problem or situation, explain your solution or improvement in detail, and give the reasons why your suggestion should be used. You must submit your suggestion on a suggestion form.

Submit your suggestion to the Manager.