

## **INTRODUCTION**

This policy is designed to assist employees of Ottawa Carleton Standard Condominium Corporation No. 718 – The Crystelle (“OCSCC No. 718”) by providing consistent direction and application of decisions. Consistent direction and application of decisions, OCSCC No. 718 ensures organizational standards, clarifies organizational relations, provides for organization planning and reduces conflict of administration. This policy will be available in the Management Office and each employee shall receive a copy.

OCSCC No. 718 intends:

1. To be an equal opportunity employer. OCSCC No. 718 does not discriminate in recruiting, hiring, transfers, promotions, compensation, benefits, training, layoffs or other employment practices.
2. To maintain a fair and equitable rate of pay for services rendered.
3. When vacancies occur, present employees who are qualified will be considered to fill the vacancy before OCSCC No. 718 hires a new employee.
4. To provide safe, healthful and harmonious working conditions.
5. Continue assuring employees that they have a right to discuss freely with management any matter concerning their own or OCSCC No. 718’s welfare.

OCSCC No. 718’s *Health and Safety Policy* forms part of this Personnel Policy and is attached as Schedule “A”.

## **JOB DESCRIPTIONS**

There are three job titles at OCSCC No. 718:

1. Superintendent
2. Cleaner
3. Relief Superintendent (on-call)

The job description and task list for the Superintendent are attached at Schedule “B”

The job description and task list for the Cleaner are attached at Schedule “C”.

The job description and task list for the Relief Superintendent (on-call) are attached at Schedule “D”.

## **PROBATIONARY PERIOD**

After selection for a position with OCSCC No. 718, unless otherwise stated, new employees are engaged for a three-month probationary period. At the end of this period OCSCC No. 718 will consider whether the association should be continued. The

probationary period shall be deemed to continue beyond the initial probationary period until such time as the employee is notified in writing that he or she is hired.

For the first three months of their probationary period, employees are not eligible for benefits such as sick leave, time off, vacation, group life insurance and supplementary medical and hospital insurance.

Once an employee is hired, the probationary period is counted for all purposes as a period of regular employment.

During the three-month probationary period, employees may be dismissed without cause and without notice.

## **PERSONNEL RECORDS**

OCSCC No. 718 respects and maintains the privacy of its employees by keeping its employees' personnel records confidential.

All information concerning the employee and the employee's employment history shall be maintained in an individual employee personnel file.

Information from a personnel file may only be released under the following conditions:

- Employees have supervised access to their personnel file at a pre-arranged time upon request to the Property Manager
- With the authorization of the employee, the Property Manager may respond to questions from a prospective new employer, pertaining to the employee's job performance and suitability. These responses must be based solely on factual information contained in the personnel file.
- The employee will be provided with copies of any and all documents inserted into his/her personnel file.

Employees are required to report any of the following changes to the Property Manager:

- Any change in address or telephone number.
- Any change in marital status, number of children or other dependants in the immediate family.

## **ATTENDANCE RECORDS**

All employees are responsible for documenting and reporting all hours worked.

## **PAY DAYS**

Employees are paid bi-weekly on **Wednesdays** through a direct deposit into their designated bank account. All legal deductions are made at source. Pay stubs are given to each employee.

## **OVERTIME**

Every effort will be made by the employee to avoid overtime work. In the event that work cannot be completed within an employee's scheduled shift, he/she will consult with the Property Manager to determine whether overtime work is necessary.

All overtime work must be approved in advance by OCSCC No. 718.

## **HEALTH & SAFETY**

OCSCC No. 718 is committed to:

1. The safety and well-being of its employees. In fulfilling this commitment, OCSCC No. 718 will provide and maintain a safe and healthy work environment for all employees in compliance with legislative requirements, including Ontario's *Occupational Health and Safety Act*, and industry standards.
2. Providing adequate training as appropriate to each employee's specific job requirements.
3. Striving to eliminate all foreseeable hazards that could cause fires, security losses, damage to property and personal harm through injury or illness.

OCSCC No. 718's management and its employees equally share the responsibility for reducing accidents and absenteeism by performing their jobs in a safe and healthy manner.

Injuries and costly property damage losses can be controlled through good management systems and practices, combined with active employee involvement and cooperation.

## **LEAVES OF ABSENCE**

Any request for a leave of absence must be submitted in advance to the Property Manager. Employees may arrange for time off by trading shifts with a co-worker, provided that prior approval is obtained from the Property Manager and that such changes do not cause undue disruption to service or additional cost to the Corporation.

### ***Short-Term Leave***

Short term leaves are unpaid leaves of absence lasting from one (1) day up to two (2) weeks in duration.

### ***Sick Leave***

OCSCC No. 718 expects all employees to attend work regularly and on time in order to provide quality service. However, when an employee is too sick to work he/she should not come in, as this only imperils the health of the people in the building. It remains his/her responsibility to ensure adequate notice is given.

Full time employees will receive five (5) days paid sick leave per year, commencing after the end of the initial probationary period. Unused sick days will not be carried over into

subsequent years and will not be paid out at the end of the year or upon termination of employment.

An employee shall inform the Superintendent prior to the beginning of his/her shift of his/her inability to report to work because of illness or injury and advise the Superintendent of the expected date of return.

The Superintendent shall inform the Property Manager prior to the beginning of his/her shift of his/her inability to report to work because of illness or injury and advise of the expected date of return

OCSCC No. 718 may request medical confirmation of illness or injury from employees who are absent from work for more than three (3) consecutive days of work.

OCSCC No. 718 may request a written statement from a medical practitioner of their choosing when it appears that a pattern of consistent absence is developing.

Employees are not eligible for sick leave during any form of leave of absence without pay or during vacation leave.

The employee may claim from EI sick leave benefits, as per current EI guidelines.

### ***Special Leave***

Subject to the approval of the Property Manager, an employee is entitled to special leave for the following reasons at their regular rate of pay once per calendar year:

- Marriage of the employee (one (1) day).
- Attend wedding of the employee's child one (1) day.

Special leave is a benefit separate from sick days and will not affect the number of banked sick days an employee has.

### ***Maternity, Paternity, Adoption and Parental Leave***

Maternity and parental leaves will be granted in accordance with the legislation of Ontario. Employees are requested to inform their manager, in writing, at least three (3) months prior to the commencement of the maternity and/or parental leave.

### ***Bereavement Leave***

Employees are entitled to bereavement leave at their regular rate of pay for up to three (3) working days to attend the funeral of an immediate family member, including: mother, father, mother-in-law, father-in-law, wife, husband, common-law spouse, same-sex partner, son, daughter, step-son, step-daughter, son-in-law, daughter-in-law, brother, sister, brother-in-law, sister-in-law, grandparents, or significant others, including close friends.

Additional leave without pay may be approved by the Property Manager.

## **STATUTORY HOLIDAYS**

Employees are entitled to nine (9) paid statutory holidays:

New Year's Day  
Victoria Day  
Canada Day  
Labor Day  
Thanksgiving  
Good Friday  
Christmas Day  
Boxing Day  
August Civic Holiday.

### ***Working on a Statutory Holiday***

An employee who works on a statutory holiday will be given an alternate day off with pay. The alternate day off shall be scheduled by mutual agreement and taken within 90 days following the month in which it was earned.

### ***Christmas Day or New Year's Day off***

OCSCC No. 718 agrees to make every reasonable effort to ensure that permanent employees required to work shifts shall have at least one of Christmas Day or the following New Year's Day off.

## **ANNUAL VACATIONS**

Requests for annual vacations shall be submitted to the Property Manager in writing no later than January 31 for the calendar year in which the vacation is to be taken. The Property Manager will send written confirmation to employees no later than February 28. Requests made after January 31 will be subject to approval by Property Manager.

All permanent full-time employees shall be granted vacation leave with pay as follows:

4% for the first 5 years (2 weeks)  
6% for years 6 to 10 (3 weeks) and  
8% from year 11 (4 weeks)

Vacation leave may not be carried over into subsequent years. Employees are strongly encouraged to schedule and take all vacation time. All efforts will be made to ensure that all time has been used prior to year end in order to avoid a pay out at year end.

In the event that it has not been possible for an employee to take all of his/her accumulated vacation time for any given year, upon approval from the Property Manager, the unused time shall be paid out to the employee at year end.

## **ABANDONMENT OF POSITION**

An employee is deemed to have abandoned his/her position when he/she fail to report to work for five (5) consecutive working days without just cause and without having given notice to the Property Manager.

## **TRAVELLING AND OTHER EXPENSES**

The Property Manager must approve all expenses in advance and must be submitted on the appropriate forms and supported by original receipts. Approved expenses incurred by employees while conducting business on behalf of OCSCC No. 718 will be reimbursed on a monthly basis.

A travel allowance is available to on-call personnel who are required to return to the building after hours to deal with Corporation-related matters. This allowance is set and reviewed by the Board from time to time.

## **TERMINATION OF EMPLOYMENT**

### ***Termination of Employment Without Cause***

Upon termination of his/her employment without cause by OCSCC No. 718, full time employees who have completed their probationary period will receive notice and applicable severance pay in accordance with Ontario's *Employment Standard's Act, 2000*.

When an employee works the notice period, OCSCC No. 718 must not alter the employee's rate of wages, benefits or any other conditions of employment.

If the employee is paid a sum of money in lieu of working the notice period, he/she must receive an amount equivalent to the wages he/she would have earned had he/she worked the notice period. In addition, all employee benefits must be maintained for the duration of the notice period.

### ***Termination of Employment With Cause***

An employee will not receive notice or pay in lieu of notice of the termination of his/her employment for cause.

### ***Resignation***

Employees are required to submit a letter of resignation at least fourteen (14) days before the effective date of resignation.

### ***Termination Procedure***

If an offense on any shift is of sufficient serious concern or potential consequence, the Property Manager has the authority to impose an immediate suspension pending the outcome of an investigation.

In all other instances, prior to taking disciplinary action, the Property Manager will use the following progressive discipline measures:

1. Verbal Warning

The employee will be given a verbal warning by the Property Manager. A written confirmation of the discussion will be provided to the employee and placed on his/her personnel file.

2. Written Warning

After a further offence of the same or a different problem, the Property Manager will meet with the employee and issue a written warning which states what behaviour must cease, what behaviour must be correct and what will be the outcome for not complying with the corrective notice. A copy of the written warning will be provided to the employee and a copy will be placed on his/her personnel file.

3. Suspension

A suspension can be made at any time during a shift at the discretion of the Property Manager and the employee will be sent home for the remainder of the shift. The length of any suspension will be decided in consultation with the Board and the Property Manager. The Property Manager will issue a letter to the employee with a copy to the Board. A copy of the suspension letter will be placed on the employee's personnel file.

A suspension need not occur prior to a discharge.

4. Dismissal

A fourth offence will warrant dismissal.

The dismissal will be documented in termination letter. OCSCC No. 178 should ensure that the individual receives a termination letter, detailing:

- The last day to be worked.
- The reasons for the dismissal.
- The length and amount of notice, in the case of dismissal without cause.
- The length and amount of severance, if applicable, in the case of dismissal without cause.
- The expiry date of benefits.

## **EMPLOYEE PERFORMANCE EVALUATIONS**

Employee performance evaluations will be carried out by the Property Manager at the end of the probationary period, and, following that, not less than once a year.

Performance evaluations are an opportunity to foster communication between the employee and the Property Manager and to:

- Review the employee's job responsibilities, standards and performance objectives;
- Provide the employee with feedback on his/her individual performance;
- Review the employee's needs and concerns, including training requirements;
- Facilitate suggestions to improve individual or work performance;
- Determine whether the new employee will be placed on permanent status

This exercise is considered to be confidential between the employee and OCSCC No. 718.

## **EMPLOYEE CONDUCT**

### ***Conflict of Interest Guidelines***

An actual or potential conflict of interest exists when an employee's personal affairs or interests clash or appear to clash with their official duties and responsibilities or affects their judgment to act in the best interest of OCSCC No. 718. **Employees are prohibited from performing paid or unpaid in-unit work for residents/owners.**

Employees should exercise care in the management of their private affairs so as not to benefit, or appear to benefit from the use of information acquired during the course of their employment, which is not generally available to the public.

Employees should not place themselves in a position where they could derive direct or indirect benefit or interest from any of OCSCC No. 718's contracts or transactions.

Employees should hold no outside office or employment that could place on them demands inconsistent with their official duties or call into question their capacity to perform those duties in an objective manner.

### ***Employee Harassment***

The Corporation recognizes the right of its employees to work in an environment free from harassment and will undertake to discipline any employee engaging in the harassment of another employee.

Harassment is defined as words, gestures and/or actions which are intended to annoy alarm or abuse another person.

If an employee wishes to pursue a concern arising from an alleged harassment, he/she may submit a complaint in writing to the Property Manager.

The Property Manager will investigate the complaint and issue a report along with the necessary action to be taken. The accused person must be considered "innocent" until the outcome of the investigation proves otherwise.



### ***Drugs and Alcohol***

The Corporation expects all employees to behave in an appropriate manner and to perform their duties responsibly at all times.

The consumption of alcohol or illegal drugs during working hours is strictly forbidden. Employees are not to be at work when their judgment is impaired or their behavior is inappropriate due to the consumption of over-the-counter drugs or alcohol or the use of legally prescribed drugs.

If an employee is undergoing prescribed medical treatment with drugs which could impair his/her performance, the employee should report this treatment to the Property Manager. The use of such drugs as part of a prescribed medical treatment program is not grounds for disciplinary action. However, the employee is expected to report such a situation and to accept the Property Manager's assessment of the employee's ability to safely perform his/her duties while undergoing a course of treatment requiring the use of legally prescribed drugs. The Property Manager may request a letter from the employee's doctor confirming when the employee is able to work.

An employee who is under the influence of alcohol or illegal drugs is prohibited from being at work.

### ***Confidential Information***

All personal and private information, whether it is about residents, the Board, Management or operations of the Corporation shall be considered confidential. All employees shall take all reasonable precautions to safeguard the confidentiality of such information.

## **DRESS AND DECORUM**

All employees are expected to conduct themselves in a manner so as not to bring discredit to OCSCC No. 718 and its residents, its employees or themselves. It is expected that employees will maintain good grooming habits.

Maintenance employees and on-call employees are required to wear a corporation uniform and protective footwear, provided at the Corporation's expense. Employees are entitled to replacement uniforms and footwear annually or as may be required from time to time, subject to approval by the Property Manager.