



EMPLOYEE HANDBOOK

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FAMILY VIOLENCE PREVENTION SERVICES
EMPLOYEE HANDBOOK
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EFFECTIVE DATE

The effective date of these employment policies for employees of Family Violence Prevention Services is October 1st, 2007. These policies will remain in effect until revised in writing by the Board of Directors.

DISCLAIMER STATEMENT

This Handbook is a general guide to Family Violence Prevention Services' policies and benefits for employees. It does not constitute an employment agreement, nor does it confer any special rights or guarantee continued employment.

As a humanist organization based on feminist philosophy and principles, Family Violence Prevention Services is concerned for the well-being of all persons who come within its sphere of responsibility. This includes both staff, volunteers and clients, and also extends to the well-being of Board members in making their contribution to the Association.

However, in the development of personnel policies the Association has found it necessary to establish an order of priority to guide it in reaching decisions on certain policy issues. In this statement of employee policies first concern will be given to the well-being and needs of residents and other clients, second concern will be given to direct service staff, and third concern to the needs of management and Board of Directors.

The employee policies which follow are intended to achieve three (3) ends:

1. To ensure that the interests and needs of residents, former residents, and women in danger are served at the highest achievable standards.
2. To meet the reasonable needs of staff who are providing services to women and children who are victims of violence.
3. To assist the Board and Management of the Association in conducting its programs and services in the most efficient and effective manner possible.

Family Violence Prevention Services can make changes to this Handbook at any time.

INTRODUCTION

WELCOME MESSAGE

As a new employee to Family Violence Prevention Services we hope that your time here will be fulfilling and educational.

HISTORY OF FAMILY VIOLENCE PREVENTION SERVICES

Family Violence Prevention Services began in 1980 when a concerned group of 40 citizens met to discuss a response to woman abuse on Prince Edward Island. Since that time, Family Violence Prevention Services has taken a leadership role in providing programs, services and education for both women and children and communities at large on P.E.I.

Family Violence Prevention Services' first annual meeting was held in May 1981 and the opening of Family Violence Prevention Services shelter followed one month later. Family Violence Prevention Services is named after Doris Anderson (1921- 2007), a feminist who at the time chaired the Canadian Council on the Status of Women.

Funding for the shelter came initially from the Federal Government through a grant from Secretary of State. The grant assisted Family Violence Prevention Services to provide public education programs and supported staff wages.

Over the years, Family Violence Prevention Services has had many challenges while developing fine programs that exist in the Province today. As a result, Family Violence Prevention Services has provided consistent service to well over 3,000 women by providing ongoing support, shelter, childcare, resources, advocacy, and access to housing, information and public education.

In 1990, the P.E.I. Provincial Government endorsed a set of basic principles to guide government policy and programs to respond to family violence. The result is now an expanded organization with a Provincial Board of Directors, outreach services, second stage housing complexes, and the Provincial Shelter, Family Violence Prevention Services.

VISION

“We are dreaming a new reality. As women rooted in our love of ourselves, we see from a perspective outside dominant views. We choose to live our truths. We know from the source of our knowing what is true for us. Our lives and our actions are formed and informed by our vision.”

DEFINITIONS

- "Probationary Employee"** means any person who is working on a period of evaluation commencing on the first day of work for a period of six (6) months. You must successfully complete the probationary period before a person becomes eligible to be classified as full-time or part-time status.
- "Employee"** means any person employed on a part-time or full-time basis, whose main occupation shall be employment with Family Violence Prevention Services.
- "Full-time Employee"** There are two (2) classes of full-time employees:
- (1) Administrative Employee** - means any person who is scheduled to work the regular thirty-seven and one-half (37.5) hours per week; and
- (2) Shelter Employee** - means any person who is scheduled to work a continuous twenty-two point five (22.5) hour shift for one day out of every four (4) days.
- Full-time employees are entitled to employment benefits.
- "Part-time Employee"** means any person who is scheduled to work less than the regular thirty-seven and one-half (37.5) hours per week. Part-time employees receive paid vacation pay at the rate of six (6%) per cent.
- "Casual Employee"** means any person who is scheduled to work on a day-to-day basis as required. Relief/Casual employees are paid on an hourly basis determined by the Board of Directors, plus six (6%) percent vacation pay in lieu of vacation.
- "Volunteer"** means any person who is scheduled to work irregular hours and who perform specific duties assigned to them by employees or Board members. Volunteers receive no reimbursement for their service. Volunteers will be provided on-the-job training by other employees, as required. Volunteers may also be included in special orientation activities, as they occur.
- "Fiscal Year"** means the period from April 1st to March 31st each year.

HIRING NEW EMPLOYEES

DOCUMENTATION

Employment Contract

All new employees will be provided with an employment contract outlining the terms and conditions of employment including position, hours of work, compensation, job description, reporting relationship, benefit entitlement information, probationary period and starting date. The employee is to sign the employment contract on the appropriate line to confirm acceptance. Where a discrepancy exists between a written employment contract and these policies, the terms and conditions contained in the written contract will prevail. The employment contract must be signed off prior to commencement of employment. The signed employment contract shall become part of the personnel file for the new employee.

Upon acceptance of the employment contract, the following documentation must be provided and forwarded to the Executive Director, or designate in order for new employees to be set up on payroll:

- Resume with current address and telephone contact information;
- Signed Canada Customs Revenue Agency TD1 Form;
- Electronic payroll information complete with a void cheque with banking information to set up automatic payroll deposit;
- Criminal Clearance documentation;
- Signed Declaration of Confidentiality Agreement; and
- Employment Contract signed by the employee and the Executive Director.

Note: The official confidential personnel files for all employees are maintained by the Executive Director.

Personal Information

All employees are required to advise the Executive Director, or designate of any change in name, home address, telephone number*, marital status, income tax exemption information, number of dependents, emergency contact person, change of beneficiary, if necessary and bank account number used for automatic payroll deposits, or any other pertinent information which may change.

- * This information is important in order to enable Family Violence Prevention Services to notify family members in case of an emergency.

CONFIDENTIALITY

Confidentiality Agreement

Family Violence Prevention Services employees are required to sign a Confidentiality Agreement as a condition of employment.

This Agreement ensures that all employees respect the confidentiality of information concerning clients, employees, volunteers, programs, and Family Violence Prevention Services. If an employee is not sure if something is confidential – ask the immediate Supervisor before divulging information to anyone else.

A serious breach of this policy shall be grounds for dismissal.

Client information

All information provided by clients in order to receive services of Family Violence Prevention Services continues to belong to the client, and may not be shared with or released to others without the consent of the client. To that end, all persons involved in providing services to clients must sign a Declaration of Confidentiality adopted by Family Violence Prevention Services.

There are four (4) exceptions to the policy on confidentiality:

1. Where the client has signed a release of information form authorizing release for a specific purpose.
2. Confidentiality cannot be promised where the employee has suspicion or proof of child abuse. The law requires that all such cases must be reported to the Department of Health and Department of Social Services and Seniors.
3. An employee, volunteer or member of the Board may be legally required to provide confidential client information to Family or Criminal Courts if a subpoena is served.
4. If a staff member has reason to believe that a client may be a danger to herself or others, or may be in violation of the law, the employee shall consult the Management Committee and/or the Executive Committee or other appropriate authority to determine an appropriate course of action.

Relationships within Family Violence Prevention Services

Employees must demonstrate respect for the dignity of those who seek or receive service from Family Violence Prevention Services. Employees must support women in a non-judgmental way, acknowledging each woman's right to make her own choices about her life. The role of Family Violence Prevention Services employees is to facilitate empowerment by supporting women becoming aware of their strengths in the identification of strengths, to reinforce strengths, to help clarify problems and the consequences of possible solutions, to offer resources and to motivate women to achieve greater independence.

Employees will frequently be placed in positions where they may intervene in the lives of residents in the House. They have a responsibility to develop competence necessary to perform their duties effectively. They have an equal responsibility to acknowledge their own limitations and to avoid becoming involved in situations beyond their competence.

Employees may not socialize outside of Family Violence Prevention Services with women who are in residence. This prohibition will continue for a period of two (2) years after the individual ceases to be a client of Family Violence Prevention Services. Not only may such social relationships create stress for both parties, but they may interfere with effective interaction on the part of all employees and all residents.

Contact with the Public

Contact with the public occurs over the telephone, routine daily contacts and at speaking engagements. It is important that all employees conduct themselves during such contacts in a way that will build or maintain a positive image for the services of Family Violence Prevention Services. Courtesy, tact, discretion, diplomacy and goodwill should be demonstrated in all dealings with the public.

Employees must recognize that they may be associated with Family Violence Prevention Services in the eyes of the public, even when off duty. While employees are entitled to their private lives, they should avoid any form of public behaviour which would diminish the confidence of the general public in the ability of Family Violence Prevention Services to deliver a high quality, helping service.

ORIENTATION

During the first day of employment, the immediate Supervisor will be responsible for providing new employees with an orientation to Family Violence Prevention Services. The orientation will include familiarization with the employees, the facility, a review of these employment policies in detail and reporting relationships. New employees are encouraged to ask any questions during their orientation that will ease their transition into their new employment. The new employee's immediate Supervisor will provide training on the specific job expectations and function, as required by the position assumed.

PROBATIONARY PERIOD

The standard probationary period for new employees is six (6) months. The probationary period is intended to provide an opportunity for both parties to assess each other and ensure that a satisfactory relationship may be achieved. In exceptional circumstances, a probationary period may be extended beyond the initial six (6) month period.

The immediate Supervisor will evaluate new employees as to their abilities and attitude. The immediate Supervisor will inform each new employee on their progress, and provide an assessment. The employee will receive two (2) reviews prior to the end of the probationary period. The first review will be conducted after completion of the first three (3) months of the probationary period, and the second review prior to completion of the probationary period. After successful completion of three (3)

months of continuous employment, the employee shall be entitled to participate in Family Violence Prevention Services Employee Benefits Program.

The immediate Supervisor, prior to the end of the defined probationary period, will evaluate the performance of the employee. After consultation with the Executive Director, a decision will be made about the term of the employment.

JOB DESCRIPTION

Family Violence Prevention Services will provide all employees with a written job description outlining their primary duties and responsibilities. During the annual performance review process, job descriptions will be reviewed and updated. The Executive Director has the right to change job descriptions and encourage employees to suggest changes that are reflective of their job. Such a revision will not necessarily result in a revision in any other term of employment, including remuneration.

EQUAL OPPORTUNITY IN EMPLOYMENT

Family Violence Prevention Services provides a work environment that supports an equality teamwork, fairness and respect among all employees. All employment decisions are made without consideration of race, religion, creed, colour, sex, marital status, ethnic or national origin, age, physical or mental handicap or political belief of any person with whom the individual or class of individuals associates.

CONDITIONS OF EMPLOYMENT

HOURS OF WORK

The standard work week for employees is thirty-seven and one-half (37.5) hours, Monday through Friday, with an unpaid one (1) hour for lunch break.

Employees are permitted a one and one-half (1.5) hour break per day to compensate for a shift. Breaks must be taken daily and may not accumulate, with the exception of an emergency situation and prior approval of the Executive Director.

OVERTIME

It is the intention to schedule work so that overtime is not required of employees. However, circumstances do arise which a limited amount of overtime may be required.

Approved overtime will be compensated in the form of time off in lieu of straight time for any additional hours worked in excess of thirty-seven and one-half (37.5) hours per week. Employees must have their overtime hours signed off and approved by their immediate Supervisor prior to submitting overtime hours.

Time off in lieu must be used within sixty (60) days of the date on which the overtime was accumulated, otherwise it shall be forfeited.

Employees may use accrued lieu time for medical appointments.

COMPENSATION

Family Violence Prevention Services has defined an appropriate and competitive compensation for each position, which will be discussed with each new employee upon employment. Salaries are established to ensure internal and external equity and also to attract, motivate and retain qualified employees.

Pay Schedule

The pay schedule is every second Thursday, covering the bi-weekly pay period. All employees receive their pay by direct deposit on each pay period.

Pay Deductions

Payroll deductions required by law will be deducted by Family Violence Prevention Services and remitted to the Canada Customs & Revenue Agency (CCRA) on the employee's behalf (i.e. Income Tax, Employment Insurance and Canada Pension Plan deductions), where applicable, as well as, deductions for the employee's share of the staff fund, group insurance benefits and pension contribution, where applicable.

If an employee's salary is garnished in accordance with a Court Order, the immediate Supervisor will notify the employee in advance of the adjustment. The procedure followed will be in compliance with the relevant Court Order or legislation.

PERFORMANCE REVIEW

The immediate Supervisor shall prepare a written assessment of an employee's performance annually. The employee will participate in the evaluation process. The performance review documentation will be signed off by the employee and the immediate Supervisor. A copy of the completed performance review will be provided to the employee and a copy will be retained by the Executive Director in the employee's confidential personnel file.

During the annual performance process, job descriptions are reviewed and updated to reflect current job duties.

STORM CONDITIONS

Employees are expected to use their own judgment regarding travel on storm days. Family Violence Prevention Services does not expect employees to put themselves at risk. Employees who make the decision not to report to work due to storm conditions must personally notify their immediate Supervisor to allow for alternate arrangements to be made for coverage purposes. Time lost by an employee as a result of absence or lateness due to storm conditions, or because of the condition of public streets and highways must be:

- made up by the employee at a time agreed upon between the employee and the immediate Supervisor; or
- charged to the employee's accumulated vacation or accumulated lieu time; or
- otherwise deemed to be leave without pay.

Employees are expected to have prior arrangements made for child care due to storm closures.

PERSONAL PROPERTY

Personal equipment or belongings of employees kept or used on the premises of Family Violence Prevention Services is the sole responsibility of the employee for loss through theft or damage, as this is a personal choice of the employee.

Employees are responsible to ensure proper identification of ownership of personal equipment.

COMPANY DEBIT CARDS

Specific employees of Family Violence Prevention Services will be provided with a Company debit card. Company debit cards are for the sole purposes of business use only. Personal usage is strictly prohibited.

All receipts, invoices, and debit card specifics must be submitted immediately to the immediate Supervisor.

Upon the request of the Executive Director, credit cards are to be returned immediately.

COMPANY CELLULAR PHONES

Specific employees of the Company will be provided with a cellular phone.

Upon the request of the Executive Director, cellular phones are to be returned immediately.

EMPLOYMENT BENEFITS

HOLIDAYS

Statutory Holidays

Family Violence Prevention Services complies with the PEI *Employment Standards Act* by providing eligible employees with six (6) statutory holidays with pay, namely:

- New Year's Day
- Good Friday
- Canada Day
- Labour Day
- Remembrance Day
- Christmas Day

Non-Statutory Recognized Holidays

In addition to the statutory holidays noted above, Family Violence Prevention Services provides the following non-statutory recognized holidays with pay to eligible employees:

- Easter Monday
- Victoria Day
- Floating Day
- Thanksgiving Day
- Boxing Day
- Islander Day

When a statutory or recognized holiday falls on a Saturday or Sunday, the next consecutive working day shall be considered the holiday, unless Family Violence Prevention Services designates otherwise in writing.

If an employee's vacation falls on one of the above Holidays, the employee shall receive a day off in lieu with pay at a time mutually agreed upon by the employee and the Executive Director.

VACATION

Family Violence Prevention Services vacation year is in accordance with its fiscal year – April 1st to March 31st.

Full-time employees who have completed less than one (1) year continuous service shall earn vacation entitlement at the rate of nine point three seven five (9.375) hours per month of service.

Full-time employees who have completed one (1) year of continuous service to five (5) years of continuance service shall earn vacation entitlement at the rate of nine point three seven five (9.375) hours per month of service.

Full-time employees who have completed five (5) years of continuous service shall earn vacation entitlement at the rate of twelve point five (12.5) hours per month of service.

Full-time employees who have completed fifteen (15) years of continuous service shall earn vacation entitlement at the rate of fifteen point six two five (15.625) hours per month of service.

Full-time employees who have completed twenty-five (25) years of continuous service, shall earn vacation entitlement at the rate of eighteen point seven five (18.75) hours per month of service.

Probationary employees accumulate but are not eligible to take earned vacation within the first six (6) months of employment.

Part-time employees receive vacation pay bi-weekly at the rate of six (6%) percent of gross pay.

Employees must request in writing vacation time by filling out the appropriate Vacation Request Leave Form and returning it to their immediate Supervisor for approval.

Approval of vacation requests will be subject to operational requirements.

Employees who are on vacation and become ill, but are not hospitalized will not be reimbursed their vacation time.

Employees with no accrued vacation time available may request leave without pay. Borrowing vacation leave from a future fiscal year's entitlement is not permitted.

Vacation entitlement does not accrue during maternity/paternity leaves. Years of service for vacation calculation purposes does accrue during maternity/paternity leaves.

Family Violence Prevention Services encourages employees to use their vacation leave for a well deserved break away from the office for rest and rejuvenation. However, employees may carry over up to a maximum of five (5) vacation days to the following fiscal year with the approval of the Executive Director, or designate.

Upon termination of employment, employees with accrued vacation owing to them by Family Violence Prevention Services will have the amount paid out to them on their last pay.

GROUP INSURANCE PLAN

Family Violence Prevention Services provides to its eligible employees an attractive Group Insurance Plan consisting of Health & Dental, Long Term Disability, Accidental Death & Dismemberment and Life Insurance (2 x salary). Group Health and Dental Insurance premiums are cost shared fifty/fifty (50/50) by Family Violence Prevention Services. Employees shall pay one hundred (100%) per cent of premiums for Group Life, Long Term Disability and Accidental Death & Dismemberment Insurance.

Participation is a condition of employment, however, employees who can demonstrate that they actively participate in another Group Health and Dental Insurance Plan will not be required to participate in the Plan. Refer to the Plan Booklet, or consult with the immediate Supervisor for further details.

Employees hired in a permanent full-time or permanent part-time position shall be eligible for participation in the Group Insurance Plan after a period of three (3) months of employment.

Employees hired in a temporary position are not eligible to participate in the Group Insurance Plan.

Employees on extended leave of absence without pay must pay one hundred (100%) percent of their premiums while not actively working. Postdated cheques must be submitted for the duration of the leave.

GROUP RRSP – TD FUTURE BUILDERS

Family Violence Prevention Services offers a Group RRSP (TD Future Builders) to eligible employees. Family Violence Prevention Services will match the amount contributed by the employee up to a maximum of three (3%) per cent. For further details, please consult with the immediate Supervisor.

OCCUPATIONAL HEALTH AND SAFETY

Family Violence Prevention Services is committed to providing a safe and environmentally friendly workplace for employees and the Community as a whole. Family Violence Prevention Services is also committed to proactively ensuring the health and safety of its employees and encouraging employee respect for their own safety while on the job. The effectiveness of the health and safety program requires a positive professional attitude from all parties concerned.

Family Violence Prevention Services complies with the provisions of the PEI *Occupational Health and Safety Act and Regulations*. A Health and Safety Representative, who does not exercise managerial functions, is in place for dealing with occupational health and safety issues.

INJURY ON DUTY - WORKERS COMPENSATION

Family Violence Prevention Services pays premiums to the Workers Compensation Board to provide income protection to employees who may be injured during the course of their work at Family Violence Prevention Services.

Each employee is personally responsible to immediately report any accident or injury to his or her immediate Supervisor. Upon notification of a workplace accident or injury, the immediate Supervisor will file the Family Violence Prevention Services report with the Workers Compensation Board.

Employees who cannot work due to an injury on the job may be eligible for workers compensation benefits. Workers compensation benefits are considered to be earnings replacement and are based on a percentage of the injured worker's most recent earnings.

Family Violence Prevention Services cares about any employee unfortunate enough to be off work due to a work-related injury and will be in regular contact to facilitate the earliest return to work.

SICK LEAVE

Sick leave credits are intended to protect employees against the loss of income due to personal illness, injury, medical appointments or family illness.

Probationary employees who have successfully completed six (6) months of employment will be eligible for sick leave credits.

Permanent full-time employees accumulate sick leave credit at the rate of nine point three seven five (9.375) hours for each calendar month of continuous service up to a maximum of two hundred and twenty-five (225) work hours. Unused sick leave will not be paid out.

Permanent part-time employees shall receive sick leave credits on a proportionate basis to time worked, up to a maximum of two hundred and twenty-five (25) work hours sick leave credits.

Permanent employees with the maximum accumulation of sick leave shall continue to earn credits during the current fiscal year at the regular accumulation rate. Such credits may be used for any illness or injury occurring in the current fiscal year. Any surplus over the maximum accumulation shall be eliminated at the end of each fiscal year.

Permanent employee may be provided with advance of sick leave credits up to a maximum of thirty-seven and one-half (37.5) hours to cover periods for which they do not have sick leave accumulation. Sick leave credit advancements must be accumulated back prior to further advancement of sick leave credits.

Up to a maximum of thirty-seven and one-half (37.5) hours of accumulated or advanced sick leave credits may be used within a fiscal year by permanent employees to provide care for an immediate family member. Immediate family is defined by the employee and family can be whomever the employee deems the person(s) to be.

Each permanent full-time employee who works Monday to Friday, shall be allowed two (2) hours or necessary portion thereof, when required to attend a medical or dental appointment (including consultations, treatments or procedures) for the employee, the employee's spouse or the employee's children. Proof of this visit shall be provided on a request. This is to be granted as the need arises and not to exceed fifteen (15) hours per year. The employee shall be paid at the employee's regular rate of

pay without deduction from sick leave. Employees shall use reasonable efforts to schedule appointments during off duty hours or, otherwise, at the beginning or end of their shift.

Permanent employees whose employment is terminated for any reason other than lay-off, death or permanent disability and who have not repaid all advanced sick leave credits granted shall reimburse Family Violence Prevention Services in the amount equal to the benefits granted.

Employees whose employment is terminated are not entitled to cash reimbursement on the unused sick leave credits.

If a permanent employee, who terminates employment or whose employment is terminated is rehired within three (3) consecutive months, the employee shall, upon re-employment, be credited with all sick leave that had accumulated at the time of termination up to a maximum of two hundred and twenty-five (225) work hours.

If a permanent employee experiences unusual job stress due to the period of extraordinary work demands, application for “special leave of absence with pay” may be made to the immediate Supervisor. A maximum of twenty-two and one-half (22.5) hours special leave of absence with pay may be granted within a fiscal year. This is sick leave.

Abuse of sick leave may result in disciplinary action.

For the purpose of computing sick leave accumulation, all approved leave with pay shall be counted as working days.

When a statutory or non-statutory holiday occurs while an employee is on paid sick leave, no deduction from the accumulated sick leave credits shall be made for that day.

When an illness is caused due to the use of alcohol or other drugs and where the employee concerned voluntarily selects or is directed to undertake a full treatment and rehabilitation program, the employee will be granted sick leave with pay.

An employee hospitalized or confined to her residence on doctor’s orders during her vacation period shall qualify for use of sick leave credits upon proof of a doctor’s certificate and provided the illness is reported to the immediate Supervisor at the time it occurs. The employee shall have the vacation days rescheduled at a later date.

Immediately upon return to work, employees must report to the immediate Supervisor to fill out a Sick Leave Form in order to receive paid sick leave to which they are entitled.

Employees incurring a lengthy illness may be eligible to receive sick benefits under Employment Insurance through Human Resources Skills Development Canada (HRSDC). Family Violence Prevention Services will provide a Record of Employment to an employee who wishes to apply for sick benefits, but has no role beyond the provision of the employment information.

BEREAVEMENT LEAVE

An employee shall be granted up to twenty-two and one-half (22.5) work hours leave, provided the time is taken within five (5) days of the death, excluding days off, without loss of pay and benefits, in the case of the death of the following members of the employee's immediate family:

- parent
- spouse
- common-law spouse
- sibling
- step-brother or step-sister
- child
- step-child
- mother-in-law
- father-in-law
- sister-in-law
- brother-in-law
- son-in-law
- daughter-in-law
- grandparent
- grandchild
- any other relative permanently residing with the employee, or
- close friend (this is limited to one (1) bereavement leave per year).

Where the burial occurs outside of the Province, such leave including reasonable traveling time, may be extended up to thirty-seven and one-half (37.5) hours.

If an employee is on vacation leave at the time of bereavement, the employee shall be granted bereavement leave and be credited the appropriate number of hours to vacation leave. Employees may not substitute bereavement leave for regular days off.

In the case of serious illness of a parent, wife, husband, common-law spouse, brother, sister, or child, compassionate leave of up to twenty-two and one-half (22.5) work hours shall not be unreasonable withheld. Where the illness occurs outside the Province, such leave including reasonable traveling time, may be extended up to thirty (30) work hours, provided that entitlement shall depend on particular circumstances.

An employee shall be granted seven and one-half (7.5) work hours bereavement leave without loss of salary or wages, to attend the funeral of an aunt, uncle, nephew or niece.

Up to four (4) hours bereavement leave without loss of salary or wages shall be granted to attend a funeral as a pallbearer, flower bearer or reader.

COMPASSIONATE CARE LEAVE

Family Violence Prevention Services will provide up to six (6) weeks leave of absence without pay to eligible employees according to the PEI *Employment Standards Act* and the Employment Insurance Compassionate Care Benefits Program for employees who must be absent from work to provide care or support to a family member who has a serious medical condition with a significant risk of death within twenty-six (26) weeks. The six (6) weeks of leave can be taken within a twenty-six (26) week time frame. The provisions of the *Employment Insurance Act* and the PEI *Employment Standards Act* will be followed in the administration of this benefit.

PREGNANCY AND PARENTAL LEAVE

Pregnancy and parental leave will be granted according to the PEI *Employment Standards Act* and the *Employment Insurance Act*. Consult your local HRSDC office for complete details. An Employee must give four (4) weeks notice in writing, together with a medical certificate, to Family Violence Prevention Services when applying for pregnancy or parental leave. After the leave, the employee has the right to return to the position assigned to them before the leave, or to a position of comparable work and working conditions and there shall be no reduction in remuneration.

JURY DUTY AND COURT APPEARANCE LEAVE

In the event an employee receives a summons issued by the Court for jury duty, or is required by subpoena or summons to attend as a witness, the employee must advise the immediate Supervisor immediately, and the employee will be granted leave with pay from work.

In the event that an employee is required to attend court to deal with their own personal affairs, the employee may be provided with an unpaid leave of absence.

UNPAID LEAVE

Leave without pay in special circumstances, out-of-province travel for bereavement leave, may be granted upon prior approval from the immediate Supervisor for up to a maximum of one (1) week per year with a minimum of one (1) day per request. Prior to requesting leave without pay, employees must ensure that all vacation entitlement has been depleted.

Approval for requests for unpaid leave will be depending on work related responsibilities and may be refused at the discretion of the immediate Supervisor.

EMPLOYMENT PRACTICES

Use of Family Violence Prevention Services Computer Systems, Programs, Office Equipment and Communication Devices.

POLICY STATEMENT

The purpose of this policy is to provide principles of appropriate information technology usage at Family Violence Prevention Services. The improper use of information technology could harm Family Violence Prevention Services' reputation and expose Family Violence Prevention Services and its employees to legal action. This policy provides guidance to employees regarding the appropriate use of information technology resources.

The health and well-being of information technology resources is the responsibility of all Family Violence Prevention Services employees, and care must be taken to guard against abuses which disrupt or threaten their operation. Family Violence Prevention Services requires that all employees act in accordance with these responsibilities, this policy, relevant laws and contractual obligations, and with a high standard of ethical and professional behaviour.

Family Violence Prevention Services operates on the basis that considerable trust and confidence is placed in each of its employees. It is expected that employees will act with integrity in applying this policy.

DEFINITION

Information technology resources are the property of Family Violence Prevention Services and must be used in accordance with the general principles of this policy. Information technology resources are those facilities, technologies, and information resources required to accomplish information processing, storage, and communication, and include, but are not limited to, computers, software, programs, printers, modems, e-mail, internet, intranet, extranet, fax transmissions, telephones and voice mail, cellular phones, photocopier, and data projectors.

USAGE GUIDELINES

Primary

Primary uses are activities required to conduct Family Violence Prevention Services' business. Family Violence Prevention Services' information technology systems exist principally for this need.

Secondary

Secondary uses are those which are neither explicitly permitted nor denied. Usage that becomes excessive, an imposition on others or strains a resource is misuse. For example, the personal use of a Family Violence Prevention Services telephone would be secondary. If it becomes excessive, this would constitute misuse.

Misuse

Misuse wastes resources or hinders the productivity of the employee or others. It may strain or damage the information technology infrastructure, and affect Family Violence Prevention Services' ability to conduct its business. It may also create additional costs. Employees may be held responsible for costs incurred in misuse.

It is inappropriate to use Family Violence Prevention Services' information technology resources in any of the following ways. This list is not intended to be exhaustive:

- Opening e-mail and/or e-mail attachments from unknown sources;
- Use for private business, personal profit, benefit or gain, or political activity;
- Accessing, downloading or distributing software without approval;
- Accessing, downloading or distributing material that contravenes human rights legislation or harassment policies;
- Accessing, downloading or distributing obscene or pornographic material;
- Incurring charges from on-line services not related to Family Violence Prevention Services business;
- Playing, downloading or distributing games without approval;
- Unauthorized attempts to defeat the security features of information technology resources;
- Using, copying, or otherwise accessing anyone else's files or systems without permission;
- Infringement of copyright or proprietary rights;
- Permitting unauthorized access;
- Intentionally gaining unauthorized access to information technology resources;
- Sharing user names and passwords without authorization;
- Failing to follow safe usage practices, or carelessness which results in damage to IT resources;
- Spreading libel, slander, rumors or misinformation that could leave Family Violence Prevention Services open to legal action, or damage Family Violence Prevention Services' reputation;
- Purchasing of goods on behalf of Family Violence Prevention Services without approval;

- Using resources for any illegal or unethical purpose;
- Using resources for activities that breach existing policies or regulations;
- Deliberately damaging files, equipment, software, or data belonging to yourself or others;
- Knowingly spreading viruses;
- Destroying or altering hardware, software, equipment or data without authorization;
- Music sharing programs are prohibited, i.e. LimeWire, Napster, etc.; and
- Forwarding chain e-mails.

MONITORING

Family Violence Prevention Services uses security measures to protect its information technology resources. However, employees should be aware that Family Violence Prevention Services cannot guarantee security. Employees should utilize safe user practices such as following appropriate access restrictions for their accounts, guarding their passwords, and changing passwords regularly.

Employees should be aware that they should have no reasonable expectation of privacy in their use of information technology resources at Family Violence Prevention Services, as these resources are corporate property. Family Violence Prevention Services can monitor usage of all of its information technology resources if required. This practice is required for the normal operation and maintenance of Family Violence Prevention Services information technology resources and includes the backup of data and communication records, the review of general usage patterns, and other such activities that are necessary for the rendition of service. Family Violence Prevention Services reserves the right to access the contents of all files stored on its systems and all messages transmitted through its information technology infrastructure.

Normal routine analysis does not involve reading the content of e-mail or files. However, if Family Violence Prevention Services reasonably suspects, either from a complaint or from a routine analysis, that an employee is misusing information technology resources, it may investigate the matter further, taking action such as special monitoring, which may include, among other things, and without the consent of the employee, reading the contents of individual e-mail and files.

In addition, employees should be aware that Family Violence Prevention Services information technology resources may be subject to Family Violence Prevention Services obligation to respond to legislation, subpoenas, other court orders, or reasonable discovery requests. As such employees should be aware that documents or files they create, including e-mail, may be reviewed at some time by third parties outside of Family Violence Prevention Services. All computer data and files are the property of Family Violence Prevention Services.

IT RESOURCE GUIDELINES AND EXAMPLES

E-mail

The e-mail system is the property of Family Violence Prevention Services. E-mail may be used for personal use, as long as it does not become misuse. However, employees should have no reasonable expectation of privacy in e-mail transmitted, received and stored on and/or through the system. E-mail is the property of Family Violence Prevention Services and is not a private employee communication, whether created or received. As such, e-mail users should exercise care and restraint in preparing messages.

The following is unacceptable:

- Chain e-mail;
- E-mails which cause congestion and disruption of networks and systems;
- Abusive, derogatory, obscene, pornographic, defamatory or harassing messages or images;
- Opening of e-mail received from unknown sender due to potential virus;
- E-mails in which an employee represents personal opinions as being those of Family Violence Prevention Services, or which damage Family Violence Prevention Services' reputation;
- Advertising items for sale, or e-mails which are for personal gain;
- Large attachments which are not business related, such as animated greetings; and
- Using someone else's e-mail to represent yourself as that employee, concealing your identity, or failing to use your name and/or user name.

If an employee receives an unacceptable e-mail, the employee should take the following action:

- Delete the e-mail and send a reply to the sender indicating that the e-mail was unacceptable, and that the sender is not to send similar e-mails in the future; or
- Report it to the immediate Supervisor immediately.

An employee who receives an unacceptable e-mail and forwards it on for reasons other than reporting it to the immediate Supervisor, may be held responsible for the content of the e-mail as if she had written the original e-mail.

Internet Use

Employees may, at the discretion of Family Violence Prevention Services, be allowed to browse the Internet after working hours or during scheduled breaks. Employees must not intentionally access sites or engage in practices on the Internet that have the potential to harm Family Violence Prevention Services' reputation.

For further details, please refer to the "Misuse" section of this Policy.

Voice-Mail

Voice-mail, when used properly, is an effective client service tool. Employees should make sure that their voice-mail messages are personalized, providing callers with the option of leaving a message or speaking with another employee.

The voice-mail system is the property of Family Violence Prevention Services. Employees should have no reasonable expectation of privacy in messages transmitted, received and stored on and/or through the system. Employees must not attempt to access the contents of others' voice-mail boxes unless specifically authorized.

Telephones – Office, Cellular

Family Violence Prevention Services does monitor usage of telephones on a regular basis to assure billing accuracy and that there is no misuse. Limited personal calls are permitted.

As cellular phones are not secure, employees should exercise great caution in discussing Family Violence Prevention Services business while using a cellular phone, especially with respect to confidential information.

DISCIPLINE

Non-compliance with this policy may result in disciplinary action up to and including termination of employment.

BUSINESS TRAVEL

Family Violence Prevention Services will reimburse all reasonable expenses incurred by an employee who has received prior authorization to travel on Family Violence Prevention Services business.

Family Violence Prevention Services travel expense rates are based on Provincial Treasury Board rates, as they are set from time to time.

Travel expense claims are to be submitted to the immediate Supervisor, along with the required supporting receipts.

OPEN COMMUNICATION

Family Violence Prevention Services has an open door policy to resolve issues and concerns. All work-related issues and concerns may be discussed with the immediate Supervisor or the Executive Director, in confidence.

ATTENDANCE AND PUNCTUALITY

An employee's attendance record is an important part of the annual performance review. Regular attendance and punctuality are expected.

Unapproved absences and lateness are unacceptable and may be subject to disciplinary action.

STAFF MEETINGS

Staff meetings will be held on a regular basis, as scheduled and chaired by the immediate Supervisor. Staff meetings are considered mandatory, unless absent from work.

GIFTS RELATED TO WORK

Employees shall not use their employment status to obtain personal gain from those doing or seeking to do business with Family Violence Prevention Services.

Employees should not accept gifts, payments, services, fees, special valuable privileges, pleasure or vacation trips, or accommodations or loans from any person (except, in the case of loans, from persons in the business of lending and then only on conventional terms) or from any Family Violence Prevention Services or group that does, or is seeking to do business with Family Violence Prevention Services, or from a competitor of Family Violence Prevention Services. However, employees may accept appropriate modest gifts with the approval of the immediate Supervisor, or designate.

EXTERNAL EMPLOYMENT

Family Violence Prevention Services does not object to its employees having outside employment, providing it does not affect work performance at Family Violence Prevention Services and that the interests of Family Violence Prevention Services are protected. Employees must notify the immediate Supervisor prior to seeking external employment.

PRIVACY

Family Violence Prevention Services recognizes the importance of protecting employee privacy rights by keeping personal information secure, and using it only for the purpose for which it was collected.

Family Violence Prevention Services will comply with the Federal *Personal Information Protection and Electronic Documents Act* (PIPEDA) as it applies to all commercial organizations in Canada.

CONFLICT OF INTEREST

It is the employee's responsibility to declare a conflict or potential conflict to the immediate Supervisor in a timely manner.

All employees shall adhere to the following principles:

- Act in the best interest of Family Violence Prevention Services;
- Perform their official duties and arrange their private affairs in such a manner that will prevent conflicts of interest from arising;
- Not knowingly take advantage of, or benefit from, information obtained in the course of their official duties and responsibilities, and information which is not generally available publicly;
- Not act in such a manner as to take advantage of their employment with Family Violence Prevention Services;
- Not solicit or accept transfers of economic benefits; and
- Report suspected conflicts of other employees to the immediate Supervisor.

Conflicts of interest that may arise shall be dealt with first by the immediate Supervisor and, if deemed necessary, by the Executive Director.

HARASSMENT AND DISCRIMINATION

Family Violence Prevention Services is committed to providing a workplace in which all persons can expect to be treated with dignity and respect. Harassment undermines an individual's self-respect and adversely affects work performance and well-being. It also reduces the productivity and effectiveness of employees. All employees have the right to work in an atmosphere free of harassment. Family Violence Prevention Services needs the assistance of all employees to discourage and eliminate harassment in the workplace.

Definitions

Harassment in the workplace includes personal harassment, sexual harassment and abuse of authority.

Personal Harassment

Personal harassment can be defined as any unwelcome action by Management or a co-worker, whether verbal or physical, on a single or repeated basis, which humiliates insults or degrades. "Unwelcome" or "unwanted" in this content means any actions which the harasser knows or ought reasonably to know are not desired by the victim of the harassment.

Sexual Harassment

Sexual harassment is any unwanted attention of a sexual nature – such as remarks about appearance or personal life, offensive written or visual actions, like graffiti or degrading pictures – physical contact of any kind, or sexual demands.

Abuse of Authority

Abuse of authority means an individual's use of power and authority inherent in the position held in a manner which serves no legitimate work purpose and which ought reasonably to be known to be inappropriate. It includes misuses of power which are intimidating, coercive or demeaning.

The legitimate and proper exercise of the employer's right to supervise or manage (such as, performance reviews, directing the workplace and disciplinary measures taken for any valid reason) does not constitute harassment under this policy.

Workplace

The "workplace" includes, but is not limited to, the actual work site, vehicles, lunchrooms, training sessions, conferences, business travel, work-related social gatherings, or other location where an employee is engaged in activity associated with employment.

Responsibility

While it is recognized that all employees share responsibility for creating a harassment-free workplace, it is important to emphasize that Management, by virtue of their authority, carry a greater responsibility for maintaining this type of work environment.

A complaint of harassment brought to the employer's attention will be treated as a serious matter and shall be acted upon promptly, fairly, discreetly, carefully and cautiously.

Management Responsibility

Management is responsible for ensuring that daily activities reflect the intent of this policy by:

- Becoming fully informed of the provisions of the policy and of the nature of work-place harassment;
- Maintaining a high standard of personal conduct in their dealings with all employees and clients;
- Ensuring that all employees are advised of their rights and responsibilities under this policy and the courses of action open to them;
- Providing opportunities for education and training related to workplace harassment to all employees under their supervision;
- Taking immediate action to report or deal with incidents of harassment that come to their attention, whether or not a complaint has been made.

All Employees Responsibility

All employees are responsible for:

- Treating all persons in the workplace in a manner that is free of harassment and that respects individual differences;
- Changing their own behaviour when given indications that their behaviour is offensive or harassing to others;
- Taking action, where possible, should they feel they or another person are being subjected to harassment; and
- Cooperating fully with all those responsible for dealing with a complaint of harassment.

Advice or Assistance

A person who is faced with problems relating to harassment may wish to obtain assistance or advice in deciding the best course of action to follow. Sources of assistance are recommended below.

Employees may seek help from any of the following:

- The immediate Supervisor, if appropriate;
- The Executive Director, if appropriate; or
- The Chair, of the Board of Directors.

It should be recognized that Management has an obligation to take follow-up action in instances of possible harassment when brought to its attention.

Confidentiality

All complaints under this policy, both formal and informal, and any information and materials related to the complaints will be treated on a confidential basis with all documentation maintained in a secure file which is accessible only by the Executive Director. Due regard to confidentiality for all parties concerned shall be given. The employer's obligation to investigate allegations of harassment and to take corrective action will often mean that absolute confidentiality is not possible.

Redress Procedures

Options for dealing with harassment:

A person who believes she/he is being subjected to workplace harassment should take steps without delay to have the problem resolved. Family Violence Prevention Services is committed to responding to all complaints of harassment, however, complaints not made within a year may be difficult to investigate or substantiate.

In many situations the harassment can be handled informally by discussing the issue with the person involved, with or without the assistance of Management. Other avenues of resolution may involve the

assistance of a mediator who is acceptable to both parties. The complainant should consider carefully the action to take and seek advice or help when needed.

- Step #1 Immediately tells the person whom you feel is harassing you that you dislike the behaviour and wish it stopped.
- Step #2 Make some notes about what happened, when it happened, who was involved and who may have witnessed the incident. You will want this information in case the problem is not corrected and you have to take the matter further.
- Step #3 If the harassing behaviour continues, again tell the "harasser" to stop. Report the incident in writing to management outlining what happened and what action you have already taken.

At this stage, it is the responsibility of the immediate Supervisor to contact the Executive Director. The Executive Director will investigate the matter and initiate appropriate action. It is our objective that this would be done within three (3) weeks.

If action is not initiated within the three (3) weeks, please follow-up in writing to the Executive Director.

Exceptions to the Above Three (3) Steps

- It may happen that the person whom you feel is harassing you is the Executive Director. If so, your written "Complaint" should be sent directly to the Chair of the Board of Directors;
- There may be times when you wish simply to discuss your problem with your immediate Supervisor without formalizing the matter. Please feel free to do so; and
- It is possible that you may wish to withdraw a complaint of harassment. There is no reason why that cannot be done but you have a right to continue a complaint and should discontinue your action only if you feel your original complaint was not valid or you have achieved a satisfactory solution.

Formal Complaints

If the informal route for resolving a harassing situation does not succeed or is not appropriate, Family Violence Prevention Services supports its employee in filing a formal complaint. The complaint will be investigated thoroughly. All employees have a responsibility to co-operate in the investigation.

The investigator will need to know:

- Your (complainant's) name and position;
- The name and position of the alleged harasser;
- Details of what happened;
- Dates, times, and how often these things occurred;
- Where they happened; and
- The names of any witnesses.

All the above information is to be documented and provided to the Board of Directors.

Additional Options

An employee may be able to pursue other courses of action, depending on the nature of the harassment and the circumstances. For example, the following options may be open, in addition to the procedures in this policy:

- A complaint filed with the Prince Edward Island Human Rights Commission; or
- Civil or criminal legal action.

Investigation and Resolution

While many harassment situations can be resolved effectively through informal processes, there will be circumstances where formal investigation and resolution will be required. Both informal and formal complaints of harassment will be reviewed initially for such considerations as relevance of the subject matter and use or advisability of other resolution methods.

Allegations of harassment will be handled at the most appropriate level of Family Violence Prevention Services Management required to resolve the matter.

When it is determined that an investigation should occur, all pertinent information will be requested such as dates, witnesses, remarks or actions. The respondent will be given an opportunity to present their position and respond to the complaint. The investigation will be concluded as quickly as possible and with the strictest possible confidence. Both complainant and respondent will be informed in writing of the outcome of the investigation.

Remedial Action

Each case will require individual and impartial consideration. Remedies may include, but are not limited to: disciplinary action, support and counseling for the victim, mediation, sensitivity training, and continuing education with regard to the workplace harassment policy.

It is Family Violence Prevention Services practice to impose discipline relative to the seriousness of the offence, up to and including dismissal. Any disciplinary action taken will be based on the circumstances and severity surrounding the incident. Discipline may range from a verbal warning to more serious forms of discipline, up to and including dismissal. In all cases where an employee is disciplined, written documentation will be placed in the employee's personnel file.

Regardless of the outcome of any investigation, the initiation of a complaint of harassment in good faith and not out of malice will not reflect negatively on the complainant, nor will it affect their employment, compensation or work assignments. Where the complaint is found to be justified, immediate steps will be taken to examine with the complainant any issues relating to promotions, job reinstatement, increments, performance ratings or other benefits which may have been lost as a result of the harassment.

Retaliation against a complainant or witness(es) in a complaint is an offence and will be considered misconduct.

False Allegations

To falsely accuse someone of harassment is a serious offence. When the allegation is not substantiated and is determined to be a false claim, appropriate disciplinary action will be taken against the individual making the false allegation.

No disciplinary action will be taken against an employee for making a harassment complaint in good faith, whether or not the complaint is substantiated.

DISCIPLINE

Family Violence Prevention Services expects each employee to demonstrate a willingness to work effectively and maintain a commitment to its interests, policies, procedures and standards of conduct. Each employee is expected to cooperate in a professional manner with Management and fellow employees.

Family Violence Prevention Services will proactively provide direction and feedback to employees with regards to performance and conduct. However, it is recognized that there may be occasions when these efforts will not produce the desired performance results. In those cases, Family Violence Prevention Services will use a system of progressive discipline to encourage correction of problem work behaviour or issues.

- Progressive discipline consists of a sequence of progressively more severe disciplinary actions designed to give increasingly strong warnings that an employee's conduct must change.

Discipline shall be structured with the intent to correct unacceptable workplace behaviour. It normally becomes progressively more severe with repeated violations. It should be noted however, that the level of discipline shall correspond with the severity of unacceptable behaviour, therefore the initial discipline may include dismissal.

Family Violence Prevention Services recognizes that there may be cases of severe breach of trust or unacceptable conduct, or rare situations where progressive discipline is not an appropriate response. In these situations, an employee may be suspended with or without pay and will be asked to leave the premises while a thorough investigation is conducted by the immediate Supervisor and/or the Executive Director. The Executive Director will decide on the length of the suspension or the conversion of suspension to termination of employment.

In all situations involving discipline, Family Violence Prevention Services will conduct the investigation fairly and quickly so that the employee may be notified of the results as soon as possible.

APPOINTMENT OF STAFF

Where there is a vacancy or a new position created, Family Violence Prevention Services will consider internal employees who have the required skill set and who have shown proficiency in their present

positions. Where Management is not fully satisfied that the needs of its clients can best be met through promotion, it will proceed by an openly advertised competition within the province.

Applications for employment will be screened by the Personnel Committee aided by the Executive Director. Those considered as suitable for appointment will then be interviewed by a Selection Committee of not less than three (3) persons, including at least two (2) members of the Personnel Committee and the Executive Director. The Selection Committee should be chaired by the Chair of the Personnel Committee.

In the case of recruitment of the Executive Director position, the President of the Association will Chair the Selection Committee. Each Selection Committee may prepare an Interview Assessment Guide suitable to its own purposes. References on the top three (3) candidates must be checked before the assessment of candidates is completed.

The Selection Committee should recommend the top three (3) candidates, in order of merit, to the Executive Committee, which shall make the final selection for appointment.

In the case of the Executive Director, reference should be made to the Board before an offer of appointment is made. In all other cases, the President is authorized to make the offer of appointment on approval of the Executive Committee, with notice to the Board. The Executive Director will ordinarily be guided by the ranking of the Selection Committee.

In the case of employees having a role in the care of children, applicants may be required to provide proof of good health before they can be considered for appointment. All employees are required to submit to a criminal check as a condition of employment.

CHILDREN AT WORK

Employees are not permitted to bring their children to the workplace, without prior approval from the Executive Director. Employees are expected to have emergency care when required.

PROFESSIONAL DEVELOPMENT

Full-time employees with a minimum of two (2) years of service with Family Violence Prevention Services may apply to the Executive Director for an educational leave of absence, without pay to pursue a recognized course of study which will enhance knowledge and skill relevant to the performance of the job. Such leave shall not exceed one (1) year, without the prior approval of the Executive Director.

Family Violence Prevention Services supports employees attending professional workshops and formal courses that will enable them to increase their professional and technical competence in areas that are mutually beneficial to the employee and to Family Violence Prevention Services. Depending on the availability of financial resources of Family Violence Prevention Services, financial support may be available to employees.

Workshops or courses attended by employees must be approved in advance by the immediate Supervisor. Employees are to submit their request in writing to the immediate Supervisor. Employees authorized to attend courses or workshops will be paid for the work time lost due to their attendance at the course.

LAYOFF

In the unfortunate event that a layoff of employees is required, the effective operation of Family Violence Prevention Services shall be the primary objective in determining which positions shall be eliminated, or which employees shall be laid off.

EXIT INTERVIEW

When an employee voluntarily leaves the company, Family Violence Prevention Services requests that the employee participate in an exit interview. The purpose of this interview is for Family Violence Prevention Services to understand the reasons for leaving the company and to help Family Violence Prevention Services improve as an Employer. It also gives the employee an opportunity to obtain the necessary exit documentation, i.e., Record of Employment, and to hand in Family Violence Prevention Services property such as office keys, credit card, cellular phone, passwords, etc.