

# HEARTLAND FOREST NATURE EXPERIENCE

## PERSONNEL POLICIES AND PROCEDURES

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## Introduction

### Scope

The Heartland Forest Policy and Procedure Manual is intended to define the position statements, authority and general procedures for all administrative functions.

The Heartland Forest Policy and Procedure Manual is strictly for employees.

This includes:

- Contract employees
  - Part-time salaried and hourly employees
  - Temporary hourly employees
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### Authority

In all cases, The Executive Director of Heartland Forest will assume the responsibility for approval of statements of policy and procedures, in cooperation with the Board of Directors.

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### Manual Review

This manual will be reviewed annually by the:

- Executive Director
- Human Resource Representative of the Board
- Joint Health and Safety Committee

It is everyone's responsibility to identify to the Executive Director:

- Errors and omissions
  - Shortfalls in procedures
  - Revisions to be made due to changes in operating methods and/ or organizational structure
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## General Administration

### Copyright Regulations

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#### Policy

Heartland Forest abides by the copyright law of Canada which governs the making of photocopies or other reproductions of copyrighted materials.

It is therefore the policy of Heartland Forest to obtain permission to photocopy all the copyrighted material for the use in programs or for administrative purposes. An indication should be made on the copies that permission was granted and record of the permission should be kept on file.

### Personal Computers and Software

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#### Policy

It is the policy of Heartland Forest to provide employees access to a personal computer. Heartland Forest also provides certain third-party software for such computers as the need arises. Such software is purchased for Heartland Forest use only and is not to be duplicated unless provided for in the license agreement.

#### Procedure

- A. Staff assigned PCs are responsible for the security of their equipment and software. This includes safeguarding it from loss or damage and ensuring that it is used only by authorized personnel.
  - B. Heartland Forest maintains official files on a computer operated by the Executive Director. These files are the sole source of official information and therefore accuracy and integrity must be safeguarded. Authorized PC users who require access to these files must receive prior approval from the Executive Director. No changes are to be made to Heartland Forest official files without written permission from the Executive Director.
  - C. All software purchased by Heartland Forest is to be properly maintained as per the lease agreement from each vendor. No staff member is authorized to make additional copies of the software for any use whatsoever in violation of the individual license agreements.
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## General Administration, continued

### Photocopy Privileges

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#### Policy

It is the Policy of Heartland Forest to extend photocopy privileges to all staff, professionals, and organizations under contract. Staff using the Heartland Forest photocopier must record the number of copies, their name and category in the record book under the appropriate section. Professionals and organizations using the Heartland Forest photocopier must record the number of copies and their name.

Heartland Forest photocopiers are not intended for personal use. Individuals can make personal copies for a fee.

### Building Security

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#### Policy

All Heartland Forest employees are responsible for their personal belongings and to secure and control their general work areas. Employees are to report all suspicious individuals or the theft of belongings to the Executive Director.

In order to prevent unwanted incidents there is a restricted access to the Heartland Forest Nature Centre between 5:00 p.m. and 9:00 a.m.

All keys issued to Heartland Forest employees must be returned upon termination of employment.

### Privacy

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#### Policy

For our guests – families, clients and professional partners – and our donors, protecting their privacy means that we will not sell or rent their personal information to any third party. We collect personal information only with their consent and by fair and lawful means and for the purpose(s) for which they have given consent. We keep their personal information confidential and we employ appropriate security safeguards.

In accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA), Heartland Forest is committed to protecting the privacy and security of our donors, families, clients and professional partners' personal information.

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## General Administration, continued

### Privacy, continued

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#### Procedure

Heartland Forest collects personal information on individuals who:

- Register for a program
- Register for our mailing list
- Request materials
- Enter into a rental agreement
- Make charitable investments
- Make a cash donation

Heartland Forest is committed to ensuring the security of personal information. To prevent unauthorized access, maintain data accuracy, and ensure the appropriate use of information, we have put in place appropriate physical, electronic and managerial procedures to safeguard and secure the information we collect.

PERSONAL INFORMATION can include:

Any factual or subjective information, recorded or not, about an identifiable individual. This includes information in any form, such as;

- Personal- name, age, phone number or address
- Financial- credit card information, transaction history
- Other- social status, opinions, preferences, comments etc.

Procedure:

1. Personal information collected from guests should be directly recorded into the computer system(s) or on appropriate sheet(s). Upon retrieving guests' personal information, the team member should ensure that all information is accurate and up to date.
  2. Personal information can be accessed and used only by the authorized personnel, who are directly involved in offering the product or service. Information can be shared between departments/areas only for the purpose of facilitating the.
  3. Upon completing the task that requires access to personal information, the team member should do the following.
    - Log out of the system once task is completed
    - Any paper record with personal information should be filed directly into locked cabinets
    - Traces of unwanted paper with personal information should be shredded and disposed in the specified area.
  4. All guests concerns or complaints relating to the privacy policy should be addressed in writing to the Executive Director or by email- [generalinquires@heartlandforest.org](mailto:generalinquires@heartlandforest.org).
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## Working Environment

### Hours of Work

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#### Policy

Heartland Forest will maintain work hours for its employees in accordance to federal regulations and to ensure maintenance of an efficient and effective schedule of work. Heartland Forest is committed to accuracy of hours worked by the employees.

#### Procedure

- A. **Workweek** – The official workweek for all Heartland Forest staff will be determined in their individual employee contracts.
- B. **Recording of Hours Worked**- All staff are required to keep track of the hours they have worked.

### Solicitation and Distribution

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#### Policy

Solicitation (Heartland Forest sponsored and non-sponsored) by a staff member is authorized within the limits described below. Distribution of advertising material, handbills, printed or written literature will be limited to being posted on bulletin boards with the prior approval of the Executive Director.

#### Procedure

- A. Solicitation (non-sponsored) by employees must be approved by the Executive Director. If approved - it is authorized only during non-working time; that is, during breaks, lunch periods, before or after regular working hours. Solicitation during non-working hours must be attended by the soliciting employee. Employees may not leave goods to be purchased at Heartland Forest.
  - B. Solicitation (sponsored) by employees must be authorized by the Executive Director. Solicitation includes the selling of items of which all or part of the proceeds goes to Heartland Forest.
  - C. Non-employees will not be allowed entry onto the property (other than the reception area) for the purpose of solicitation or distribution under any circumstances, except for those activities which are authorized and benefit-related by the Executive Director.
  - D. No Heartland Forest staff will be authorized to conduct a “business” during working hours or non-working hours on Heartland Forest premises. Business is defined as the selling of cosmetics, jewelry, insurance, kitchenware, services, or other endeavors from which the employee will profit.
  - E. Heartland Forest will not be responsible for the theft or loss of monies or material on behalf of employees engaging in either Heartland Forest sponsored or non-sponsored solicitation.
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## Health and Safety

### Commitment to Health and Safety

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#### Policy

Heartland Forest will ensure a poster outlining the company's commitment to safety is shared with team members.

The Executive Director ensures that a written policy communicating the commitment of management is reviewed and dated annually and signed by the Board of Directors yearly.

The policy will be posted in Office Administration Area. Management members will be provided an electronic copy to review annually.

JHSC members will review the policy in December and repost with any improvements.

Acknowledge Success/Make Improvements: We will celebrate success annually. Any opportunities for improvement will be added into the annual continuous Improvement Plan.

Forms: Monthly Workplace Inspection Form and Health and Safety Poster

Reference Material: Health & Safety Audit - TBD

### Workplace Violence and Harassment

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#### Policy

This policy communicates to all team members the employer's commitment to preventing workplace violence and harassment, ensuring a "zero tolerance" workplace.

#### Procedure

The Executive Director ensures that a written policy communicating the prevention of workplace violence and harassment is available, posted within the workplace and reviewed on a regular basis.

A team member who believes he/she has been a victim of violence or harassment or who has observed inappropriate conduct will immediately report the incident to his/her Supervisor. Formal complaints must be made in writing and signed by the Complainant. All complaints are to remain confidential and will be disclosed only to those individuals with a need to know and will be investigated promptly.

Management is obligated to report instances of violence and/or harassment to the Executive Director. If management becomes aware of an instance of violence or harassment, he/she will discuss the complaint with the employee, the respondent and the Executive Director to reach a solution. Should there be a formal complaint, the complaint must be made in writing and signed by the complainant as soon as practically possible after the incident occurred, detailing the nature of the incident, dates, times, places, witnesses and names of those involved and authorization to proceed with a formal complaint.

## Health and Safety, continued

### Workplace Violence and Harassment

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Procedure, continued

#### **Roles & Responsibilities:**

Each January the Policy will be reviewed by the JHSC; any updates will be made at that time.

The management team of Heartland Forest is responsible to:

- Treat every incident of violence and harassment as a serious matter.
- Immediately report issues of workplace violence or harassment and investigate every incident thoroughly in a fair and timely manner while respecting the privacy of all concerned to the extent possible.
- Prevent future violence through education, early identification and corrective discipline.
- Work in accordance with OHSA and in compliance with this policy.
- Take all reasonable precautions necessary to protect all team members from workplace harassment and violence and to ensure team members are aware of their rights and responsibilities as they relate to the prevention of workplace violence and harassment.

The workplace will be inspected annually by the JHSC. Controls will be developed to ensure ongoing protection of our team members. The Executive Director is responsible to ensure it is communicated to team members and management.

#### **Definitions:**

##### **Workplace Violence:**

- A. The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- B. An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- C. A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker. There is no reference to psychological harm.

**Workplace Harassment:** engaging in a course of vexatious (harassing) comments or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

**Sexual Harassment:** occurs when submission to unwelcome sexual advances and other verbal or physical conduct of a sexual nature is made a condition of employment or the basis for employment decisions, or when such conduct creates an intimidating, hostile or offensive work environment.

**Workplace:** The workplace extends beyond the physical boundaries of Heartland Forest Nature Experience and outside formal working hours. The workplace extends to work related or employment related activities, in any environment where harassment or discrimination may have workplace repercussions. The workplace may be: the offices and buildings, washrooms, forest, worksites, on road vehicles and any other location where the business is being conducted.



## Health and Safety, continued

### Workplace Violence and Harassment, continued

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Procedure, continued

**Communication:**

The policy will be posted in the Office Administration Area of the Nature Centre. All Managers will be provided a copy to review upon hire and on an annual basis.

**Training / Implementation:**

All new team members to Heartland Forest will go through orientation and a copy of the Workplace Violence & Harassment policy will be available. The orientation facilitator will review the Policy with new Team Members. All Joint Health & Safety Committee members will receive specialized workplace violence and harassment training on a designated basis.

In addition, to protect all team members and guests from possible occurrences of workplace harassment and violence, all team members deemed to be in a position of trust are required to consent to a police clearance.

**Evaluation:**

Risk assessments, completed annually by the JHSC will be reviewed by the JHSC and General Manager.

**Acknowledge Success/Make Improvements:**

All occurrences of workplace violence and harassment are tracked on employee incident reports.

Each January, our Executive Director will write a letter that will be posted in the Office Administration Area acknowledging our team members commitment to a violence and harassment free workplace.

**Forms:**

Workplace Violence Incident Report  
Workplace Harassment Incident Report

**Reference Material:**

Occupational Health & Safety Act  
The Criminal Code of Canada  
The Ontario Human Rights Code

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## Employment

### Equal Opportunity Employment

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#### Policy

It is the policy of Precious Minds to grant equal employment opportunity to all qualified persons without regard to race, creed, color, sex, age, national origin, physical or mental disability, or veterans' status. To deny one's contribution to our efforts because he/she is a member of a minority group is an injustice, not only to the individual, but also to Precious Minds. Equal employment opportunity will be provided in employment promotions, wages, benefits, and all other privileges, terms, and conditions of employment.

### Employment Inquiries

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#### Policy

All Heartland Forest staff shall make every effort to respond to employment inquiries in a timely and courteous manner.

#### Procedure

- A. Upon receipt of an inquiry for employment from an individual, send any correspondence you have to the appropriate department.
- B. Respond to an email employment inquiry as follows:
  1. Thank the person for their interest.
  2. Advise the person their inquiry has been forwarded to the correct department.
  3. Advise the person that the correct department will contact them **only** if there is currently an open position, which they are qualified for.
  4. Advise the person their resume/letter will be retained in the active employment candidates file for six (6) months.

### Recruitment and Selection

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#### Policy

The policy and procedures for employee recruitment and selection at Heartland Forest are established to facilitate the charity's commitment to equal opportunity employment, hiring the best suited applicants for available positions, making the best use of their abilities and providing job satisfaction, and ensuring that appropriate communications, records, and human resources controls are maintained.

All recruitment and selection procedures will be initiated by the Executive Director.

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## Employment, continued

### Recruitment and Selection, continued

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#### Procedure

#### A. Employment Applications.

- 1. Form-** Heartland Forest utilizes a standard Application for Employment form for all potential employment candidates, which must be completed and signed by the applicant prior to being considered for employment. Candidates who submit resumes should be required to complete an application form at the time of their interview. A supply of these application forms will be made available.
- 2. Receipt-** Individuals interested in completing an application for employment at Heartland Forest may do so at any time during business hours at our office located in the Nature Centre. Applicants should be made aware that their application will remain on active file for six (6) months. If we desire to interview them should a suitable opening occur, we will contact them. Applicants should be treated professionally, courteously, and with respect.
- 3. Review-** Applications should be carefully reviewed prior to the applicant leaving to ensure the application has been thoroughly completed and signed. Personnel receiving and reviewing applications should take care to avoid writing notes of any kind on applications or resumes.
- 4. Retention-** Each month application files should be sorted and placed accordingly as “Active”(less than six months have passed since applicant has filled out), or “inactive”(more than six months have passed since applicant has filled out).

#### B. Pre-employment Interviews

If in-house candidates are to be considered for available positions, the Executive Director will arrange interviews to be conducted with suitable candidates.

Pre-employment interviews for outside candidates will be arranged and conducted by the appropriate department.

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## Employment, continued

### Recruitment and Selection, continued

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Procedure, continued

#### **C. Reference Checks**

1. All employment at Heartland Forest is subject to the receipt of acceptable references unless extenuating circumstances occur, in which case the Executive Director must approve a hiring decision.
2. Reference checks of former employers and/or supervisors will be conducted by the Department/Area Coordinator or his/her designate.
3. If an applicant is rejected on the basis of reference information, it is important that the source of this information be protected so as to avoid a lawsuit on the basis of derogatory, slanderous information. You should not and are not obligated to reveal to the applicant the source or contents of the reference check information. It is confidential and for our use in the hiring decision.

#### **D. Accepting/Rejecting Applicants**

1. Before a hiring decision can be made, the candidate must be interviewed by the Department Manager in which he/she will be working and by the Executive Director.
2. The supervisor to whom the candidate will be reporting should extend the offer of employment.
3. In-house job candidates who are not selected for a position should be notified by the Executive Director.
4. Rejected outside candidates should be notified, by letter, that someone else was chosen for the position. A sample rejection letter is provided and should be used as a guide for proper wording of such a letter.

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## Employment, continued

### Reference Requests

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#### Policy

Employees should not provide any information (verbal or written), regarding current or former employees or volunteers to persons, firms, organizations or institutions who are not employed by or part of Precious Minds. Any employee who receives a request for any information concerning a past or present employee or volunteer of Precious Minds should without engaging in any on/or “off the record” conversation or documentation about the individual, refer the person making the request to the Executive Director.

Only the Executive Director is authorized to provide information of any kind regarding current or former employees or volunteers. An exception exists only if the Executive Director authorizes another representative to provide information regarding a particular individual.

Requests include, but are not limited to, requests for verifications of employment, employment references, and requests for verification or comments regarding performance or character from any outside agency, firm, person, or organization.

### Performance Improvement

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#### Policy

Purpose: To provide a program for performance improvement that will treat all employees at Heartland Forest fairly and equitably. The performance improvement program is designed to help employees improve their performance and/or work habits, retain their job and/or go on with a successful career at Heartland Forest. It is designed to give special attention to declining performance and/or unacceptable work habits through realistic goal setting, progress evaluations, and feedback.

It is important that all employees perform to the best of their ability at all times. There will be occasions, however, when employees perform at an unsatisfactory level, violate a policy, or commit an act that is inappropriate. An employee is free to leave to the organization at any time he/she believes it is in his/her best interest, and the organization may terminate the employment relationship whenever it deems appropriate without following any system of discipline or warnings. Nevertheless, the organization may choose to exercise its discretion to utilize forms of discipline that are less severe than termination in certain cases. Examples of these forms of discipline and situations, when their use is appropriate are described in this policy.

Although one or more of these steps may be taken in connection with a particular employee, no formal order or system is necessary.

The performance improvement process is the direct responsibility of the employee’s immediate supervisor from inception and implementation through conclusion.

## Employment, continued

### Employment of Relatives and Cohabitants

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#### Policy

Heartland Forest permits relatives and cohabitants in the same household to work within the company as long as their relationship does not create a conflict of interest, or a situation of direct or indirect supervision that would create safety, security, or morale problems.

#### Procedure

**1.0** Team Members may not directly or indirectly supervise or be supervised by a relative or cohabitant.

**1.1** For the purpose of this standard and procedure, 'relatives' are defined as:

Parents	children	spouse (legal or common-law)
sister/brother	aunt/uncle	niece/nephew
grandparents	grandparents by marriage	grandchildren
parents-in-law	sister-in-law	brother-in-law
stepparents	stepbrother/stepsister	stepchildren

**1.2** For the purpose of this standard and procedure, 'cohabitants' are defined as:  
Anyone living together in the same household in a conjugal relationship.

**2.0** Relatives or Cohabitants may not work where there is a potential conflict in job duties. In addition, Heartland Forest may decide that for business, security internal control, or morale reasons, relatives will not be placed in the same department if the work involves potential conflicts of interest inherent to relatives working together.

**3.0** Applicants are screened by Management Team for any relationships which might be subject to this standard and procedure.

**4.0** It is the responsibility of the Team Member to notify their managers of their relationship to potential candidates of Heartland Forest. Team Members must also immediately notify their manager of any new relationship, including marriage that may be a violation of the standard and procedure. When a violation exists, Heartland Forest will take the affected parties' desires into consideration, but Heartland Forest will resolve the final decision. Where such relationships exist or develop, Heartland Forest reserves the right to transfer either of the Team Members. If a transfer is not feasible, Heartland Forest will do everything possible to achieve a reasonable and equitable solution. If a solution cannot be reached termination of one of the parties may be required. The Company will provide the Team member with notice or pay in lieu of notice in accordance with the Employment Standards Act, 2000.

## Employment, continued

### Disability and Medical Leaves

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#### Policy

Heartland Forest recognizes that employees may need time away from work as a result of an injury or illness. Emergency Absence, Disability and Medical Leaves are available based on the type of injury/illness (occupational or non-occupational) and the person's employment status. Heartland Forest is committed to the facilitation of an early and safe return to work and the active management of all Leave types.

#### Procedure

##### **APPLYING FOR A DISABILITY / MEDICAL LEAVE**

- Employees who are absent from work for more than five days due to illness or injury must apply for a Disability / Medical Leave based on the type of illness/injury and their employment status.
- Associates are responsible for picking up the appropriate Leave application package from Disability Programs no later than the sixth calendar day from the first absence. Applications must be submitted to the appropriate third party within 5 (five) days of receiving the forms.
- All Leave types are adjudicated by a third party who will review the documentation provided and adjudicate whether the employee is qualified based on the Leave Criteria. Employees are required to comply with all requests from the third party within stated timeframes.
- Employees who do not follow the procedures outlined in the application packages or policy guidelines will be subject to discipline in accordance with attendance or non-compliance guidelines.
- If the Leave ceases or is denied by the third party, Associates are expected to return to work immediately or apply for an alternate Leave type.

##### **TYPES OF LEAVES**

###### **1.0 EMERGENCY ABSENCE**

Emergency absence is an absence of short duration granted for minor illness, bereavement in the immediate family, or other compelling personal reasons. Emergency absence will not exceed five (5) consecutive workdays.

###### **2.0 WSIB – OCCUPATIONAL MEDICAL LEAVE**

The Workplace Safety and Insurance Act (WSIA) is a legislated benefit for all Associates, regardless of status, who become injured or develop an occupational illness during the normal course of their work duties. The Workplace Safety and Insurance Board (WSIB) adjudicate all WSIB claims.

## Employment, continued

### Disability and Medical Leaves, continued

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Procedure, continued

***Employee Accountabilities:***

- To inform their Supervisor immediately if they become injured/ill due to work and to assist their Supervisor in the completion of the Incident Report.
- To have the WSIB Form 8 (Health Professionals Report) completed by their treating physician upon seeking medical treatment and returned to the Supervisor by end of shift or no later than twenty-four (24) hours after the incident.
- To comply with all requests from WSIB within established timeframes and to work with Heartland Forest to establish an early and safe return to work program, including suitable Work Accommodation Plan, if required.
- To notify Heartland Forest of any further absences related to an occupational incident and provide supporting documentation within five (5) business days.

***Management Accountabilities***

- To comply with procedures for incident investigation and Return to Work.
- To process payment for the full scheduled shift on the first day of occupational injury/illness if an employee is unable to complete the scheduled shift.

#### **3.0 SHORT TERM DISABILITY LEAVE (STD)**

Not currently provided as a benefit.

#### **4.0 LONG TERM DISABILITY LEAVE (LTD)**

Not currently provided as a benefit.

#### **5.0 MEDICAL LEAVE**

Medical Leave is a benefit that provides unpaid time off for permanent part time or full time employees who are not eligible for WSIB. The maximum duration of the Leave is 24 months if the employee cannot perform the duties of the job and is under the active care of a qualified physician. A third party will adjudicate all Medical Leaves.

***Employee Accountabilities:***

- To notify their Manager that they are applying for a Medical Leave of Absence immediately, or as soon as they have been absent for five (5) days or five (5) shifts, whichever comes first.
- To comply with all documented deadlines and requests, failing which the employee may be considered non-compliant.



## Employment, continued

### Disability and Medical Leaves, continued

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Procedure, continued

#### **6.0 ORGAN DONOR LEAVE**

Organ Donor Leave is an unpaid, job protected Leave for up to thirteen (13) weeks, for the purpose of undergoing surgery to donate all or part of certain organs to a person. Any person who has been employed by Heartland Forest for at least thirteen (13) weeks, regardless of employment status, is entitled to Organ Donor Leave. Generally Organ Donor Leave begins on the date of surgery. It may begin on an earlier date as specified in a certificate issued by a legally qualified medical practitioner.

#### ***Employee Accountabilities:***

- To provide two (2) weeks written notice, except in the case of an emergency, that includes the following: medical documentation confirming the employee is donating all or part of an organ (kidney, liver, lung, pancreas or small bowel) to an individual; the date the Leave is to begin; and the expected date of return to work.
  - To return to work after the Leave has expired. If the employee is still medically disabled at the end of thirteen weeks, the employee is entitled to extend the Leave for the time specified by the treating physician up to an additional thirteen (13) weeks. The maximum amount of time allowed for Organ Donor Leave is 26 weeks.
  - To provide written notice at least two (2) weeks before the date the employee wishes to return, if the employee wishes to end the Leave early.
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## Conditions of Employment

### Conflict of Interest

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#### Purpose

Conflicts of interest may take various forms and may arise in various contexts. In essence a potential conflict of interest will exist whenever a team member of Heartland Forest is in a position to influence in ways that could lead to personal gain for the team member or a related party, or give improper advantage to others, to the detriment of Heartland Forest or our partners.

The purpose of this policy is to ensure that:

- all affairs of Heartland Forest are conducted in a manner that is free of actual and apparent conflict of interest and maintains the trust of the community
- at all times all team members of Heartland Forest act with integrity and adhere to the highest ethical standards;
- the integrity of all team members is protected in the performance of their obligations and functions;
- all team members can identify actual or apparent conflicts of interest; and
- all actual and apparent conflicts of interest are properly managed in keeping with the law and best practices.

The policy also recognizes that the existence of a potential conflict situation does not necessarily connote misconduct or preclude the involvement of a member in the situation in which the conflict has arisen – provided the conflict is recognized, disclosed, assessed and addressed. However, it must be recognized that not all conflicts of interest, even if disclosed in a timely manner, will be permitted.

#### Policy

Heartland Forest must pursue its mission in a manner that advances its goals, protects the integrity of all it does and maintains the confidence of all professional and community partners, its granting agencies and its public and private sponsors, in an environment in which there is both increased attention to conflict of interest and an increase in apparent conflict situations.

Trust is fundamental to the effective operation of Heartland Forest. The expectation is that all team members will conduct themselves with integrity in accordance with the trust and confidence that is given them.

#### Procedure

1. A team member, immediately upon becoming aware of a Conflict of Interest, shall make written disclosure of the facts material to the Conflict of Interest to his or her Manager or the Executive Director.
2. If a team member is uncertain as to whether he or she is, or will be, in a Conflict of Interest with regard to some matter, the team member shall consult his or her Manager or the Executive Director to clarify the issue.
3. The Executive Director will consult with the Management Team and Board of Directors as needed to determine a solution.

## Compensation

### Overtime

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#### Policy

Heartland Forest' non-exempt Team Members, that is, non-management, non-supervisory, and administrative Team Members will receive overtime pay for all hours worked in excess of his/her regularly scheduled work week, after they have worked forty four (44) hours per week, as provided under the Employment Standards Act.

#### Procedure

##### DEFINITIONS

- 1.1 Exempt Team Members** – Management or Supervisory Team Members
- 1.2 Non-Exempt Team Members** – Non-Management or Non-Supervisory Team Members.

##### OVERTIME FOR NON EXEMPT TEAM MEMBERS

- 1.3** In accordance with the *Employment Standards Act*, “unless a contract of employment or a collective agreement states otherwise, an employee doesn’t earn overtime pay on a daily basis by working more than a set number of hours a day”. Overtime is calculated only:
  - 1.3.1** On a weekly basis; or
  - 1.3.2** Over a longer period under an averaging agreement.
- 1.4** Non-Exempt Team Members are paid 1.5 times their regular rate of pay for hours worked in excess of 44 hours per week. If the Team Member has signed a 10 or 12 Hours of Work Agreement Form, he/she will be paid 1.5 times the regular rate of pay for all hours worked in excess of his/her regularly scheduled work week, be it 8, 10 or 12 hours per day.
- 1.5** Non-Exempt Team Members accrue 4% vacation pay on overtime hours worked, which is paid out when the Team Member takes their vacation time.
- 1.6** All overtime must be approved by the Department Manager or designate. A Team Member is never authorized to work beyond his/her scheduled hours of work without prior approval.
- 1.7** In the event a Team Member switches shifts with another Team Member, and this switch results in the Team Member working in excess of 44 hours per week, the Department Managers’ approval is required.
- 1.8** Team Members cannot waive their right to overtime by signing a consent form. Each work week stands alone for overtime purposes.
- 1.9** Under the *Employment Standards Act* “Managers and Supervisors don’t qualify for overtime if the only work they do is managerial or supervisory. Even if they perform other kinds of tasks that aren’t managerial or supervisory, they don’t get overtime pay if these tasks are performed only on an irregular or exceptional basis.”
- 1.10** Overtime is paid in quarter hour increments.
- 1.11** The opportunity to work overtime will be awarded fairly.

## Compensation

### Statutory Holidays

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#### Policy

Heartland Forest recognizes ten statutory holidays (public holidays) each year. Payment for these holidays and the scheduling of time off in observance of these holidays is described below. This standard and procedure applies to all full-time, part-time, casual and seasonal Team Members.

#### Procedure

Recognized Holidays: The following holidays are:

New year's Day  
Family Day  
Good Friday  
Victoria Day  
Canada Day  
\*Civic Holiday  
Labour Day  
Thanksgiving Day  
Christmas Day  
Boxing Day

\*non-statutory holiday

#### Eligibility for Paid Holidays – Hourly Team Members

- 1.1 As per the *Employment Standards Act*, Team Members qualify for the public holiday entitlement unless they:
  - 1.1.1 Fail without reasonable cause to work all of their regularly scheduled days of work before and/or after the public holiday; or
  - 1.1.2 Fail without reasonable cause to work their entire shift on the public holiday if they agreed to or were required to work that day.
- 1.2 As per the *Employment Standards Act*, A Team Member who doesn't meet either of the above criteria is entitled to be paid premium pay for every hour he/she works on the holiday.
- 1.3 Qualified Team Members can be full-time, part-time, or on contract. They can also be students. It doesn't matter how recently they were hired, or how many days they worked before the public holiday.
- 1.4 When a Team Member is on a leave or layoff or on vacation – if they worked the scheduled day of work before and after the leave, they will be entitled to the paid public holiday.

## Compensation, continued

### Statutory Holidays, continued

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Procedure, continued

#### Calculation of Holiday Pay

Calculation of HOLIDAY PAY is based on the number of hours worked in the 20 days (4 weeks) prior to the Holiday, divided by 20 to give the *average* hours per day worked in this 4 week period.

1.5 For Hourly Team Members who **DID NOT WORK** on the Holiday, the pay-stub will show payment for the holiday as:

**STAT 1.0** and the number of hours paid according to the average for the past four weeks.

1.6 For the Hourly Team Members who **WORKED MORE** hours on the holiday than their average, the pay-stub will show:

**STAT 1.5** the PREMIUM PAY at time and one half for the hours worked on the holiday

**HOLIDAY** the HOLIDAY PAY average hours at regular pay

1.7 For Hourly Team Members who **WORKED LESS** hours on the holiday than their average, the pay-stub will show:

**STAT 1.0** the difference between the average and the hours worked on the holiday

**STAT 1.5** the PREMIUM PAY at time and one half for the hours worked on the holiday

**HOLIDAY** the HOLIDAY PAY hours at regular pay

Adding STAT 1.0 and HOLIDAY together will give you the average hours paid for the holiday.

#### Holiday Listing and Scheduling

1.8 Heartland Forest will post a listing of the days on which Holidays will be observed prior to the beginning of the calendar year. In areas where the regular workweek is Monday through Friday, the Holiday will be observed on the Friday prior to, if it falls on a Saturday, or on the Monday after it falls on a Sunday. All other areas will observe the holiday on the date of the holiday.

## Compensation, continued

### Statutory Holidays, continued

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Procedure, continued

#### **Eligibility for Paid Holidays – Salaried Team Members**

- 1.9** Salaried Team Members who work on a statutory holiday will be given a day off in lieu. When the holiday falls on a regularly scheduled day off, a day in lieu will also be provided. The Lieu day must be taken within eight (8) weeks from the date of the holiday. They may be taken consecutively with regular days off. Under the *Employment Standards Act*, a lieu day must be scheduled for a day that is no later than three months after the public holiday for which it was earned.
- 1.10 Attendance Sheet Procedure**
- 1.10.1** If the Salaried Team Member does not work on a statutory holiday, an “H” should be entered on the salaried attendance sheet for the day of the holiday.
- 1.10.2** If the Statutory holiday falls on a day off, an “O” should be entered on the salaried attendance sheet for the day of the holiday. A lieu day will be banked for the Team Member.
- 1.10.3** Once the Team Member takes the lieu day, an “L” should be entered on the salaried attendance sheet for the day of the lieu day was taken. The holiday the lieu day represents must also be included on the salaried attendance sheet.
- 1.10.4** It is the responsibility of the Team Member and his/her Manager to track these days.
- 1.10.5** Lieu days will be used prior to taking compensating days.

NOTE: A maximum of two (2) compensating days and/or two (2) lieu days can be attached to your regular days off (total of four (4) consecutive days off).

Lieu day accrual will only be paid out upon employment termination.

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