



Town of Onoway

Administrative Policy

Number	Title			
A-HUM-COD-1 (3.26)	Human Resources Code of Conduct			
Approval	Originally Approved		Last Revised	
(CAO initials)	Resolution No:	228/15	Resolution No:	473/18
	Date:	June 4, 2015	Date:	Dec. 19, 2018

POLICY STATEMENT

To create, provide and maintain an equitable, positive, safe and rewarding work environment for all employees.

PURPOSE

1. To promote and maintain a harmonious and co-operative relationship between the Employer and Employees.
2. To document personnel practices and policies of the Town of Onoway.
3. To ensure there is a clear understanding of the terms, conditions and requirements governing employment with the Town.
4. To provide for the safety and welfare of the Employees, the economy of operation, protection of the property and welfare of the public and the Employer.
5. To provide a fair and effective system of personnel administration.
6. To assist the Town in providing quality service to the ratepayers and residents of the Town.

PRINCIPLES

2.1 Employee Hiring

1. Council shall manage and conduct the hiring process for the position of Chief Administrative Officer.
2. The Chief Administrative Officer is responsible for recruitment and hiring of all Employees that report to the CAO.
3. Department Managers are responsible for recruitment and hiring of their department Employees.
4. Equal opportunity for employment will be provided to all qualified candidates.
5. Job offers shall be contingent on the applicant's agreement to the offer, acknowledgement of company policies, successful reference and background checks, and any other condition applicable to the position that are required of the Employee. (i.e. criminal record check, driver's abstract).



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Relatives of Employees, Chief Administrative Officer (CAO) or Council may be considered for temporary employment with the Town provided they:

- have made application for employment through the regular process;
 - have been considered in accordance with established employment policies and procedures;
 - possess the necessary qualifications;
 - are considered to be the most suitable candidate;
 - are not supervised by, or work directly with, their immediate family member.
6. All documentation required for a new Employee must be completed and submitted prior to the Employee beginning employment.
 7. Offer letters will include any terms and conditions of employment.

2.2 Orientation

1. Employee orientation will be provided, and will include review of Town policies, rules and regulations, and other job-specific information designed to assist the Employee in their duties.
2. Adolescent and young workers (18 and under) will be provided with further orientation, if required as per Alberta *Employment Standards Act*.

2.3 Probationary Period

1. A new Employee will be on Probationary Period for six (6) months. This period and any extensions should be referred to as the "Probationary Period".
2. The Town, without notice or payment in lieu of notice, may terminate employment during the Probationary Period.
3. An Employee who is promoted or is selected for employment via an internal transfer shall serve a three (3) month Probationary Period before appointment is made permanent. In the event the Employee is not successful in the new position after Probationary Period, and their old position has been filled, the Employee may be terminated by way of reasonable notice or payment in lieu thereof as required by law.
4. Department Managers and/or the Chief Administrative Officer may extend Probationary Period an additional three (3) months if warranted or required.

2.4 Performance Management

1. The Town is committed to continuous Employee performance management and development.
2. All Employees and Department Managers may be subject to annual performance reviews, at the discretion of the Chief Administrative Officer.
3. Ongoing Employee performance reviews are based on a calendar year of January 1 to December 31.



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2.5 Ending Employment

1. Termination of employment may take place upon the initiation of either the Town or the Employee.
2. Termination by the Employer or the Employee will be consistent with the Alberta Employment Standards Code and the Employees employment offer letter.

2.6 Personnel Record Documentation

1. Individual personnel files shall be established on all Employees and kept up to date and maintained by the Chief Administrative Officer or designate as part of the payroll records. Personnel files shall be reviewed every year to ensure up-to-date information and records are on file (i.e. certification, tax forms, etc.).
2. An Employee's file shall be established at the date of employment and permanently retained by the Town as per the Town's records retention policy.
3. Each Employee's individual personnel file shall contain all pertinent documents relating to the Employee's status and job performance.
4. Employees have access to their own personnel files, with the exception of confidential reference letters. It is the responsibility of the Employer to ensure that personnel records contain all current Employee development information.
5. No Employee other than the Chief Administrative Officer or Department Manager of the Employee shall be permitted to examine any personnel file other than their own.
6. Any release of information will be provided only with the expressed written consent of the Employee and in compliance with the *Alberta Freedom of Information and Privacy Act*.

2.7 Employee Reservations

1. Employees recognize the right of the employer to hire, discharge, promote, demote, transfer, suspend, or otherwise discipline any employee subject to the terms of this policy
2. Employees further recognize the undisputed right of the employer to operate and manage its business, in all respects, in accordance with its obligations and to make and alter from time to time, rules and any regulations to be observed by the employees.
3. The Employer, in terminating the employment of permanent employees, shall provide notice or pay-in-lieu of notice in accordance with the Employment Standard code and as per the Town's Employment Offer Letter. Notice is not required where an employee is terminated for "just cause".
4. Promotions and lay-offs shall be made on the basis of ability and merit of the employee. Length of service need not be a consideration.
5. The employer agrees not to discriminate against any employee on the basis of race, creed, color, religion, sex or age.



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6. The employer in its sole discretion, and in the interest of safety, retains the right to require drug and alcohol testing should they feel that there is just cause and that the employees are unable to safely perform their duties.

Legal References: Alberta Employment Standards Act, Alberta Employment Standards Code

Cross References:

Revisions:

Resolution Number	MM/DD/YY

**ALBERTA BEACH
PERSONNEL POLICY HANDBOOK**

Policy: P.6.1 EMPLOYEE CONDUCT & WORK RULES

1. Employees not adhering to Policies contained within the policy manual are liable to disciplinary action.
2. Cause for action – any employee who:
 - a. gives false statement
 - b. continually is tardy
 - c. is lacking in job performance
 - d. blatant, willfull abuse of Village equipment
 - e. is caught fighting
 - f. is guilty of sexual harassment
 - g. is guilty of discrimination
3. Disciplinary action could be:
 - a. a recorded caution
 - b. suspension with or without pay
 - c. placement on probation
 - d. discharge
4. Terminations are an inevitable part of personnel activity within any organization. Below are some examples of some of the most common circumstances under which employment may be terminated for just cause:
 - i. Alcohol or Drug consumption on the job.
 - ii. Theft
 - iii. Insubordination
 - iv. Harassment

Date Approved: January 1, 2008

**ALBERTA BEACH
PERSONNEL POLICY HANDBOOK**

Policy: P.6.2 FORMAL COMPLAINT PROCEDURE

1.
 - (a) Any employee who feels that he/she has been unjustly dealt with shall, in writing, submit to his/her Manager, a report of the grievance.
 - (b) If the Manager is unable to resolve the grievance, the grievance shall be submitted to the C.A.O.
 - (c) If the C.A.O. is unable to resolve the grievance, the grievance shall be submitted to the Village Council at the "In Camera" portion of the Council Meeting.
 - (d) Should the staff member feel that they have not be given fair action or fair dealings of the complaint and feel the complaint has not previously been to or through Council they will put complaints and concerns in writing and direct one copy to the persons involved and a copy to Council. **No verbal complaints** regarding employees will be heard by Council Members.
 - (e) A decision shall be made by the Council as soon as possible. A written decision shall be given to the employee within seven days after the decision of the Council.
2.
 - (a) Whenever a department manager deems it necessary to reprimand an employee in a manner indicating that dismissal may follow any repetition of the act complained of or omission referred to, or may follow if such employee fails to bring his work up to a required standard by giving a date, the supervisor shall within three days thereafter give written particulars of such censure of the employee involved with a copy to the employer through the C.A.O.
 - (b) The department manager shall have the authority to suspend an employee for a continuous period of up to three (3) days. Any such suspension shall be reported to the C.A.O. without delay.
 - (c) If the department manager feels dismissal should follow the suspension, the supervisor is required to meet with the C.A.O. to advise of the circumstances.

Date Approved: January 1, 2008

**ALBERTA BEACH
VILLAGE POLICIES**

POLICY: G.3.2 EMAIL & INTERNET USE POLICY

Overview: Alberta Beach understands the importance of technology resources to enhance the operations of the Village. This policy sets out standards to regulate the use of hardware, software and personal devices while representing Alberta Beach.

1. PURPOSE

The purpose of this policy is to set out guidelines and to promote a high level of responsible behaviour in connection with the use of Alberta Beach Internet and email technology resources. This policy is meant to accomplish the following goals:

- a) To protect the reputation and resources of Alberta Beach, its customers, and the Internet/e-mail communities at large, from irresponsible or illegal activities;
- b) To ensure privacy, security and reliability of Alberta Beach's network and systems as well as the systems of Alberta Beach's clients and taxpayers;
- c) To establish guidelines for the acceptable use of Alberta Beach's IT resources;
- d) To define generally those actions which are considered abusive and prohibited; and
- e) To outline procedures for handling and reporting abuse of email and internet use to Alberta Beach.

2. SCOPE

This policy also applies to:

- a) All Electronic Messages created, received and maintained, under the custody and control of, or destroyed by Alberta Beach Council, Staff, or Agents from the effective date of this Policy;
- b) All Alberta Beach Staff, Councillors and Agents who have an electronic messaging account on an Alberta Beach IT resource system; and
- c) The use of personal email and other messaging systems where Alberta Beach business is conducted.

3. POLICY STATEMENT

Information technology resources are provided to Council Members, Staff and Agents to enhance the communication and productivity of Village operations, and to aid Council Members in addressing the needs and concerns of their constituents.

- a) Council Members, Staff and Agents are expected to use information technology resources (personal or otherwise) in an appropriate manner as defined in this Policy.
- b) Any use of Alberta Beach's IT resources that violates this Policy will be considered to be misconduct. Violations may be reviewed and may result in action being taken, up to and including loss of use of Alberta Beach's technology resources, seeking restitution, civil action, criminal prosecution, termination, or any combination thereof.

3.1 General Policy Principles

This Policy is based on the following principles:

- a) Alberta Beach recognizes that electronic messaging systems are everywhere in today's world and an integral part of sharing information and making decisions;
- b) Alberta Beach is mandated, through the *Municipal Government Act, R.S.A. 2000, Chapter M-26* and the *Freedom of Information and Protection of Privacy Act, R.S.A.*

- 2000, Chapter F-25 thereto with and any amendments respect to the access to, gathering, use and disclosure of information, to preserve the Records in its custody and control;
- c) Records that are created, received, stored and transmitted via electronic messaging systems may qualify as Official Records, and in those cases must be retained by Alberta Beach; and
 - d) Electronic messages that qualify as Official Records must be maintained.

3.2 Alberta Beach's e-mail and Internet resources are business systems for use by authorized Alberta Beach staff to conduct legitimate Village business only. Use of internet/e-mail connection for any purpose that is not related to Village business is prohibited during working hours. Some incidental and occasional personal use of these systems is permitted during regularly scheduled breaks subject to the sections below.

3.3 Although Alberta Beach respects the privacy of its staff, employee privacy does not extend to the staff's use of Alberta Beach's e-mail and Internet systems. Internet and e-mail use may be monitored from time to time, without notice, to evaluate customer service and to determine how the system is being used. Alberta Beach staff should not expect privacy when using IT resources. All monitoring of electronic systems shall be conducted by the CAO or designate who will log and audit Internet usage to ensure compliance with this policy. All IT resource communications and information downloaded from the Internet constitute municipal property.

4. DEFINITIONS

"Agent" shall include Alberta Beach Campground Managers, Alberta Beach Development Officer and any other person who has been given an Alberta Beach email account.

"Alberta Beach" shall mean the Municipal Corporation of Alberta Beach.

"Alberta Beach Staff" or "staff" means any individual employed or contracted by Alberta Beach. For the purposes of this Policy, this also includes Members of Council who are generally excluded from this definition and overall consideration in this Policy, except where they create, receive, or maintain electronic message Records that relate to Village matters. In those specific cases, Members of Council may be interpreted as "Alberta Beach Staff" insofar as this Policy is concerned.

"Electronic Message" means any form of information or Record created, stored on, received, or transmitted through an electronic or digital messaging system, along with any attachments (e.g., word processing documents, PDFs, etc.). Electronic messages include emails, text messages, personal messages (Short Messages Service or PINs), voicemails and messages via applications (e.g., Skype, Facebook, Messenger, and Twitter). Under applicable legislation, Electronic Messages can constitute Records as defined by this Policy.

"IT Resources" includes all: computer software, hardware and equipment owned or issued by the Village, including desktops, laptops, tablets, notebooks, servers or smart phones; telephones (including IP, cellular or traditional phones), and other audio/voice devices and networks, including voicemail; video conferencing systems and equipment; scanners, printers and fax machines and peripheral devices and removable media associated with the computer (such as USB drives, CDs, DVDs, etc.); transmission methods and services employed or contracted by the Village; computer hardware and equipment, including wired, wireless and cellular networks,

whether accessed from within the Village's premises or elsewhere; Internet and e-mail systems; data, information and other work products such as computer programs, databases, spreadsheets, etc., created and/or maintained in using these IT resources; and Municipal related data and information that is accessed, stored, created, processed, transmitted or filed in a personal electronic device.

"Members of Council" includes any elected official of Alberta Beach and any other individual Council Members have authorized to access and use Village technology resources on their behalf.

"Misconduct" any use of the Village's IT resources that violates this policy.

"Official Record" means a record that documents a business transaction, activity or decision and had enduring value. Official Records may set policy or procedures, or be required for legislative, regulatory, legal, fiscal or operational purposes. Examples of Official Records are documents that: initiate, authorize, approve or complete a business transaction; provide advice or recommendations to support decisions; commit Alberta Beach to an action or expenditure; or relate to interactions or communications with external third parties.

"Record" means information and documentation created, modified and/or received by Alberta Beach during the course of business operations, and that is kept, used and maintained for a period of time. A Record may be in physical or electronic format or some other medium and will be handled in accordance with the categorization assigned to them.

"Transitory Record" means a Record that does not document a business transaction, activity or decision and has only temporary value. Transitory Records do not set policy or procedures, and are not required for legislative, regulatory, legal, fiscal or operational purposes. Documents that are needed for a limited time to complete a routine action or to prepare an Official Record are considered transitory and can be destroyed when the accuracy or completeness of the action has been verified or deemed correct. Some examples include the following: personal messages, miscellaneous notices, messages on upcoming special events, minor administrative details, convenience or duplicate copies of Official Records, publications and manuscripts, unsolicited advertising, and preliminary drafts which do not introduce significant changes in preparation of a final document and do not document official decisions.

5. GUIDELINES FOR USE OF ALBERTA BEACH IT RESOURCES

5.1 General Principles

- a) **Use:**
Village technology resources must be used only for their intended purpose, as described in the Guidelines for Use related to this Policy.
- b) **Complying with Existing Laws and Village Policies:**
Technology resources must be used in activities in compliance with all applicable laws or regulations, including without limitation those at the federal, provincial, municipal levels; those civil laws in force between vendor and purchaser of technology resources, or any and all Village policies.
- c) **Freedom of Information/Protection of Privacy:**
Village technology resources are to be used in a manner consistent with the provisions of the *Freedom of Information and Protection of Privacy Act*, R.S.A. 2000, Chapter F-25 thereto with and any amendments respect to the access to, gathering, use and disclosure of information.

- i. Councillors and Staff shall not use information gained through their positions for any private or personal benefit or gain.
- d) **Preserving Assets:**

Village technology resources are valuable assets. Technology resource users are expected to exercise reasonable care to prevent abuse to or excessive wear of Village technology resources.
- e) **Internet\Email Safety:**

Do not open, download, or execute any unexpected or suspicious files or email attachments unless you know what it is and can verify the sender's email, even if it appears to come from a friend or someone you know. If in doubt, call the sender to verify.

 - i. These files or attachments may execute a disguised program (malware, adware, spyware, virus, etc.) that could damage or steal your data.
 - ii. Never share passwords or login information, except as outlined in this policy.
- f) **Email Addresses:**

Alberta Beach email addresses are issued for all departments. Alberta Beach Council Members will have the option of being issued an Alberta Beach email address to conduct village business and to have their contact information posted on the village website and listed on their business cards. Alberta Beach email addresses issued to Councillor's will be de-activated once they no longer serve on Council.
- g) **Email Passwords:**

All passwords created by users or issued by the Village for any village email address account must be submitted to the CAO to keep on file with the exception of Council email addresses. Councillors will be responsible for their individual email accounts and Councillors no longer serving on Council will have their email address de-activated.
- h) **Electronic Communications:**

All files and electronic communications, including email, Internet and web content systems, created on, generated by or transmitted through the village's IT Resources are deemed to be the property of Alberta Beach. In addition, any village related data and information that is accessed, stored, created, processed, transmitted or filed in a personal electronic device or personal electronic messaging is deemed to be the property of Alberta Beach.

5.2 Use of Village Technology Resources for Personal Purposes

Occasional or incidental personal use of Village technology resources is permitted, provided such use does not:

- a) Violate any aspect of this policy;
- b) Adversely affect the availability of Village technology resources for the Village's business purposes;
- c) Adversely affect an individual's performance of duties and responsibilities;
- d) Include business activities (i.e. profit and not-for-profit) unrelated to municipal services;
- e) Include accessing information for personal gain or advantage that the average citizen could not obtain from the Village.

5.3 Internet (Web) Access with Village IT Resources

Members of Council and Staff have a responsibility to use technology resources including the Internet in a professional, lawful and ethical manner. Alberta Beach believes that the interests of the Village with respect to its Internet presence are best served by maintaining

professional rules of conduct. The use of Internet for unlawful purposes including, but not limited to, copyright infringement, forgery, impersonation, and computer tampering (e.g. spreading viruses) is strictly prohibited.

5.4 Uses

In addition to specific examples outlined in other sections of this Policy, unacceptable use of Village technology resources includes, but is not limited to, knowingly or intentionally doing or allowing any of the following:

Accessing, displaying, uploading, downloading, viewing, reading, transmitting, circulating, saving, storing, distributing or possessing any form of material of a nature that is pornographic or sexual; obscene, lewd, offensive, or harassing; promotes violence, hatred, abuse or neglect.

6. Guidelines for use of Personal Devices

6.1 Use of Personal Devices and/or electronic messaging for Village Duties & Responsibilities:

- a) All electronic transmissions of records, including personal information, shall be in compliance with the *Freedom of Information and Protection of Privacy Act*, R.S.A. 2000, Chapter F-25 and any amendments thereto Freedom of Information and Protection of Privacy Act and any applicable Village policies, procedures, and standards.
- b) Private messaging services (ie. Messenger or personal email accounts etc) being used for council business are subject to FOIP.
- c) Although Alberta Beach respects the privacy of Council Members and its employees, Council and employee privacy does not extend to Council's and employee's use of Alberta Beach's e-mail and Internet systems. All email communications and information downloaded from the Internet constitute municipal property.

7. Responsibilities

The Chief Administrative Officer (CAO) or designate is responsible for administering this policy within the standards established.

DEPARTMENT: ALL DEPARTMENTS AND COUNCIL

ADOPTED AND APPROVED BY COUNCIL: SEPTEMBER 21, 2021

RESOLUTION #142-21

Policy: G.2.6. SOCIAL MEDIA POLICY

PURPOSE:

The purpose of this policy is to establish the principles expected of all employees and Councillors when utilizing social media on behalf of Alberta Beach.

POLICY STATEMENT:

Alberta Beach values and encourages communications with its residents and businesses, and supports utilizing social media as an additional communication tool for information sharing and dialogue, and to achieve business goals and objectives.

DEFINITIONS:

"Social Media" forms of electronic communication through which users create online communities to share information, ideas, personal messages and other content (Meridian Webster Dictionary) include but are not limited to: Facebook, Twitter, LinkedIn, FourSquare, MySpace.

SCOPE:

This policy covers all individuals working at all levels, including senior managers, officers, employees, trainees, part-time and fixed-term employees and Councillors. All staff and Council are expected to comply with this policy at all times to protect the privacy, confidentiality, and interests of Alberta Beach, our services and employees.

MANAGEMENT RESPONSIBILITIES:

Council is responsible for implementing, monitoring, and evaluating this policy.

STANDARDS:

1. ESTABLISHING ALBERTA BEACH'S SOCIAL MEDIA PRESENCE

- a. The development, implementation and usage of social media will be managed by the administration department and overseen by the C.A.O. and Alberta Beach Council.
- b. The Alberta Beach website will remain the primary web presence, social media sites will be used to enhance the Villages' website.
- c. The administration department will have 2 municipal administration staff members with access to Alberta Beach social media channels.

2. PARTICIPATION

- a. The administration department will post information via the Village's social media channels to ensure that messages are simple and engaging, and where appropriate, link the reader to the Village's website for more information.
- b. Employees interested in engaging in social media on behalf of Alberta Beach must consult with the C.A.O. and outline the need and purpose.
- c. All employees, whether representing Alberta Beach via the Village's social media outlets, or engaging in discussion on the Village's social media outlets using their own personal social media accounts are expected to conduct themselves professionally.

3. VISUAL IDENTITY STANDARDS

- a. Each social media site will include an introductory statement confirming it is maintained by Alberta Beach and have contact information displayed prominently.
- b. Each social media site will include an introductory statement confirming the purpose and scope of the site as well as posting guidelines (where appropriate).

4. GUIDELINES

- a. The Village's social media sites will only be used:
 - i. for outgoing communication and information only;
 - ii. to promote Alberta Beach in a positive manner;
 - iii. to post information to residents and businesses as items arise; and
 - iv. to post photos from any event that has given signed authorization due to Freedom of Information and Protection of Privacy Act (F.O.I.P.).
- b. The Village's social media sites will not be used:
 - i. to post, upload, forward or post a link to chain mail, junk mail, cartoons, jokes or gossip;
 - ii. to post inflammatory comments, disparaging remarks, negative or inappropriate language or sexual innuendoes; and
 - iii. to promote any illegal or criminal activity.

APPROVED: JUNE 17TH, 2014

CODE OF ETHICS & COUNCIL - TOWN MANAGER COVENANT

SECTION: Administration / Council

DEPARTMENT: Administration

COUNCIL APPROVAL DATE: December 21, 2021

POLICY STATEMENT

The Town of Bon Accord maintains certain policies to guide Council, appointed municipal board members and employees with respect to conduct expected in areas where improper activities could damage the reputation of the Town of Bon Accord.

The purpose of the Code of Ethics is to affirm, in a comprehensive statement the required standards of conduct and practices for the Mayor, all Councilors, Council appointed municipal board members and employees.

The purpose of the Council - Town Manager Covenant is to outline the roles and responsibilities of Council and the Town Manager respecting the activities of the Town of Bon Accord. It also forms the basis of the relationship between the Council and the Town Manager. By signing the document, each Councillor and the Town Manager agrees to adhere to the expectations laid out in the Covenant.

PURPOSE

To establish the Town of Bon Accord Code of Ethics and Council - Town Manager Covenant within Policy.

SCOPE

This policy will be enacted on a case-by-case basis.

PROCEDURES

1. The Council -Town Manager Covenant (Schedule "A") will be executed by the Mayor, each member of Council and the Town Manager. A signed copy will be placed in the Policy Manual, with the minutes of the Council meeting where the Covenant was executed and within each respective personnel file.
2. The Council - Town Manager Covenant will be placed on each Organizational Meeting agenda following a general municipal election and further that it be brought before Council again after any by-election or when any new Town Manager is hired.
3. The Mayor, each Councillor and employee shall execute the Municipal Code of Ethics (Schedule "B"). A signed copy shall be included in the Policy Manual with the minutes of the Council meeting where the Municipal Code of Ethics (Schedule "B") was executed and within each respective employee personnel file.
4. Appointed members at large on a municipal board will execute the Board Member Code of Ethics (Schedule "C"). A copy will be kept in the general board membership files.

Schedule "A": Council - Town Manager Covenant

Schedule "B": Municipal Code of Ethics (Council and Employees)

Schedule "C": Board Member Code of Ethics (Community Services Advisory Board Members)

ADDITIONAL REFERENCE

Council Code of Conduct Bylaw

Schedule "A"**THE COUNCIL - TOWN MANAGER COVENANT****WE, AS MEMBERS OF COUNCIL, WILL:**

- Carry out our responsibilities as set out in the applicable legislation to the best of our abilities.
- Make decisions which we believe to be in the best interest of our citizens, understanding that, once a decision has been made by Council resolution, that decision becomes a decision of Council.
- Review the background information and advice made available to us by the administration prior to rendering a decision.
- Seek further input when we are unsure of the issues or uncertain as to the preferred course of action.
- Refer any complaints, either written or verbal, about the decisions of Council or the actions of administration, to the Town Manager for review, comment, and follow-up (as appropriate).
- Refrain from making any commitments on behalf of Council to individual citizens or groups other than to take the request up with the Council or Town Manager and to respond appropriately.
- Seek to participate actively in the decision-making process.
- Refrain from any public or private criticism of our administration wherein individual employees are identified.
- Act as good stewards of the municipality and as public servants of our citizens through ethical conduct.
- Provide effective leadership through guiding the corporation and the municipality through annual or longer-term goals and priorities, through the budget approval process and by agreeing to reasonable policies which reflect, in our views, the best interests of a majority of our citizens.
- Ensure that we formally evaluate the performance of the Town Manager at least once annually and involve the Town Manager in this process so as to ensure a full understanding of the Council's candid assessment.

Signatures:

Mayor _____

Councillor _____

Councillor _____

Councillor _____

Councillor _____

Schedule "A"

THE COUNCIL - TOWN MANAGER COVENANT**I, THE TOWN MANAGER WILL:**

- Conduct myself as your chief policy advisor in an honest and ethical manner.
- Ensure that the Chief Elected Official and Councillors are accorded respect in all of my personal and public comments.
- Provide advice (on all issues) which is professionally sound, ethical, legal and in accordance to the policies and objectives of Council.
- Guide the actions of the administration so that they are in accordance with the policies and objectives of Council.
- Act only on the will of Council as a whole as established by the resolutions, policies and bylaws of Council.
- Forward any complaints or concerns of Council to the appropriate department and individual so that reasonable and prompt follow-up is assured.
- Ensure that Council is made aware of the full picture with regard to each issue at least to the extent that the administration is aware of such information and ensure that Council has access to the reasonable decision options as well as my recommendation as your Town Manager.
- Seek to ensure that Council is aware of any key issues as they arise and thus avoid the problems associated with surprises.
- Maintain a current understanding of the applicable legislation as well as relevant programs, policies, and initiatives of the Provincial and Federal governments.
- Admit to any mistakes of substance made by myself or my staff and take corrective action.
- Listen carefully to the concerns of Council vis-a-vis my performance and seek to improve any deficiencies on an ongoing basis.
- Ensure that all major issues are tracked in sufficient detail so as to advise Council of any progress, anticipated problems or decision points.

Town Manager Signature: _____

Schedule "B"**MUNICIPAL CODE OF ETHICS**

The Mayor, all Municipal Councillors and Employees shall maintain the highest ideals of honor and integrity in public relationships and discharge faithfully the duties of office or employment without fear or favor.

The Mayor, all Municipal Councillors and Employees shall:

- Continually strive to improve their professional ability and to encourage the development of competence of their associates in serving the municipality.
- Recognize that the chief function of a municipal councillor and employee, at all times, is service to the municipality as an organization and services to the public in a manner which is courteous, equitable, efficient and effective.
- Not conduct themselves in any way that would detract from the image of integrity or professionalism of the Town.
- Avoid any situation which could impair their judgment in the performance of their duties or give that impression to others.
- Resolve any conflict of interest.
- Not disclose to any member of the public, either verbally or in writing, any closed session or confidential information acquired by virtue of their official position.
- Not knowingly engage in any unlawful activity.
- Treat one another fairly to ensure that their work environment is free from discrimination or harassment.
- Not, in the performance of their official duties, seek personal or private gain by granting preferential treatment to any persons or accepting gifts, which are over a minimal amount (\$50.00) and this shall be reported to the employees Manager or reported to Council for the Mayor or a Council Member. Any donation over \$50.00 in value will be considered a donation to the Town and distributed during Town events.

- Not use or permit the use of government property of any kind for activities not associated with the performance of their official duties, unless they are authorized to do so.
- Not express their personal views on matters of municipal political controversy or any Town policy when such comment is likely to impair public confidence in the objective and efficient performance of their duties.
- Carry out decisions loyally, irrespective of the persons in power and irrespective of their personal opinions.

Name:

Signature:

Schedule "C"

BOARD MEMBER CODE OF ETHICS

All Community Services Advisory Board Members shall maintain the highest ideals of honor and integrity in public relationships and discharge faithfully the duties of the Board without fear or favor.

All Community Services Advisory Board Members shall:

- Carry out the responsibilities as set out in the applicable bylaws to the best of your abilities.
- Recognize that the primary function of a Board Member, at all times, is to provide service to the municipality as an organization and services to the public in a manner which is courteous, equitable, efficient and effective.
- Seek to participate actively in the decision-making process at Board Meetings.
- Not conduct themselves in any way that would detract from the image of integrity or professionalism of the Town.
- Refer any complaints, either written or verbal, about the decisions of the Board or the actions of administration, to the Chair and Recreation and Community Services Manager for review (as appropriate).
- Not disclose to any member of the public, either verbally or in writing, any confidential information acquired by virtue of their official position.
- Refrain from any public or private criticism of administration or Board Members wherein individuals are identified.
- Refrain from making any comments on behalf of the Board to individual citizens or groups other than to take the request up with the Board or Recreation and Community Services Manager to respond appropriately.
- Not express personal views on matters of municipal political controversy or any Town policy when such comment is likely to impair public confidence in the objective and efficient performance of their duties or that of the Board.
- Carry out decisions loyally, respective of the decisions made by the Board and irrespective of their personal opinions.

- Resolve any conflict between their personal or private interests and their official duties in favor of the public interest.
- Act in accordance with the Municipal Government Act as it relates to pecuniary interest. Follow the procedures as it relates to Board proceedings in accordance with the Town's Procedural Bylaw.
- Treat one another fairly to ensure that the work environment is free from discrimination or harassment.

Signatures:

Chair _____ Board Member _____

Board Member _____ Board Member _____

Board Member _____ Board Member _____

Board Member _____ Board Member _____

Board Member _____ Board Member _____

Mutual Respect

Intent

Town of Legal is committed to cultivating a welcoming workplace that is amenable to all and has adopted this policy to communicate employee expectations regarding mutual respect in the workplace.

Policy

Personal Privacy

All employees are entitled to the rights of personal privacy. Employees are under no obligation to reveal their age, race, religion, political alliances, ancestry, place of origin, ethnic origin, citizenship, creed, sex, sexual orientation, marital status, same-sex partnership status, family status, disability or the receipt of public assistance. Employees should refrain from making their religious, political or personal views that relate to sensitive topics public, as they are inappropriate topics of discussion for the workplace.

In the event that an employee feels his/her personal privacy is being intruded upon, we encourage him/her to confront the offending person and politely ask that person to cease the line of questioning. If this is not possible, and the situation is extreme in nature, then the employee should contact his/her manager to deal with the problem.

Workplace Gossip/Rumours

The spread of workplace rumours by way of gossip is strictly prohibited. This includes verbal, written and electronic communication. Workplace rumours are capable of spreading quickly and may irreparably damage the professional image or reputation of our employees, and our reputation as an employer. In some cases, workplace gossip or rumours may constitute harassment or verbal assault. Gossip and rumours in the workplace create a myriad of problems, including:

- Lost productivity and wasted time;
- Erosion of trust and morale;
- Increased anxiety among employees as rumours circulate without any clear information as to what is fact and what isn't;
- Growing divisiveness among employees as people "take sides,";
- Hurt feelings and reputations;
- Jeopardized chances for the gossipers' advancement as they are perceived as unprofessional; and
- Increased attrition, as employees leave Town of Legal due to the unhealthy work atmosphere.

To combat the spread of workplace gossip/rumours, employees should:

- Not speak or insinuate another person's name when that person is not present unless it is to compliment him/her, or make reference regarding work matters; and
- Refuse to participate in derogatory or malicious gossip or rumours.

In the event that an employee witnesses, is engaged in, or is affected by workplace gossip or rumours the employee should report the incident to management for investigation. Any employee who witnesses a workplace activity that constitutes illegal, unethical or disobedient behavior must report it to management to ensure it is investigated through the proper channels, and that appropriate corrective may be taken.

Language

Town of Legal strictly forbids the use of profane/inappropriate language on our premises. The use of profane/inappropriate language may be offensive to some employees, community members, visitors, and is generally unprofessional conduct that is unacceptable in the workplace.

Noise

Employees should avoid causing undue distractions in the workplace via excessive noise from conversations, radios or other music playing devices, computers, or video players. Excessive noise may create an unwanted distraction that could detract from the quality of work completed by other employees, and from their overall workplace experience.

Distractions

Employees should respect the work-schedules of others when engaging them in conversation or providing any type of distraction that may remove their focus from work. We ask that employees limit personal conversations to scheduled break times, or either before or after regular work hours.

Cleanliness

Employees are expected to maintain a clean workplace by tidying up after themselves whenever possible, including at their desk or workstation, and in any kitchen areas as well.

Please refer to Town of Legal's Anti-Harassment and Anti-Violence Policy for information relating to reporting harassment and violence.

Title: Code of Conduct

Policy Number: HRA401

Approval Date: June 24, 2014

Supersedes Policy Number:

SECTION A

1.0 Policy

- 1.1 It is through the commitment of employees that the Town is able to deliver quality service and maintain public trust. Town employees must be above reproach in their professional dealings and must demonstrate the highest standards of behaviour. It is with this in mind that every Town employee is expected to acknowledge and comply with a Code of Conduct.
- 1.2 No employee, or contractor whose services are retained by the Town of Morinville, shall commit or request others to commit an illegal or unethical act in the name of business efficiency, to get greater results, or for any other reason whatsoever.
- 1.3 This Code of Conduct explains expected rules of behaviour and provides guidance and recommends action so that all employees know what is expected of them. The Code of Conduct helps create an environment that encourages a standard of behaviour, promotes equality within the workplace, and encourages excellence in customer service.
- 1.4 The Code of Conduct policy shall be signed off by all employees upon commencement of employment and annually thereafter during the annual performance review process.

2.0 Definitions

- 2.1 **Conflict of Interest** exists where there is an actual or perceived incompatibility between an employee's duties and responsibilities and the private interests of the employee or relative which can include but is not limited to pecuniary interests including investments and business involvements; outside employment; service, whether voluntary or otherwise, on a board, council or committee or other organization; and personal relationships, including relatives.

- 2.2 **Electioneering** means to work for the election of a candidate or party in connection with any form of elected office, or promotion of a cause in connection with any issue.
- 2.3 **FOIP Act** means the *Alberta Freedom of Information and Privacy Act*, R.S.A. 2000, c. F-25, as amended from time to time.
- 2.4 **Personal Information** is defined in Section 1.1. (n) of the *Alberta Freedom of Information and Privacy Act*, and is recorded information about an identifiable individual, including but not limited to the individual's name, home or business address, home or business telephone number, the individual's race, national or ethnic origin, colour, religious or political beliefs or associations, the individual's age, sex, marital or family status, information about the individual's educational, financial, employment or criminal history, anyone else's opinions about the individual, etc. For a complete list, see Section 1.1. (n) of the Freedom of Information and Privacy Act.
- 2.5 **Political Activity** includes activities to:
- 2.5.1 raise and contribute money to campaigns with an aim to advance any individual's or group's interests; and
 - 2.5.2 campaign for an individual, group or furtherance of any issue.
- 2.6 **Town Assets** includes all property of the Town including equipment, financial assets, land, vehicles, material, computers, electronic mail, Internet services, information, and time in service to the Town.

3.0 Policy Statements

3.1 Employee Code of Conduct

- 3.2 **Appearances before Council:** No employee or employee agent will appear before the Morinville Town Council or its committees or boards on matters affecting an external organization if there is any involvement that could be considered a Conflict of Interest.
- 3.3 **Town Assets:** Town Assets shall be used only for the performance of Town duties or as approved in advance by the Department. Town Assets, including e-mail and Internet services, shall not be used for purposes that could be deemed as offensive or harassing, such as hate material, racial and ethnic slurs, Internet gambling and sexually explicit material. Accessing, creating, viewing, sending or downloading of these inappropriate sites will be dealt with severely. Any violation will result in discipline up to and including termination. The use of Town servers subjects the user to audit of sites visited and

emanating to and from and internet address. All Employees must safeguard their password, as they are responsible for all sites visited using their Internet access.

- 3.4 **Disclosure of Information:** The use and disclosure of information will be in accordance with the Freedom of Information and Privacy Act (FOIP).
- 3.5 **Gifts and Gratuities:** Employees shall not accept or provide any gift, benefit or exchange for special consideration or influence, or where it may be perceived to be in exchange for special treatment.
- 3.6 **Other Employment:** Employees will not engage in other Employment or behaviour that conflicts with Town duties, or impacts negatively on the Business Ethics Code or the Code of Conduct. Employees shall not engage in activities that are in competition with services provided by the Town.
- 3.7 **Personal Conduct:** Employees will perform their duties with honesty and integrity, in a manner that is helpful, respectful and courteous.
- 3.8 **Personal Gain or Benefit:** Employees will remove themselves from any decision process that may result in a personal gain or benefit. Employees will also use information collected by the Town for purposes consistent with the use for which it was collected. When Employees have access to confidential information relating to any competition open to the public, then Employees shall be ineligible to compete.
- 3.9 **Political Activity:** Employees shall not engage in any political activity or electioneering during normal working hours or at places of work.
- 3.10 **General:** A Code of Conduct cannot outline every situation or relationship that may create a conflict of interest. Each Employee must understand and be able to apply basic ethical standards.
 - 3.10.1 Everyone, at some point, may be faced with ethical dilemmas and must struggle to find an answer to what the right thing to do may be. When in doubt, employees are encouraged to direct concerns to any of the following:
 - 3.10.2 Their direct Supervisor,
 - 3.10.3 a Director,
 - 3.10.4 Human Resources, or
 - 3.10.5 the CAO.

- 3.11 Addressing Violations of the Code:** Employees who believe they may be in violation of the code must address the situation and make a full and prompt disclosure to their supervisor. Any suspected non-compliance by another employee must also be reported to the appropriate supervisor, in accordance with the Reportable Concern Policy.

4.0 Accountability

- 4.1** Council delegates full authority to the Chief Administrative Officer to obtain, organize, assign and retain the human resources required for the successful operations of the Town. The Chief Administrative Officer is responsible for Human Resources policies as required for the Town. The Chief Administrative Officer is the sole employee of Council and is responsible for administering the municipality within the governance policies approved by Council. The authority of the Chief Administrative Officer is established by Town Bylaw and Sections 205-208 of the Municipal Governance Act.
- 4.2** Directors act as supervisory representatives of the Town. In interacting with their staff, other departments and members of the public, directors are responsible for acting in the best interests of the Town and striving to maximize the effectiveness and productivity of their departments and employees. Directors are also responsible for establishment of an equitable working environment that respects the dignity of their employees while encouraging them to make intelligent and responsible decisions and assists them in setting and maintain priorities.
- 4.3** Employees, as representatives of the Town in their provision of services both internally and externally, are to respect the dignity and individuality of each individual while contributing positively to the collective responsibility for each other's well-being and for the well-being of the Town as a whole. Contributing to a common purpose while striving to maximize effectiveness and productivity will foster a workplace where individuals and groups learn with and from each other.

5.0 Responsibilities

- 5.1 Employees are responsible for:**
- 5.1.1** signing a document acknowledging receipt of the Code of Conduct;
 - 5.1.2** reading and complying with the Code of Conduct and requesting clarification from their supervisor(s) as required;
 - 5.1.3** requesting clarification about any potential violation of the Code of Conduct, including Conflict of Interest, and obtaining approval from the Director if required;

- 5.1.4 disclosing, in writing, to their Director any current personal, business, commercial or financial interest which may result in a violation of the Code of Conduct or a Conflict of Interest;
 - 5.1.5 reporting suspected violations of the Code of Conduct to their supervisor(s), their Director, Human Resources or the Chief Administrative Officer; and
 - 5.1.6 co-operating with those performing an investigation.
- 5.2 **Supervisors** are responsible for:
- 5.2.1 assisting Employees in the administration, interpretation and application of the Code of Conduct; and
 - 5.2.2 reporting any alleged violations of the Code of Conduct to their immediate supervisor, their Director, Human Resources or the Chief Administrative Officer.
- 5.3 Human Resources is responsible for assisting other Departments and Employees in the administration, investigation, interpretation and application of the Business Ethics policy and the Code of Conduct.
- 5.4 **Directors** or their designates are responsible for:
- 5.4.1 making the Ethics Policy and the Code of Conduct available to each employee;
 - 5.4.2 the consistent administration of the Ethics Policy and the Code of Conduct within their department;
 - 5.4.3 documenting and retaining any major approvals, decisions or directions given to employees;
 - 5.4.4 responsibly reporting any violations of the Ethics Policy or Code of Conduct to the proper authority;
 - 5.4.5 investigating any routine alleged violations of the Code of Conduct; and
 - 5.4.6 reporting status and results of investigations to the Chief Administrative Officer on a timely basis.
- 5.5 The **Chief Administrative Officer** is responsible for the consistent administration and communication of the Code of Conduct Policy by all Departments.

SECTION B

1.0 Reference to other Policy and Legislation

1.1 Section 1.1 (n), *Alberta Freedom of Information and Privacy Act*

1.2 Sections 205-208, *Alberta Municipal Governance Act.*

2.0 Persons Affected

All Employees

3.0 Review/Revision History and Author

Reviewed and developed by Human Resources, April 2011.

TOWN OF MORINVILLE



Debbie Oyarzun, Chief Administrative Officer



Policy Manual

CODE OF ETHICS & COUNCIL - TOWN MANAGER COVENANT

APPROVED

RES. NO.: 14-180

DATE: September 2, 2014

REVISED

RES. NO.: 16-100; 18-142

DATE: April 21, 2016, June 12, 2018

Signature of Approval of Authorized Personnel:

[Handwritten signature]

PURPOSE:

To establish the Town of Redwater Code of Ethics and Council – Town Manager Covenant within Policy.

POLICY STATEMENT:

The Town of Redwater maintains certain policies to guide Council, council committee appointed members at large and employees with respect to conduct expected in areas where improper activities could damage the reputation of the Town of Redwater.

The purpose of the Code of Ethics is to affirm, in a comprehensive statement the required standards of conduct and practices for all councillors, council committee appointed members at large and employees.

The purpose of the Council – Town Manager Covenant is to outline the roles and responsibilities of Council and the Town Manager respecting the activities of the Town of Redwater. It also forms the basis of the relationship between the Council and the Town Manager. By signing the document, each Councillor and the Town Manager agrees to adhere to the expectations laid out in the Covenant.

PROCEDURES:

Each Councillor, council committee appointed member at large and employee will execute the Code of Ethics and a copy will be kept in their personnel file and in the case of members at large, in the general Committee/Board/Commission File.

The Council –Town Manager Covenant will be executed by each member of Council and the Town Manager. A signed copy will be placed in the Policy Manual, with the minutes of the Council meeting where the Covenant was executed and within each respective personnel file.

The Council – Town Manager Covenant will be placed on each Organizational Meeting agenda following a general municipal election and further that it be brought before Council again after any by-election or when any new Town Manager is hired.

Schedule A: Council – Town Manager Covenant

Schedule B: Municipal Code of Ethics (Council Employees)

Schedule C: Municipal Code of Ethics (Community Services Board)

Schedule D: Municipal Code of Ethics (Municipal Planning Commission)

ADDITIONAL REFERENCE:

Council Code of Conduct Bylaw



TOWN OF REDWATER

THE COUNCIL – TOWN MANAGER COVENANT

WE, AS MEMBERS OF COUNCIL, WILL:

- Carry out our responsibilities as set out in the applicable legislation to the best of our abilities
- Make decisions which we believe to be in the best interest of our citizens, understanding that unless a recorded vote is requested, once a decision has been made by Council resolution, that decision becomes a decision of Council
- Review the background information and advice made available to us by the administration prior to rendering a decision
- Seek further input when we are unsure of the issues or uncertain as to the preferred course of action
- Refer any complaints, either written or verbal, about the decisions of Council or the actions of administration, to the Town Manager. for review, comment and follow-up (as appropriate)
- Refrain from making any commitments on behalf of Council to individual citizens or groups other than to take the request up with the Council or Town Manager and to respond appropriately
- Seek to participate actively in the decision-making process
- Refrain from any public or private criticism of our administration wherein individual employees are identified
- Act as good stewards of the municipality and as public servants of our citizens through ethical conduct
- Provide effective leadership though guiding the corporation and the municipality through annual or longer term goals and priorities, through the budget approval process and by agreeing to reasonable policies which reflect, in our views, the best interests of a majority of our citizens
- Ensure that we formally evaluate the performance of the Town Manager at least once annually and involve the Town Manager in this process so as to ensure a full understanding of the Council's candid assessment.

Signatures:

Mayor _____

Councillor _____

Councillor _____

Councillor _____

Councillor _____

Councillor _____

Councillor _____

DT



TOWN OF REDWATER

THE COUNCIL – TOWN MANAGER COVENANT

I, THE TOWN MANAGER WILL:

- **Conduct myself as your chief policy advisor in an honest and ethical manner**
- **Ensure that the Chief Elected Official and Councillors are accorded respect in all of my personal and public comments**
- **Provide advice (on all issues) which is professionally sound, ethical, legal and in accordance to the policies and objectives of Council**
- **Guide the actions of the administration so that they are in accordance with the policies and objectives of Council**
- **Act only on the will of Council as a whole as established by the resolutions, policies and bylaws of Council**
- **Forward any complaints or concerns of Council to the appropriate department and individual so that reasonable and prompt follow-up is assured**
- **Ensure that Council is made aware of the full picture with regard to each issue at least to the extent that the administration is aware of such information and ensure that Council has access to the reasonable decision options as well as my recommendation as your Town Manager**
- **Seek to ensure that Council is aware of any key issues as they arise and thus avoid the problems associated with surprises**
- **Maintain a current understanding of the applicable legislation as well as relevant programs, policies and initiatives of the Provincial and Federal governments**
- **Admit to any mistakes of substance made by myself or my staff and take corrective action**
- **Listen carefully to the concerns of Council vis-à-vis my performance and seek to improve any deficiencies on an ongoing basis**
- **Ensure that all major issues are tracked in sufficient detail so as to advise Council of any progress, anticipated problems or decision points.**

Signature:

Town Manager _____

Handwritten initials



TOWN OF REDWATER MUNICIPAL CODE OF ETHICS

All Municipal Councillors and Employees shall maintain the highest ideals of honor and integrity in public relationships and discharge faithfully the duties of office or employment without fear or favor.

All Municipal Councillors and Employees shall:

- **Continually strive to improve their professional ability and to encourage the development of competence of their associates in serving the municipality**
- **Recognize that the chief function of a municipal councillor and employee, at all times, is service to the municipality as a organization and services to the public in a manner which is courteous, equitable, efficient and effective**
- **Not conduct themselves in any way that would detract from the image of integrity or professionalism of the Town**
- **Avoid any situation which could impair their judgment in the performance of their duties or give that impression to others**
- **Resolve any conflict between their personal or private interests and their official duties in favor of the public interest**
- **Not disclose to any member of the public, either verbally or in writing, any secret or confidential information acquired by virtue of their official position**
- **Not knowingly engage in any unlawful activity**
- **Treat one another fairly to ensure that their work environment is free from discrimination or harassment**
- **Not, in the performance of their official duties, seek personal or private gain by granting preferential treatment to any persons or accepting gifts, which are over a minimal amount (\$100.00) other than for the purposes of networking and this shall be reported to the employees Manager or reported to Council for a Council Member. Any donation over \$100.00 in value will be considered a donation to the Town and distributed during Town events**
- **Not use or permit the use of government property of any kind for activities not associated with the performance of their official duties, unless they are authorized to do so**
- **Not express their personal views on matters of municipal political controversy or any Town policy when such comment is likely to impair public confidence in the objective and efficient performance of their duties**
- **Carry out decisions loyally, irrespective of the persons in power and irrespective of their personal opinions.**

Name: _____

Signed: _____

**TOWN OF REDWATER
MUNICIPAL
CODE OF ETHICS**

All Community Services Board Members shall maintain the highest ideals of honor and integrity in public relationships and discharge faithfully the duties of the Board without fear or favor.

All Community Services Board Members shall:

- Carry out the responsibilities as set out in the applicable bylaws to the best of your abilities.
- Recognize that the primary function of a Board Member, at all times, is to provide service to the municipality as an organization and services to the public in a manner which is courteous, equitable, efficient and effective.
- Seek to participate actively in the decision-making process at Board Meetings.
- Not conduct themselves in any way that would detract from the image of integrity or professionalism of the Town.
- Refer any complaints, either written or verbal, about the decisions of the Board or the actions of administration, to the Chair and Community Services Manager for review (as appropriate).
- Not disclose to any member of the public, either verbally or in writing, any confidential information acquired by virtue of their official position.
- Refrain from any public or private criticism of administration or Board Members wherein individuals are identified.
- Refrain from making any comments on behalf of the Board to individual citizens or groups other than to take the request up with the Board or Community Services Manager to respond appropriately.
- Not express personal views on matters of municipal political controversy or any Town policy when such comment is likely to impair public confidence in the objective and efficient performance of their duties or that of the Board.
- Carry out decisions loyally, irrespective of the decisions made by the Board and irrespective of their personal opinions.
- Resolve any conflict between their personal or private interests and their official duties in favor of the public interest.
- Act in accordance with the Municipal Government Act as it relates to pecuniary interest.
- Follow the procedures as it relates to Board proceedings in accordance with the Town's Procedural Bylaw.
- Treat one another fairly to ensure that the work environment is free from discrimination or harassment.

*Approved by Council this 21st day of April, 2016 under Resolution 16-100
Approved by Council this 12th day of June, 2018 under Resolution 18-142*

**TOWN OF REDWATER
MUNICIPAL
CODE OF ETHICS**

**All Community Services Board Members shall maintain
the highest ideals of honor and integrity in public relationships and discharge
faithfully the duties of the Board without fear or favor.**

Signatures:

Chair _____ Board Member _____

Board Member _____ Board Member _____

Board Member _____ Board Member _____

Board Member _____ Board Member _____

Board Member _____ Board Member _____

TOWN OF REDWATER MUNICIPAL CODE OF ETHICS

All Municipal Planning Commission Members shall maintain the highest ideals of honor and integrity in public relationships and discharge faithfully the duties of the Commission without fear or favor.

All Municipal Planning Commission Members (MPC) shall:

- Carry out the responsibilities as set out in the applicable bylaws to the best of your abilities.
- Recognize that the primary function of a MPC Member, at all times, is to provide service to the municipality as an organization and services to the public in a manner which is courteous, equitable, efficient and effective.
- Seek to participate actively in the decision-making process at MPC Meetings.
- Not conduct themselves in any way that would detract from the image of integrity or professionalism of the Town.
- Refer any complaints, either written or verbal, about the decisions of the MPC or the actions of administration, to the Town Manager for review (as appropriate).
- Not disclose to any member of the public, either verbally or in writing, any confidential information acquired by virtue of their official position.
- Refrain from any public or private criticism of administration or MPC Members wherein individuals are identified.
- Refrain from making any comments on behalf of the MPC to individual citizens or groups other than to take the request up with the Town Manager to respond appropriately.
- Not express personal views on matters of municipal political controversy or any Town policy when such comment is likely to impair public confidence in the objective and efficient performance of their duties or that of the MPC.
- Carry out decisions loyally, irrespective of the decisions made by the MPC and irrespective of their personal opinions.
- Resolve any conflict between their personal or private interests and their official duties in favor of the public interest.
- Act in accordance with the Municipal Government Act as it relates to pecuniary interest.
- Follow the procedures as it relates to Commission proceedings in accordance with the Town's Procedural Bylaw.
- Treat one another fairly to ensure that the work environment is free from discrimination or harassment.

Approved by Council this 21st day of April, 2016 under Resolution 16-100
Approved by Council this 12th day of June, 2018 under Resolution 18-142

**TOWN OF REDWATER
MUNICIPAL
CODE OF ETHICS**

**All Municipal Planning Commission Members shall maintain
the highest ideals of honor and integrity in public relationships and discharge
faithfully the duties of the Commission without fear or favor.**

Signatures:

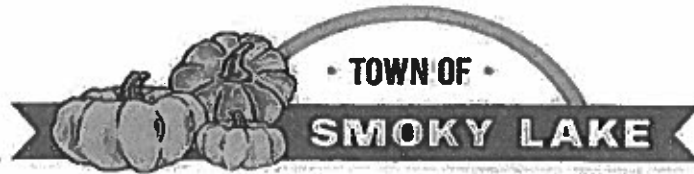
Chair _____ Board Member _____

Board Member _____ Board Member _____

Board Member _____ Board Member _____

Board Member _____ Board Member _____

Board Member _____ Board Member _____



Note: This document has been updated to be compliant with changes to Alberta's Occupational Health and Safety Act resulting from Bill 30.

Policy No.: A-19	Section: Administration	Page #1 of 7
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Title:	Workplace Violence and Harassment Policy
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Legislation Reference:	Alberta's Occupational Health and Safety Act
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Purpose: Town of Smoky Lake is committed to building and preserving a safe, productive, and healthy working environment for its employees based on mutual respect. In pursuit of this goal, the organization neither condones nor tolerates acts of violence or harassment against or by any employee.

Definitions

Violence: Whether at a work site or work-related, means the threatened, attempted, or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm, and includes domestic or sexual violence.

Harassment: Means any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying, or action by a person which the person knows or ought reasonably to know will or would cause offence or humiliation to a worker, or adversely affect the worker's health and safety.

Harassment includes a sexual solicitation or advance, as well as conduct, comment, bullying, or action because of race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression, or sexual orientation.

Harassment does not include any reasonable conduct of an employer or supervisor in respect to the management of workers or a work site.

Work site: Means a location where a worker is or is likely to be engaged in any occupation and includes any vehicle or mobile equipment used by a worker in an occupation.

Guidelines

Training and Education

Town of Smoky Lake will ensure that all employees are trained and educated on violence and harassment in the workplace and that they are clear about the roles and responsibilities, as well as this policy and procedures. The training will cover, at minimum, the following topics:

- How to recognize workplace violence and harassment;
- The policy, procedures, and workplace arrangements that effectively minimize or eliminate workplace violence and harassment;
- The appropriate response to workplace violence and harassment, including how to obtain assistance; and
- Procedures for reporting, investigating, and documenting incidents of workplace violence and harassment.

In addition, a copy of this policy will be made available to all employees.

Hazard Assessment

Town of Smoky Lake will conduct a hazard assessment in the workplace that identifies situations where risks of physical violence and harassment exist. The hazard assessment will include the following factors:

- Hiring procedures;
- Potential work or work related sources of violence and harassment;
- Work processes; and
- The physical environment.

Once the hazard assessment is completed, the company will have identified:

- Whether there are any aspects of the workplace that could increase the potential for violence or harassment;
- Which individuals are at the highest risk; and
- Where there is a need for controls.

Reporting Procedures

Reporting Violence and Harassment

Any employee who is directly affected by or a witness to any incident of violence and harassment in the workplace should report the incident immediately to management, or the human resources department.

Alternate reporting mechanisms will be made available to employees in circumstances where the designated recipients of harassment complaints is the alleged harasser.



Town of Smoky Lake will investigate all incidents of violence or harassment and take actions to address the incident and prevent it from reoccurring. The company will prepare a report that outlines the circumstances of the incident and retain this record for two years. In addition, the company will ensure that the report is available upon request to an occupational health and safety officer.

Appropriate assistance will be provided to any employee who is the victim of violence or harassment. If a worker reports an injury or adverse symptom resulting from workplace violence or harassment, or is exposed to workplace violence or harassment, the company will advise the worker to consult a health professional of their choice for treatment or referral. An employee who is likely to be exposed to domestic violence at the worksite is encouraged to advise the CAO. The company is committed to ensuring the protection and safety of the employee and will take reasonable precautions to do so.

Informal Procedure

Any employee who has been the subject of violence and harassment can take the following actions:

- **Confront the alleged offender personally, or in writing, clearly stating what the unwelcome behavior or action was and requesting that it stop immediately; or**
- **Discuss the situation with the alleged offender's supervisor, the alleged victim's supervisor, or any other supervisor.**

Any employee who is the victim of violence and harassment can and should, in all confidence and without fear of reprisal, personally report the occurrence to their supervisor or a manager.

Formal Procedure

An employee who is the subject of violence and harassment can make a written complaint to the management team. The written complaint must be delivered to the CAO, or Manager of finance if a conflict of interest exists. It must include the following information:

- **The date and time of each incident being reported;**
- **The nature of the violence or harassment;**
- **The name of any persons involved in the incident;**
- **The name of any persons who witnessed the incident; and**
- **A full description of what occurred.**

Once a written complaint has been received, the company will complete a thorough investigation. Employees will not be demoted, dismissed, disciplined, or denied a promotion, advancement, or employment opportunity because they lodged a complaint when they honestly believed they were the subject of violence and harassment or the threat of violence in the workplace.



Investigation Procedures

The investigation will include:

- Informing the respondent of the complaint;
- Interviewing the complainant, any persons involved in the incident, and any identified witnesses; and
- Interviewing any other persons who may have knowledge of the incident.

Statements from all parties involved will be taken and a decision will be made. If necessary, the organization may employ outside assistance or request the use of legal counsel. Where Town of Smoky Lake determines that violence and harassment has occurred, a written report of the remedial action will be given to the employees concerned, as appropriate.

A copy of the complaint detailing the complainant's allegations will be provided to the respondent and will explain that:

- The respondent may reply to the complainant's allegations in writing;
- The reply will be made known to the complainant before the case proceeds; and
- The organization will take all measures to prevent any unnecessary disclosure of the incident and the identities of the parties.

Town of Smoky Lake will retain investigation reports for a minimum of two years after the incident.

If the complainant decides not to lay a formal complaint, senior management may decide that a formal complaint is required, which will be based on the investigation of the incident and will file such documents with the persons against whom the complaint is laid.

Fraudulent or Malicious Complaints

Unfounded, frivolous, or fraudulent allegations of violence and harassment may cause both the respondent and the company significant damage.

If the company determines that any employee has knowingly made false statements regarding an allegation of workplace violence or harassment, immediate disciplinary action will be taken and may include immediate dismissal without further notice.

Confidentiality

All records of violence or harassment and subsequent investigations are considered confidential and are strictly prohibited from being disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, the organization will assist police agencies, lawyers, insurance companies, and courts to the fullest extent. Town of Smoky Lake will do everything it can to protect the privacy of the



individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. The organization will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law.

Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever, unless such disclosure is necessary for an investigation or disciplinary action.

Reprisal

This policy prohibits reprisals against individuals, acting in good faith, who report incidents of workplace violence and harassment or act as witnesses. Management will take all reasonable and practical measures to prevent reprisals, threats of reprisal, or further violence and harassment. Reprisal is defined as any act of retaliation, either direct or indirect.

Disciplinary Measures

If the company determines that any employee has been involved in a violent behavior or unacceptable conduct related to another employee, immediate disciplinary action will be taken. Such disciplinary action may involve counselling, a formal warning, and other disciplinary measures, and could result in immediate dismissal without further notice.

Roles and Responsibilities

Employees must assist in eliminating violence and harassment from the workplace and must comply with the following responsibilities.

All Employees

All employees are personally accountable and responsible for complying with this policy. Employees must make every effort to prevent and eliminate violence and harassment in the work environment and to intervene immediately by advising a member of management if they observe a problem or if a problem is reported to them.

Any employees who have been a victim of or are at potential risk of domestic violence are encouraged to advise human resources if they think that the aggressor may attempt to contact them at work. Town of Smoky Lake will take all reasonable precautions to protect the employee from domestic violence that has followed them into the workplace.

Colleagues

An employee who witnesses violence or harassment in the workplace to a colleague should:

- Inform the victim that you have witnessed what you believe to be violence or harassment and that you find it unacceptable. Support is often welcome. If



TOWN OF SMOKY LAKE

Policy Manual

Policy Number
A16

TITLE: SOCIAL MEDIA POLICY

Page 1 of 2

Legislation Reference:

Date issued
April 29, 2015

Purpose:

To establish best practices for fostering clear, effective and professional communication with social media tools.

Policy Statement and Guidelines:

The Town of Smoky Lake (Town) is committed to providing a respectful, relevant and family-friendly environment on its social media sites, and as such, reserves the right to remove material deemed inappropriate.

1. Definitions:

Social media refers to web-based technologies used to interact through text, images, video and audio in order to inform.

2. Procedures:

1) The establishment and use of Town social media sites are subject to approval by the Chief Administrative Officer (CAO). All new and existing social media sites being used by the Town of Smoky Lake will be monitored by the CAO or designate.

2) The use of all social media sites by the Town will adhere to:

- Applicable provincial and federal laws, regulations and policies
- The terms of service of each social site
- All policies

3) This Policy apply to all Town staff and third party employees working for the Town particularly those who make public statements on corporate or personal social media sites, social media networks and/or personal websites that discuss, share or comment on the Town's business.

4) The following content posted by either Town staff or public users will not be permitted on the Town's social media sites and may be removed:

- Comments not relevant to the site or material being presented
- Comments to an individual or organization that are abusive, hateful or profane
- Content that discriminates on the basis of race, national or ethnic origin, age, creed, gender, marital status, socio-economic status, physical or mental disability, or sexual orientation
- Sexual content or links to sexual content



TOWN OF SMOKY LAKE

Policy Manual

Policy Number
A16

TITLE SOCIAL MEDIA POLICY

Page 2 of 2


Legislation Reference:


Date issued
April 29, 2015

- Content for advertising/marketing purposes not posted by the Town
- Content that conducts or encourages illegal activity
- Content that invades personal privacy
- Information that could compromise public safety or security, or Town's operations
- Unintelligible or irrelevant content
- Messages that impersonate or misrepresent someone else, including public figures, Town employees or Town officials.
- Promoting or opposing political campaigns

- 5) The Town will monitor compliance with this policy and procedures and will address any concerns, including investigation and, if appropriate, disciplinary action.
- 6) The unauthorized use of the Town's name, logo, official marks and other forms of intellectual property owned by the Town, is prohibited. Use of the corporate logo must adhere to the corporate graphic standards.
- 7) The unauthorized use of the intellectual property of others, i.e. brand names, logos, images and text, is potentially actionable by law. Proper permission to use others' intellectual property must be obtained.

	Date	Resolution #
Approved	April 29, 2015	191/15
Amended		
Amended		


Ernest Brousseau
Mayor


Harvey Pfockiw
Chief Administrative Officer



TOWN OF TOFIELD

**POLICY AND PROCEDURE
HANDBOOK**

HUMAN RESOURCES

POLICY: Employee Code of Conduct Policy: 4.03

POLICY STATEMENT:

All employees of the Town of Tofield will adhere to the Code of Conduct Policy to ensure that there is no conflict between their personal interests and official duties. Failure to comply with any of these procedures may expose an employee to disciplinary action and/or action through the courts.

Background:

The Town has implemented the Code of Conduct Policy in order to both promote professionalism and to ensure that the relationship of trust exists between staff, Council and the public remains an integral part of local government in Tofield. Since its inception, local government has been understood to be an open, accessible and accountable form of government.

The purpose of this Policy is to document and formalize standards of ethical conduct as they apply to municipal employees. This policy embodies the basic principles of

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honesty, impartiality and common sense and recognizes that a municipal employee has a responsibility to uphold these principles.

The proper operation of a municipal government requires that employees be independent, impartial, and responsible to the citizens; that their positions not be used for personal gain and the public have confidence in the integrity of municipal employees.

METHOD OF UPDATING THIS POLICY:

As new issues arise, the code will be reviewed and modified according to current situations. Any comments or suggested revisions should be directed to the Chief Administrative Officer (CAO).

This Code of Conduct applies to all employees of the Town.

Each employee is responsible for understanding and complying with this Code, and should seek clarification from their immediate supervisor, or the CAO, on any segment they do not understand.

Each supervisor is responsible to ensure that every employee under their direct supervision has received a copy of this Code, and any points of confusion have been clarified.

GENERAL:

1. Employees will promote the goals, objectives and policies of the Town of Tofield.
2. The Town expects a standard of dress and grooming from employees that is reasonable and appropriate under the circumstances of their position within the Town of Tofield.
3. Employees will acknowledge and recognize the dignity and worth of every person they serve, and with whom they speak.
4. Employees must provide service in a manner which respects the dignity and independence of persons with disabilities, people of all genders and all ethnicities.
5. Employees will ensure, in the performance of official duties, equality of treatment to all persons and, shall refrain from showing preferential treatment to any person, group, or organization.

DC

6. All Town of Tofield employees in the course of their assigned duties must refrain from physical or verbal abuse or threats towards fellow employees or members of the general public.
7. Employees will disclose in writing to their direct supervisor, or the CAO any business, commercial, or financial interest where such an interest might be construed as being in actual or potential conflict with their official duties. This written disclosure is kept in the employee's personnel file for the duration of employment.
8. Employees will not engage in any business, dealing, or transaction or have a financial or other personal interest which is in conflict with the discharge of their official duties.
9. Employees shall not knowingly participate in any decision or promotion or make any recommendation, in which they or their family has any financial interest, except as a resident of the Municipality.
10. Employees may not knowingly sell goods, materials, or services to the municipality without the express permission of the CAO.
11. Town of Tofield employees may wish to report to their direct supervisor alleged breaches of conflict of interest committed by fellow Town of Tofield employees.
12. Employees will not benefit from the use of information acquired or used, and that is not generally available to the public, during the course of official duties.
13. Employees shall safeguard and protect any confidential information which they are privy to as a result of their employment with the Town. Employees shall not disclose or otherwise release such confidential information to any person or agency other than authorized Town staff or officials, at any time during or following their employment, except as required by law.
14. Employees will not engage in any outside work, private employment, business, or undertaking for any person, group, or organization, which might interfere with the performance of their duties as a Town employee, without the prior approval of the CAO.
15. Employees will not, except as specifically provided by policy, and with direct supervisor approval, use Town property or equipment for activities or purposes not associated with the discharge of official duties.
16. Employees may not use, take, acquire, or benefit from any property or asset owned, controlled or managed by the municipality for activities or purposes not associated with the discharge of official duties.

17. Amenities such as electronic mail, voice mail, internal mail, cell phones, Town endorsed social media and bulletin boards are provided only for Town business and sponsored activities, and must not be used for personal business.
18. No employee shall sell, transfer, publish, disclose, display or otherwise make available computer programs, purchased software programs, technological innovations, or other tangible property or rights owned by the municipality.
19. Upon termination of employment, employees shall deliver to their supervisor all keys, correspondence, images, drawings, documents, computer files, cell phones, electronic devices, paper files, and all other property belonging to the Town which may be in the employee's possession or control. This includes property made or prepared by the employee and relating in any way to the affairs of the Town.
20. Nothing in the preceding conditions prevents the Town from implementing disciplinary measures for inappropriate activities not specifically listed.
21. Any employee, who is in doubt about the interpretation of this conduct, should seek clarification from their immediate supervisor, or the CAO.
22. Employees are expected to report to work in a fit condition to carry out their work duties. Employees reporting to work in an unfit condition will be sent home without pay. The Town considers being unfit if an employee is under the influence of alcohol or other substance(s) which may affect their ability to perform adequately and safely.
23. Employees shall work in accordance with the Occupational Health and Safety Act, as well as Town Health and Safety policies and ensure all applicable safety regulations and procedures are followed. They will not conduct their work activities in a manner that may cause injury to themselves or others, or damage equipment or property.

PROFESSIONAL BEHAVIOUR:

1. The Town's employees are ambassadors of the Town. Thus, each employee must be conscious of the Town's public duty and their part in the discharge of that duty. They are expected to conduct themselves with the highest degree of ethical behavior and integrity.
2. Employees, as representatives of the Town, are expected to reflect a professional image. As with external relations, employees must be professional and courteous with their co-workers. They should be aware of the effect that their workplace behavior has on others. Employees are expected to be

reasonable and fair in their expectations of each other, and resolve any conflict in a mature and professional manner.

3. An employee of the Town may not be in arrears to the municipality for rates and service charges (i.e. personal purchases, rentals etc.) for a period longer than 3 months. A municipality may deduct any outstanding amounts from a staff member's salary after this period.

GIFTS, BENEFITS, AND ENTERTAINMENT:

1. Employees will not place themselves in a position where they could derive any benefit or gain from any Municipal contract, persons, groups, companies, or organizations with which the Town does business.
2. Employees will not demand, accept, or agree to accept from a person, group, or organization that wishes to have business dealings with the Town, a nominal gift, benefit, favor, discount hospitality, or gratuity for personal benefit.

POLITICAL ACTIVITY:

1. Employees may engage in any political activity as long as it does not impair, or is not perceived as impairing, the employees ability to perform their duties impartially.
2. Political activity may only occur outside of employees working hours.
3. Political activity may not occur by the employee while representing, or being perceived to represent the Town.
4. The actions of employees involved in any political activity shall not result in a corporate conflict.
5. No employee is allowed to actively campaign, solicit or promote any political candidate at the municipal, provincial or federal levels of government in the course of their regularly scheduled duties during the workday. Any political activity must occur outside of regularly scheduled hours for all Town employees.
6. An employee seeking the nomination or candidacy of any elected provincial or federal political office must request an unpaid leave of absence from the time of declaration of intent until the cessation of the political candidacy.
7. Employees will disclose in writing to the CAO their interest to seek appointment to an Advisory Board or any other appointed Board.



STAFF/COUNCIL RELATIONS:

1. Employees shall deal with all members of Council in an objective, respectful and impartial manner at all times.
2. Employees must recognize that elected officials are responsible for the establishment of policy and that employees are responsible for implementation of the directives originating from Council.

MANAGEMENT RESPONSIBILITY:


1. As part of effective management, each supervisor must ensure that employees reporting to them are aware of, and in compliance with, this Code of Conduct.
2. Prior to taking action on suspected breaches, advice should be sought from the Town CAO. It is the responsibility of Management to ensure that each suspected wrongdoing is investigated and acted upon.

VIOLATION OF CODE OF CONDUCT:

1. The preceding guidelines and expectations, as well as the related policies, reaffirm the Town's commitment to integrity, objectivity and professionalism in delivering services to the public.
2. Maintaining the taxpayer's confidence and trust in local government and its employees is of the utmost importance. The high standards of conduct expressed in this document are intended to ensure that this public trust is not compromised. As such, every employee is expected to be fully aware of, and in compliance with, the Code and its related policies.
3. Violation of this code is a serious matter and any employee in violation of this Code will be treated firmly, fairly and consistently. In addition, any employee who has contravened this Code shall be subject to such disciplinary actions (up to and including dismissal) as is deemed appropriate by the CAO under the circumstances.
4. If an employee is accused of violating this policy, the procedure will be as follows:
 - a) the employee will be encouraged to document their version of the alleged incident, including times, places, what happened and any witnesses.
 - b) the complainant will present their version of the alleged incident, in writing to the CAO, in similar fashion. The CAO will direct the matter to the appropriate Department/Committee.

- c) the appropriate Department/Committee and CAO will deal with the issues as quickly as possible and make a judgement after reviewing, interviewing, investigating and confirming details.
5. Any employee under investigation for suspected fraud or other wrongdoing may be removed from the workplace, with or without pay, or be re-assigned to other duties pending completion of the investigation, depending on the particulars of the case and the best interests of the Town.
6. Nothing in this Code is intended to conflict with the Town's obligations to its employees. Nor is this Code intended to undermine the firm commitment to the well-being and professional treatment of employees. However, public service is a public trust, and as an organization entrusted to public funds, it is critical that every employee re-affirm their commitment to the highest standards of ethical behavior. It is in this spirit that the Code is implemented.

COUNCIL APPROVAL MOTION #09-05-19


MAYOR

DATE: May 13, 2019

TOWN OF TWO HILLS

PERSONNEL POLICY

July 2004
Revised March 2012

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Appendix 1 – Salary Grid

Appendix 2 – Organizational Chart

Appendix 3 – Job Descriptions

1. PURPOSE AND AUTHORITY

- 1.1 These policies apply to all Employees of the Town of Two Hills, hereinafter Town.
- 1.2 The Town places great value on its human resources and wishes at all times, to strive to promote the well being and to increase the productivity of its work force. Accordingly, policy will be established to govern those employees and establish a framework within the law that will engender effective working relations with all Town employees.
- 1.3 The Chief Administrative Officer (CAO) of the Town has the duty to administer this policy. The CAO is further authorized to create additional internal policy and procedures necessary in her opinion to the effective administration of the Town. Amendments, additions or deletions shall receive prior approval from Council.
- 1.4 The CAO is further authorized to create or approve any forms that would benefit, enhance or serve the purposes of this policy.
- 1.5 The application and interpretation of all provisions of this policy shall be done in accordance with the provisions of any Freedom of Information, Individual Rights provisions or any other relevant federal statutes, provincial acts and their regulations.
- 1.7 The CAO has full authority to create the administrative and organization structure for all Departments of the Town. In addition, she has the authority to alter, create or delete any positions within that structure and to create and amend job descriptions for any position.

2. DEFINITIONS

- a) "Anniversary Date" - means the date the employee was hired by the Town.
- b) "CAO" – shall mean the Chief Administrative Officer of the Town of Two Hills.
- c) "Call Back" - means a period of time when an employee not currently on shift is called back too duty to respond to a call for service.
- d) "Casual Employee" – means an employee who is hired for a specific project or work of limited duration, on a seasonal basis or in a temporary position.
- e) "Chief Administrative Officer" – means the person appointed by the Council of the Town of Two Hills, in accordance with the Municipal Government Act of Alberta to administrate and manage the day to day affairs of the Town of Two Hills.
- f) "Council" – means the duly elected representatives of the Town of Two Hills.
- g) "Critical Illness" - means that the immediate family member has severe and major complications, the outlook for recovery is doubtful and death might be imminent.
- h) "Employee" – means any person employed by the Town.
- i) "Employer" – means the Town of Two Hills.
- j) "Gender Terms" – the word "his" or "her" throughout the document shall refer to both male and female employees.
- k) "Grievance" - means any condition that an employee perceives to be unjust and inequitable, affecting him, which arises out of the interpretation, application and administration or alleged violation of the personnel policies.
- l) "Immediate Family" - means, Spouse, Grandmother, Grandfather, Mother, Father, Brother, Sister, Children, If the employee is married, this definition also applies to the spouse's family.
- m) "Inside Worker" – means a permanent, part time or casual employee whose nature of duties indicates that their work is primarily in an office environment rather than being in the field.
- n) "Medical Practitioner" – means any health care practitioner registered and licensed in the Province of Alberta by their respective governing body.
- o) "MFO" – means the Municipal Finance Officer.
- p) "Municipality" – means the Corporation of the Town of Two Hills.

- q) **"Outside Worker"** – means a permanent, part time or casual employee whose nature of duties indicates that their work is primarily in the field, rather than being restricted to an office environment.
- r) **"Part Time Employee"** – shall mean an employee who works less than a full workweek and occupies a position that is designated as part time by the CAO.
- s) **"Permanent Employee"** – means any employee who is filling a permanent position, is required to work a full work week and has successfully completed a period of probation.
- t) **"Personal Harassment"** - means any comments or actions to any employee encompassing race, colour, ancestry political and religious belief, marital status, physical or mental disability, age, sex or sexual orientation that is meant to denigrate the employee.
- u) **"Probationary Employee"** - means any employee filling a permanent position whom is serving the required period of probation.
- v) **"Probationary Period"** - means the period of time from when any employee, either part time, permanent, or casual, commences employment with the Town. The period of probation for any part time, permanent or casual employee will be for a period of Six (6) months) and may be extended by the CAO for a further period of Three (3) months.
- w) **"Sexual Harassment"** - means one or a series of incidents involving unwelcome sexual advances, requests for sexual favours, use of profanities that have a sexual connotation, touching in a fashion that can be interpreted as sexual in nature and the posting, showing or delivering of any sexually explicit material.
- x) **"Stand By"** – means a period when an employee is to be available to immediately return to work during a period when they are not regularly scheduled for duty.
- y) **"Supervisor"** – means the person on the organization chart, irrespective of title, that has line responsibility for employee(s).
- z) **"Town"** – means the Corporation of the Town of Two Hills.
- aa) **"Travel Status"** - means while an employee is absent from the geographic boundaries of the Town of Two Hills on either official business or on a training course, seminar or symposium.
- bb) **"Unsatisfactory Performance"** – means that the employee's performance has repeatedly failed to meet a minimum acceptable standard.

3. MANAGEMENT RIGHTS

- 3.1 All employees will recognize the right of the CAO of the Town to hire, promote, demote, transfer, suspend or discipline any employee.
- 3.2 All employees will further recognize that the Town retains sole and exclusive control of its right to operate and manage its business and affairs in all and any aspect. Further, it may add to, amend or delete from time to time at its discretion, any policy or procedure governing all aspects of the administration and operation of the Town.

4. EQUAL OPPORTUNITY EMPLOYER

Policy

- 4.1 It is the policy of the Town, that all employment decisions shall be based on skills, abilities and competence of the respective applicants.**
- 4.2 Employment practices, except where required or restricted by law, shall not be influenced or prejudiced by virtue of an applicants or employees race, colour, creed sex, age, physical disability or any other characteristics protected by law.**

5. DISCRIMINATION

Policy

- 5.1 The employer does not condone nor will it tolerate discrimination in any form or fashion. The employer's policy is to provide an environment that is totally free from unlawful harassment and/or discrimination.
- 5.2 For the purposes of this part, discrimination is defined as the treating of people differently through prejudice or unfair treatment of one person or group because of prejudice regarding race, ethnic group, age group, religion or gender.

6. RECRUITMENT AND SELECTION

Policy

- 6.1 Council is the only authority to recruit and appoint the C.A.O.
- 6.2 The CAO, in conjunction with Council, has authority to set standards as it relates to the recruitment and the selection of employees.
- 6.3 The CAO has full and complete authority to recruit and retain any employee in any category.
- 6.4 The CAO can incur any reasonable expense necessary to solicit applicants for positions with the Town.

Minimum Standards

- 6.5 The minimum standards to secure employment for any position with the Town will be identified in the respective job descriptions.

Applications

- 6.6 Upon application for any position within the Town, the applicant shall, at the time of application, in addition to any required applicant information, provide the Town, at their expense,
 - a) Proof of education,
 - b) Current criminal records check,
 - c) Current driving abstract (for Public Works position),
 - d) Photostat of a current and valid Alberta Drivers licence (for Public Works Position),
 - e) If not Canadian, sufficient proof to demonstrate they are legally entitled to work in Canada,
 - f) Copies of all relevant trade certificates, appointments, and authorities, if relevant for the position for which they are applying, and
 - g) Written authority for the Town to conduct a credit rating check, if required for financial position.
- 6.7 Any person who provides withholds or provides false information while making an application for employment will not be considered any further for such position.
- 6.8 Prior to employment with the Town, the applicant shall be required to take an examination from any health care practitioner that the CAO designates.
- 6.9 The cost of any examination ordered by the Town will be borne by the employer.

- 6.10 The applicant will provide at least two references, not related to the applicant, who can attest to the ability, skill and conduct of the applicant.
- 6.11 The Town will contact the references provided and inquire of them their views of the applicant's conduct and work ethic.
- 6.12 To secure employment with the Town, an applicant
 - a) Must be bondable.
 - b) Be in good credit standing with the Town.

Hiring of Relatives

- 6.13 Any person, regardless of familial ties to a member of Council or existing town staff, is eligible for employment with the town, as long as:
 - a) The person is duly qualified for the position for which they are being retained, and
 - b) The selection process is done in a transparent and open fashion and could withstand public scrutiny.
- 6.14 If the Town retains a person, with familial ties to an employee of the Town, they shall not be subject to the authority or supervision of that immediate family member.

Advice to Council

- 6.15 The CAO shall advise Council of the dismissal of and the retaining of any category of employee at the first scheduled Council meeting after such action has been taken.

Contract Employees

- 6.16 The Town has full and complete authority to retain employees for specific tasks on a contract basis.
- 6.17 Upon completion of the contract, the employee will leave the employ of the Town.

Existing Town Staff

- 6.18 If possible when promoting, filling vacancies or when new positions are created, first consideration will be given to permanent employees of the Town.
- 6.19 If an existing town employee is promoted, chosen to fill a vacancy, or occupies a new position, the employee must, if technical qualifications are required, hold those qualifications and have the ability to fulfil the role.
- 6.20 Prior to the staffing of any vacancies or the filling of newly created positions, the employer will:
 - a) Notify all employees of the Town, via the posting of a job notice on bulletin boards within the workplaces.
 - b) Notices shall be posted for a minimum of 5 working days.
- 6.21 If a Town employee is chosen for the promotion or for the new position, all policy and practices outlined within this policy apply as though he was a new employee.
- 6.22 If upon application by Town employees, the Town does not find anyone whom they deem suitable for the position, they retain the right to advertise publicly to seek out applicants.
- 6.23 Town employees may apply for any job publicly advertised.

Temporary Employees

- 6.24 The Town retains the right to place or temporarily fill any vacancy during the posting/recruitment period.
- 6.25 The filling of any vacancy on a temporary basis, does not grant the right to the temporary employee to retain the position permanently, unless he is successful in the competition for the position.

7. TERMS OF EMPLOYMENT

Policy

- 7.1 The Town retains its prerogative to determine under what terms and conditions employees of the Town will fulfil their roles.

Job Descriptions

- 7.2 Any person retained by the Town will be provided an up to date written copy of their job description as well as an up to date organization chart of Town staff.
- 7.3 The new employee shall sign the copy of the job description and organization chart and at the earliest possible moment, return the endorsed copies to the CAO for inclusion on their personnel file. The employee may retain copies of the documents, if they so wish.

Probationary Period

- 7.4 Prior to attaining permanent full time or permanent part time employee status, all employees will undergo a period of probation.
- a) For Supervisors the period of probation is nine (9) months.
 - b) For all others the period of probation is six (6) months.
- 7.5 The period of probation applies to new employees and to existing employees, who through competition or appointment, enter into a new position.
- 7.6 During the period of probation, and at the sole discretion of the CAO, if the performance of the probationary employee is unsatisfactory, they may be terminated.
- 7.7 During the period of probation and at the sole discretion of the CAO, the probation period of an employee may be extended if:
- a) During the period of probation, the employee's performance is such that it cannot be properly evaluated.
- 7.8 If an employee's probation is extended, the length of the extension shall not exceed the initial probation period.
- 7.9 Employees in the probationary period, discharged for unsatisfactory service, are not entitled to the protection of the grievance privileges of this policy.

- 7.10 If an existing employee, through competition or appointment becomes a probationary employment and if in the sole opinion of the CAO, their performance is unsatisfactory, they will be removed from the probationary role and returned to the position they occupied previously.
- 7.11 An existing employee, removed from a new position for unsatisfactory service, is entitled to the protection of the grievance privileges of this policy.
- 7.12 A new or existing employee, except for discharge for cause, shall receive fourteen (14) days written notice of discharge.

Service on Town Boards, Inquiries or Council Committees

- 7.13 Except for the CAO, employees of the Town shall not serve on any internal or external Board identified within the legislative framework of the Town.

Hours of Work

- 7.14 Outside workers will work Monday to Friday, eight (8) hours a day, five (5) days a week for a forty (40) hour workweek.
- 7.15 Inside workers, will work Monday to Friday, seven and a half (7.5) hours a day, five (5) days a week, for a thirty-seven and a half (37.5) hour workweek.
- 7.16 The employer retains the right to assign the shifts that the employee will work.
- 7.17 If a shift is to be changed, the employer shall provide twenty-four (24) hours written notice and ensure that there is eight (8) hours rest between the shifts.
- 7.18 Shifts for part time and casual workers will be as determined by the supervisor.
- 7.19 All permanent employees shall receive two fifteen (15) minute paid rest periods during the day as well as a one (1) hour lunch period.
- 7.20 Part Time and Casual employees will receive breaks in accordance with the following schedule:
 - a) If working a full eight (8) hour day, the same entitlement as a permanent employee.
 - b) If working zero (0) to four (4) hours or less, a fifteen (15) minute paid rest period.

- c) If working four (4) to seven (7) hours or less, a fifteen (15) minute rest period and a thirty (30) minute lunch period.

7.21 Timing and taking of approved breaks will be as determined by the supervisor.

Salary and Salary Increments

7.22 A person retained by the Town to commence employment will be paid at the entry level, which will be the lowest salary on the Wages and Salaries Grid.

7.23 Notwithstanding the existence of entry level pay, the CAO can in her discretion and dependent upon the needs of the Town and the skills, abilities and level or responsibility of the new employee, assign a salary at any level in the appropriate salary grid.

7.24 The granting of Increments will be considered annually, on the anniversary date of the employee.

7.25 Increments are not to be routinely granted but will be granted based on an acceptable level of performance as measured by the Performance Appraisal report.

7.26 Increments will be based on the principle of one step at a time.

7.27 If though, in the opinion of the CAO, the employee is deserving of additional incremental raises, she has the authority to grant increments beyond the one step at a time principle but only to a maximum of three (3) increments. The CAO will advise Council if this occurs.

Pay of Wages and Allowances

7.28 All employees will be paid one clear banking day before the end of the month, with a mid-month advance given no earlier than the sixteenth (16th) day of each month.

7.29 The employee's share of the following will be deducted from pay, at source by the Town to comply with existing Federal and Provincial Government Regulations:

- a) Income Tax
- b) Canada Pension Plan Premiums
- c) Employment Insurance Premiums

Resignation or Termination of Employment

- 7.30 Except in cases of discharge for cause, employees are requested to provide 14 calendar days notice of their resignation.
- 7.31 The provisions of the Municipal Government Act will apply to the CAO.
- 7.32 A person who resigns or is discharged will receive all pay and benefits they are entitled to upon discharge on the next regular pay day after their discharge.
- 7.33 An employee will be considered terminated when they:
- a) Are absent from work for two (2) or more working days and do not notify their supervisor.
 - b) Do not return from leave of absence or vacation as scheduled.
 - c) Do not return from lay off as required.
 - d) Have abandoned their position.

Drivers Licence

- 7.34 If an employee is retained and part of their duties is to operate motor vehicles on highways then a condition of employment is that they must hold and retain a valid Alberta driver's licence.
- 7.35 An employee who loses his drivers licence as the result of a conviction for an offence under the Criminal Code of Canada shall be automatically terminated from their employment.
- 7.36 An employee who loses his licence as the result of a court suspension for a violation of any section of the Traffic Safety Act of Alberta will retain his employment.
- 7.37 An employee who loses his licence as the result of an administrative suspension under the Traffic Safety Act of Alberta will retain his employment.
- 7.38 During the court or administrative suspension period they will be given duties that do not require the operation of a motor vehicle on a highway.
- 7.39 An employee who loses his licence twice as the result of an administrative or court suspension under the Traffic Safety Act of Alberta shall be automatically terminated from their employment.

8. EMPLOYEE RELATIONS

Policy

- 8.1 The Town is desirous of, understands the benefits of harmony and cooperation existing between all departments and all employees.
- 8.2 It is incumbent upon supervisors to demonstrate to employees at all times, ethical practices, sound leadership and management skills, community moral standards, fairness and equity to all.

Employee Meetings

- 8.3 To promote excellent employee relations, the CAO will
 - a) Meet individually with all employees at least once a year and record such meetings on their personnel files.
 - b) Twice a year, meet collectively with all employees in a formal meeting where an agenda is created and minutes taken.
 - c) The appropriate party shall follow up action items from such minutes and when the action is complete; the results shall be recorded and filed with the minutes taken.
- 8.4 To promote excellent employee relations, all supervisors shall meet informally with each one of their staff at least twice a year and record such meetings on the employee's personnel file.
- 8.5 If a supervisor has three or more full time, part time or casual employees working for him, that supervisor will meet with the employees in a formal meeting at least twice a year to discuss ways to increase efficiency, promote safety and operations in general. In these settings,
 - a) Agendas will be created,
 - b) Minutes will be prepared and filed, and
 - c) Action items will be followed up and when completed, a record shall be made and that record filed with the minutes.
- 8.6 At least one weeks notice shall be provided to all employees as to the time, date and location of the formal setting.
- 8.7 Employees are entitled to submit agenda items to meetings they are required to attend.
- 8.8 Agenda items shall be submitted no later than 3 days before the meeting.

9. CODE OF CONDUCT AND DISCIPLINE FOR VIOLATIONS

Policy

- 9.1 It is the desire of the Town that its employees represent the corporation in the highest standard possible. The public expects and deserves that the employees of the Town, in the performance of their duties, demonstrate the highest level of integrity, professionalism, and conduct and that their work ethic is above reproach.
- 9.2 Discipline is used to provide guidance and education for the employee and to ensure that the employee maintains a proper standard while in the employ of the Town.

Violations

- 9.3 Any employee, who violates the Code of Conduct, shall be disciplined.
- 9.4 The CAO will administer the discipline in a progressive fashion, i.e. the sanction to be imposed will increase, if the employee has been disciplined previously.
- 9.5 Notwithstanding progressive discipline, if the CAO determines that the violation is so grievous or serious that dismissal is warranted, the CAO can proceed to that step of the discipline chain.
- 9.6 Notwithstanding the specificity of any violation listed in this part, any conduct not listed here that a reasonable person would conclude does not meet an acceptable standard, will be considered a violation of the Code of Conduct and subject to disciplinary measures.
- 9.7 Employees shall not:
- a) Improperly use their position for personal gain or solicit a contribution, response or action designed to benefit them.
 - b) Neither consume alcohol or illicit drugs while working nor report to work under the influence of such substances.
 - c) Report for work while showing the effects of consumption of alcohol or drugs from the previous or current day.
 - d) Alcohol may be consumed during the workday if the employee is at an official function sanctioned by Council or the CAO.
 - e) Gamble during the workday.
 - f) Use offensive language towards the public or other employees.
 - g) Accept gratuities or gifts. If an employee is given a gift it may be accepted if all employees benefit from the gift or all employees receive the same or comparative gift. Gifts won as door prizes are excluded.
 - h) Show favouritism in completing emergency or scheduled work.

- i) Use any Town owned equipment, material or supplies for their personal gain. Unless prior approval for such use has been received from the CAO.
- j) Breach or ignore any approved safety procedure or standard.
- k) Remove from any office, building or premise, without permission any item or article owned by the Town.
- l) Commit a criminal offence while on duty.
- m) Sleep on the job.
- n) Threaten, intimidate or become involved in an altercation with any employee or supervisor.
- o) Fail or refuse to follow orders from a supervisor, unless the employee in good faith believes that order to be illegal, immoral or unethical. (The burden of proof that the order is illegal, immoral or unethical rests with the employee.)
- p) Fail to perform or complete assigned work.
- q) Unauthorized absences during the workday.
- r) When on call or stand by, refuse to answer or respond to a call for service.
- s) Abuse or be wasteful of materials, property, and equipment or work time.
- t) Improperly use Town owned information technology systems.
- u) Fail to report an accident or loss or theft of equipment.
- v) Be absent without permission.
- w) Habitual tardiness or laziness.
- x) Discuss confidential Town business or provide official Town correspondence to any unauthorized person.
- y) Make or publish false, misleading, malicious or derogatory statements concerning any aspect of the Towns operation, Council and co-workers
- z) Refuse to report for work in an emergency.
- aa) Be insubordinate.
- bb) Make false claims or misrepresentations in an effort to obtain sick or accident benefits.
- cc) Alter any personal or another employee's records.
- dd) Violate any provision of the Harassment policy.

Sanctions

9.8 If an employee violates any provision of the Code of Conduct, they will be subject to the following sanctions:

- a) A verbal warning,
- b) A written warning,
- c) Suspension without pay, or
- d) Dismissal.

- 9.9 In addition to the noted four sanctions, if deemed appropriate by the CAO the employee may be required to attend a course of training to remedy any deficiency identified.
- 9.10 If the employee, for discipline reasons is sent for training, the cost will be borne by the Town.
- 9.11 Suspension without pay will be for a maximum of three (3) days.

Inquiry

- 9.12 If the CAO or a supervisor suspects that an employee has violated the Code of Conduct, they shall immediately inquire in the violation and complete a written report, which will contain:
- a) The date time and place of the violation,
 - b) The nature of the violation,
 - c) The names of the witnesses, if any,
 - d) The circumstances surrounding the violation, and
 - e) The recommended sanction.
- 9.13 If the inquiry reveals that there was no violation, then the matter shall not be recorded.
- 9.14 The CAO or Supervisor, when recommending a sanction may choose any sanction heretofore outlined. They shall though temper their decision based on:
- a) Extenuating circumstances,
 - b) Length and quality of past service,
 - c) If there is any personal aggravating factors, and
 - d) Ensure that the imposition of the penalty is consistent with past practices.
- 9.15 If the violation is a serious one, it is reasonable to consider dismissal.

Reporting to CAO

- 9.16 The report shall be provided to the CAO no later than thirty (30) working days after the violation of the Code of Conduct became known.

CAO Review

- 9.17 Upon reviewing the file, the CAO will make a determination and has full and complete authority to ratify, amend or strike any disciplinary recommendation made to her.

9.18 The CAO will after review, impart all discipline no later than seven (7) working days after receiving the report.

Appeal

9.19 If an employee disagrees with the discipline imparted, they may within five (5) working days, make a written appeal of the discipline to Council.

9.20 If the employee does not make the appeal within the five (5) working days, either by choice or tardiness, the appeal period will be considered expired and the discipline will be immediately imposed by the CAO.

9.21 Verbal warnings are not subject to appeal to Council.

9.22 Verbal warnings are not subject to the grievance process.

9.23 If the discipline imparted is suspension without pay or dismissal, the imposition of the discipline shall be postponed until such time as the five (5) day appeal period expires or Council hears the appeal.

9.24 Upon receipt of the appeal, Council shall, within five (5) working days, notify the appellant of the time date and location where he will be allowed to:

- a) Be represented by a person of their choice.
- b) Speak to the discipline and inquiry into the discipline.
- c) Present any evidence he might feel relevant.
- d) Call any witness, except the person who made the decision that gave rise to the grievance.
- e) Cross-examine any witnesses called.

9.25 Council will consider the written and verbal submissions and make a decision on the appeal within three (3) working days).

9.26 Council has the authority to make a further determination and can ratify, amend or strike any disciplinary recommendation made.

9.27 Upon making a determination, Council will provide a decision in writing to the:

- a) Employee appealing,
- b) His representative, if any, and
- c) The CAO.

9.28 The decision of Council will be imparted as soon as practical by the CAO.

9.29 Appeals beyond the Council level are to the Court of competent jurisdiction in the Province of Alberta.

General

9.30 An employee will by their signature acknowledge the discipline imparted. If the employee refuses to acknowledge the discipline imparted by not placing their signature, it will be recorded in their personnel file as the date and time the employee refused placing their signature.

9.31 Any disciplinary action will become a permanent part of the employees personnel file.

9.32 At the request of the employee, disciplinary material can be removed from the personnel file but only after the lapse of twenty four (24) months from the date of the imposition of the discipline.

9.33 The CAO has the sole prerogative to remove such discipline records from personnel files.

10. MEDIA AND PUBLIC CONTACT

Policy

- 10.1 The media are to be dealt with in a reasonable, fair and proper manner to ensure they meet their needs of informing the public.
- 10.2 The public at all times shall be dealt with in a professional and courteous manner.

Media

- 10.3 Any requests made by the media for information shall be forwarded forthwith to the CAO.
- 10.4 The CAO or whomever she delegates is authorized to make a media release on behalf of the Town and no other.
- 10.5 Copies of all media releases shall be retained on file.

Freedom of Information and Privacy

- 10.6 In making media releases, be guided by privacy legislation and be aware of and sensitive to any liability issues that might befall the Town.

Public Contact

- 10.7 Day to day contact with the public is a normal part of ones work environment. Front line employees are a representative of the Town and as such have significant influence on how the citizens react to and feel about the Town.
- 10.8 During public contact, employees should be mindful that:
 - a) They act in a courteous and respectful fashion at all times.
 - b) Do not use profanities when dealing with the public.
 - c) Provide a response to a request for service, within 24 hours.

11. COMPENSATION

Policy

- 11.1 The Town will compensate its employees in a fair and equitable manner having due regard for the skills and abilities and level of responsibility, required to perform their duties and the financial position of the Town,

Salary

- 11.2 Salary scales and increments are as outlined in Appendix 1 of this policy.
- 11.3 Prior to the setting of the Budget, Council will review all salary scales and consider a yearly increment for the cost of living factor based on the lesser of either the Alberta or Canada Consumer Price Index for September to September of the previous year.

Overtime

- 11.4 For the purposes of this part, Overtime means all hours of work for an outside worker, in excess of forty (40) hours a week and for an inside worker, in excess of thirty seven and a half (37.5) hours a week.
- 11.5 Overtime provisions do not apply to the CAO or any other salaried or contracted employees.
- 11.6 Overtime work will be paid at the rate of one and a half (1 ½) hours of regular pay for every hour worked in excess of regular hours worked.
- 11.7 Where possible, all overtime shall be pre-approved, in writing, except in cases of emergency.
- 11.8 Supervisors will pre-approve overtime for outside workers.
- 11.9 Supervisors overtime will be pre-approved by the CAO.
- 11.10 The CAO will approve overtime for inside workers.
- 11.11 To avoid unfunded liabilities and to ensure operational efficiency and avoid personnel shortages, overtime will be paid out at all times.
- 11.12 In exceptional circumstances, the CAO may approve banking of overtime and this will be strictly by exception, not as a rule.
- 11.13 If overtime is banked, the maximum number of hours that can be banked is forty (40) hours; all other overtime will be paid.
- 11.14 Any banked time can only be taken in accordance with the existing provisions of granting of leave. Any banked time off taken, has to be approved by the supervisor.

12. STAND BY AND CALL BACK

Policy

- 12.1 At times, the needs of the Town and its citizens dictate that employees from time to time will be recalled to work to respond to issues of maintenance or urgency or be on standby. The Town recognizes its responsibility to compensate employees who are on standby or called back to work.

Stand By

- 12.2 To ensure operational integrity and to be able to respond to calls for service, the Town will place certain personnel on standby.
- 12.3 On a rotation basis, outside workers, including supervisory personnel shall be on standby.
- 12.4 The CAO shall always be on standby for Inside Workers.
- 12.5 With the exception of the CAO and salaried employees, all Outside employees on standby will receive two dollars (\$2.00) per hour of standby pay for every hour on standby excluding regular and overtime work hours.
- 12.6 Outside workers on standby will be provided a Town owned vehicle to either respond to calls or to carry out routine maintenance or inspections.
- 12.7 If a vehicle is not available to an employee on standby, if required to respond, they can claim vehicle mileage at the current approved rate.

Call Back

- 12.8 If an employee is called back to duty after their regular working hours, they shall be paid the better of a) a minimum of one hour of overtime, or 2) at least three (3) hours of pay at the minimum wage, on each occasion they are required to report to work. This three (3) hour minimum does not apply if the employee is not available to work the full three hours.
- 12.9 There is no minimum call back period, if the hours of overtime work are worked consecutively with a normal working day.
- 12.10 Employees, who may be required to conduct checks of the Town water system on weekends, will be paid a minimum of one (1) hour of overtime each day of the weekend the system is checked.

13. EMPLOYEE BENEFITS

Policy

- 13.1 Source deductions required by law and enrolment in a pension plan and benefit plan are conditions of employment.

Local Authorities Pension Plan

- 13.2 Every employee shall join the Local Authorities Pension Plan between six months and one year from the first date of employment. The employer and employee will make contributions in accordance with the provisions of the plan.
- 13.3 Only employees working a minimum of 30 hours or more are eligible to participate in the Local Authorities Pension Plan.

Worker's Compensation

- 13.4 The employer will pay all premiums as required by the Worker's Compensation Board.

Health Care Benefits

- 13.5 Permanent Full Time and Permanent Part Time staff working in excess of twenty (20) hours a week qualify to participate in the Town Benefits Package.
- 13.6 The Employer will pay all costs for the following Benefits that all employees are entitled to:
- a) Alberta Health Care;
 - b) Extended Health Insurance;
 - c) Group Life Insurance;
 - d) Spousal Life Insurance;
 - e) Accidental Death and Dismemberment Insurance;
 - f) Long Term Disability Insurance;
 - g) Short Term Disability Insurance; and
 - h) Dental Insurance.

General

- 13.7 Employees are entitled only to the Benefits allowed by the specific plan and the Town will not provide any coverage beyond what is specified in the plans.

- 13.8 Charges covered in whole or in part by Worker's Compensation Board or any other agency, company or government at any level will not be paid for by the Town.
- 13.9 If any rebates result, owing to the payment into any plan by the Town on behalf of any employee, or from Employment Insurance, those rebates accrue to the Town.
- 13.10 In the event of any illness or injury, the Town will continue to pay for the Benefit Package for an employee, to a maximum of 12 months after the date of the occurrence of the illness or injury.

Salary Continuation During Illness or Injury

- 13.11 The Town will protect the employee in the event of an unavoidable illness or injury not covered by the Worker's Compensation Board or through benefits provided by the employer, only to the maximum of the salary continuation credits.
- 13.12 Salary protection will not be provided for nor paid for by the Town for an injury received while in the employ of an employer other than the Town.
- 13.13 Permanent employees shall be entitled to salary continuation credits computed from the date of the commencement of employment at the rate of one and a half (1-½) days for each full calendar month of employment cumulative to a maximum salary continuation of eighteen (18) working days.
- 13.14 Salary continuation credits do not accrue during illness.
- 13.15 The Town will commence payment on the first day of illness or injury and will continue payment until the employee is fit to return to full duty or until the salary continuation credits run out.
- 13.16 If an employee becomes ill or is injured on leave, salary continuation will not commence until such time as the leave expires.
- 13.17 Any employee on leave may commence salary continuation credits if the leave is deferred.
- 13.18 The Town may request the employee to provide proof of illness or injury from the attending physician.
- 13.19 If an employee does not or refuses to provide such proof, then salary continuation credits will not be paid and the employee's salary will be stopped until such time they return to duty.

13.20 Salary continuation will not be paid for a maternity case. During the first to seventh month, up to five (5) days salary continuation credits will be paid for complications arising out of a pregnancy.

Employee Injured on Duty – Worker’s Compensation Matters

13.21 If an employee is injured on the work site, through no negligence of their own, the Town will pay the employee their full salary for the first ninety (90) days of their injury period.

Statutory Holidays

13.22 The Town recognizes the following as paid general holidays:

- a) New Years Day
- b) Family Day
- c) Good Friday
- d) Easter Monday
- e) Victoria Day
- f) Canada Day
- g) August Civic Holiday
- h) Labour Day
- i) Thanksgiving Day
- j) Remembrance Day
- k) Christmas Eve
- l) Christmas Day
- m) Boxing Day

13.23 Town employees will only be entitled to a maximum of thirteen (13) holidays noted in paragraph 13.22.

13.24 General holidays will be taken on the date they occur or as otherwise designated by the Town.

13.25 When a general holiday falls within an employee’s leave, the employee’s first scheduled working day after his leave shall be given as holiday with pay.

14. LEAVE

Policy

- 14.1 The purpose of annual leave is to provide for the employee a time of personal recovery and refreshment away from the work site. It is known that an unbroken period of time away from the work site contributes to the physical and psychological well being of the employee.
- 14.2 Employees are strongly encouraged, to take at least a minimum continuous two (2) week period away from work once each year.

General

- 14.3 All requests for leave must be made in writing and approved in writing and such documentation retained on the personnel file of the employee.
- 14.4 Employees proceeding on annual leave must ensure that their work is complete and up to date, prior to departing.

Annual Leave

- 14.5 Employees must utilize all annual leave within the current year. If this leave is not taken, payment in lieu of unused annual leave will be made.
- a) On retirement or termination all unused annual leave will be paid out.
 - b) If the CAO approves accumulation of leave in accordance with Section 14.6, this section does not apply.
- 14.6 Permanent full time employees will earn leave credits during the calendar year as follows:
- | | |
|-------------|-----------|
| 1-5 years | - 2 weeks |
| 6-10 years | - 3 weeks |
| 11-19 years | - 4 weeks |
| 20 + on | - 5 weeks |
- a) Annual leave may be accumulated for the purposes of taking an extended holiday or for some other exceptional reason.
 - b) Accumulation of annual leave for all employees can only be approved by the CAO.
 - c) For those employees with less than twenty (20) years service, annual leave may be accumulated to a maximum of thirty (30) days.
 - d) For those employees with more than 20 years of service, annual leave may be accumulated to a maximum of forty (40) days.

- 14.7 All inside part time, causal and seasonal employees will be paid vacation pay at the rate of four (4%) percent of gross earnings at every pay period and upon termination.
- 14.8 All outside part time, causal and seasonal employees will be paid vacation pay at the rate of six (6%) percent of gross earnings at every pay period and upon termination.
- 14.9 An employee who is on long-term disability, on a leave of absence or on maternity leave, is not entitled to earn annual leave credits.
- 14.10 An employee may apply in writing to have earned leave credits apply to time lost through illness or injury.
- 14.11 Annual leave will be approved as follows:
- a) For the CAO, the Mayor.
 - b) For all Supervisors the CAO.
 - c) For all employees, their Supervisor.
- 14.12 It is the responsibility of the supervisor to ensure that they manage the granting of leave within their respective department so that overlap is minimal and that operational integrity is maintained at all times.
- 14.13 The supervisor will be accountable if operational integrity is not maintained.
- 14.14 The timing of the granting of annual leave for an employee will be done in accordance with the following:
- a) Employees with school age children.
 - b) Length of Service.
- 14.15 Employees should identify their preference of dates of leave to their supervisor, not later than April 15th of the current year.
- 14.16 Beyond April 15th, of the current year, annual leave will be granted on a first come first granted basis.

Sick Leave

- 14.17 After the first six (6) months of unbroken service, permanent employees shall be entitled to sick leave credits at the rate of one and a half (1 ½) days a month to a maximum of 18 working days a year.
- 14.18 Sick leave credits expire at the end of each calendar year and cannot be accumulated nor carried forward to the next year.

14.19 Sick leave is to be used only to provide income to an employee who cannot work due to illness or injury and is not designed to benefit the employee in any other way.

14.20 No sick leave payments will be made for:

- a) Any illness or injury, which occurs during an employee's leave period;
- b) Any illness or injury, which is self inflicted; or
- c) Any illness or injury, for which the employee receives benefits from other income replacement plans.

14.21 Employees shall inform their supervisor as soon as possible their inability to attend work owing to illness or injury.

14.22 An employee, who is sick or injured for a period of two regular shifts or more, will provide, from the attending Doctor, proof of such illness/injury.

14.23 If an employee fails or refuses to provide such proof, loss of pay will result until such time as the employee returns to work.

Compassionate Leave

14.24 For a death in the immediate family, an employee will be provided paid leave as follows:

- a) Within the Province of Alberta, up to four working (4) days.
- b) Outside the Province of Alberta, up to six (6) working days.

Maternity Leave

14.25 Maternity leave will be granted to permanent employees in accordance with existing Employment Standards and government rules and regulations.

Adoption Leave

14.26 If a permanent employee adopts a child they will be granted a maximum of three (3) days leave to facilitate such adoption.

Special Leave

14.27 In matters of absence from the work site, not covered by this policy, such as award presentations, convocations etc. or any issue as determined by the CAO, the CAO may grant three (3) days of special leave with pay to any employee.

14.28 If an employee wishes special leave:

- a) Outline your request in writing to your supervisor,
- b) Supervisor provide your recommendations to the CAO, and
- c) The CAO will review the request, grant or deny it, and inform the employee through the supervisor.

14.29 Denial of leave special leave request's, are not subject to the grievance provisions of this policy.

Critical Illness

14.30 The CAO only, may grant leave with pay to any employee, for a period of up to two (2) days, to provide for the immediate and temporary care of a critically ill member of their immediate family.

Leave of Absence

14.31 A permanent employee may request a leave of absence from their employment with the Town.

14.32 It is the sole prerogative of the CAO to grant a leave of absence.

14.33 The maximum length that a leave of absence can be granted is twelve (12) months.

14.34 The employee when requesting this form of leave must:

- a) Submit it at least open month prior to the commencement of the leave.
- b) Request it in writing, and
- c) Provide sufficient detail in the request for the CAO to come to a conclusion.

14.35 If an employee, does not return to work on the day after the expiry of the leave of absence, that employee will be deemed to have abandoned their position and be struck from the pay records of the Town.

14.36 If for reasons beyond the control of the employee, they could not return to duty within two (2) days after expiry of the leave of absence, the employee:

- a) Shall provide to the CAO in writing the reasons for their inability to return to work,
- b) Shall bear the burden of proof for establishing the reasons, and
- c) Remain removed from the pay records of the Town until a decisions is made by the CAO.

- d) The CAO shall make a decision not later than three (3) clear days after receiving the written reasons and the decision of the CAO is final and not subject to the grievance provisions of this policy.

Education Leave

14.37 A permanent employee of the Town may be granted a one (1) week paid leave of absence, to attend a training course, enhance work skills or acquire a certificate of competency required for their work.

14.38 If an employee wishes Education Leave:

- a) The Employee will:
 - i) Outline in writing to their supervisor, the nature of the training to be taken.
- b) The Supervisor will:
 - i) Forward the request to the CAO with his written views as to whether the request is reasonable and that it has his support.
- c) The CAO will:
 - i) Review the request,
 - ii) Grant or deny the request, and
 - iii) Provide written reasons to the employee, through his supervisors.

Court and Jury Duty Leave

14.39 If an employee is summonsed or subpoenaed to court as a witness in an official capacity on behalf of the Town, they will receive leave as follows:

- a) Regular pay, including travelling time, but any witness fees will be paid to the Town of Two Hills.

14.40 If an employee is required to serve on a jury or act as a witness in a private capacity, they will be granted leave with pay but any fees they receive must be paid to the Town.

14.41 The employee is entitled to keep all monies, for any expenses, meals, lodging or mileage, paid by the Court.

14.42 Any employee appearing in court on a private matter as an accused or defendant will not be granted a leave of absence and must either:

- a) Use annual leave credits, or**
- b) Have deducted from their salary, the amount of hours they spent travelling to court, appearing in court, and traveling from court.**

Election Leave

14.43 The Town will ensure that employees eligible to vote in a federal, provincial or municipal election, is granted the time off as set by legislation governing that vote.

15. PERSONNEL ADMINISTRATION

Policy

- 15.1 The Town views its employees as its most significant asset and will take care to ensure the well being of all employees.
- 15.2 The Town recognizes the need to maintain employee records. Employee records shall be kept in a professional manner with care taken to ensure accuracy and completeness.

Personnel Records

- 15.3 The CAO shall ensure that each employee has two (2) sets of individual personnel files.
- 15.4 The personnel file retained by the CAO must contain:
- a) Resume or Letter of Application
 - b) All items as described in Section 6.6 of this Policy
 - c) Letter of Acceptance
 - d) Employee Signed copy of Job Description and Organization Chart
 - e) Overtime Requests
 - f) Performance Reports
 - g) Disciplinary Action
 - h) Training Requests
 - i) Extended Leave Requests
 - j) Notices of Termination
 - k) Notice of Resignation
 - l) Confidentiality Declaration
 - m) Any other document deemed appropriate by the CAO
 - n) Policy sign of sheet, which will indicate that the employee has read, understood and agrees to comply with the provisions of the policy
- 15.5 The personnel file retained by the MFO must contain:
- a) Letter of Acceptance
 - b) Pay Records
 - c) Personal Tax Credit Forms
 - d) All Benefit Requests and Applications
 - e) All Pension Plan Requests and Applications
 - f) Overtime Requests
 - g) Extended Leave Requests
 - h) Notices of Termination
 - i) Notice of Resignation
 - j) Any other document deemed appropriate by the CAO.

- 15.6 The CAO and MFO will retain custody of the respective personnel files at all times and they must be kept in a locked cabinet.
- 15.7 Employee files are classified as "Confidential" and are accessible only by the CAO, the MFO, or the employee.
- 15.8 Council shall access a personnel file, only by a majority decision of Council. Council must state the purpose of the request and the reason for accessing the file must be able to withstand public scrutiny. Any such access must be done "in camera".
- 15.9 An employee may access his file at any time upon giving 24 hours notice.
- 15.10 The employee will:
- a) Review the file in an office or area assigned by the CAO.
 - b) Not remove or alter any correspondence on the file.
 - c) Copy the file or any portion thereof only after receiving authority from the CAO.
- 15.11 The Town will not release any part of the personnel file to external parties unless:
- a) The personnel file is subject to an order to produce from a court of competent jurisdiction.
 - b) The employee has provided permission in writing to release all or a portion of the file.

Confidentially Oath or Declaration

- 15.12 All employees must sign a confidentiality Oath or Declaration in a style and fashion approved by the CAO.

Job Descriptions

- 15.13 Job Descriptions are attached as Appendices to and form a part of this policy.

Layoffs and Recalls

- 15.14 Layoffs are not a normal circumstance, nor does the Town desire them but in certain circumstances, layoffs could occur.
- 15.15 In the event of a layoff the usual practice will be that:

- a) Employees will be laid off in reverse order of length of service, i.e. from junior to senior.
- b) Employees will be recalled in the order of their length of service.

15.16 Notwithstanding the aforementioned, the Town reserves the right to lay off employees at their discretion, dependent, amongst other things, on the technical requirements or special skills that might need to be retained.

15.17 The employee to be laid off will be provided five (5) clear days notice in writing, prior to the lay off period.

15.18 An employee who does not return from a lay off when asked in writing, if they wish to return to work, will be struck from the records of the Town and considered discharged.

Attendance

15.19 All employees are required to report to and be ready for work at the commencement of their shift.

15.20 Employees, who will be absent from work for circumstances beyond their control and without authorization, must contact their supervisor and inform him of the reasons for the absence.

15.21 The Supervisor will consider the reason for any unauthorized absence and it is within their purview to consider the matter closed or take any follow up action that might be necessary.

15.22 Habitual unauthorized absences, might subject the employee to actions as outlined in the Code of Conduct and Discipline for Violations part of this policy.

Abandonment of Position

15.23 Employees who have not had contact with their supervisor to provide reasons for their absence after three consecutive work days, will be considered to have abandoned their position and will be deemed to have resigned and be struck from the pay records of the Town.

Medical Evaluation/Referral

15.24 If in the opinion of the CAO, an employee is appearing to manifest a medical problem, the CAO will discuss the matter with that employee.

15.25 If after discussion, the CAO feels that an independent examination is warranted, she can refer that employee, to a health care practitioner.

- 15.26 The Town will bear the cost of a health care referral.
- 15.27 After the completion of the examination and the report from the health care practitioner, indicates there is no concern, the CAO will consider the matter closed.
- 15.28 After the completion of the examination and if the report from the health care practitioner indicates a concern, the CAO will:
- a) Provide support and comfort to the employee,
 - b) Discuss the concern with the employee,
 - c) Review Treatment and Leave options, and
 - d) Consider any course of action agreeable to both parties.
- 15.29 If the employee refuses to attend such examination, they will be suspended without pay, until such time as the employee attends the examination.
- 15.30 If after fourteen (14) days, the employee still refuses to attend the referral for examination, the employee will be deemed to have abandoned their position and be discharged from the Town's employ.

Substance Abuse and Addictions

- 15.31 The Town recognizes that substance abuse and addictions are illnesses.
- 15.32 An employee should feel free to talk, without fear or reprisal, with their supervisor if they feel they have a substance or addiction problem.
- 15.33 Any substance abuse or addiction, recognized by staff in another employee, should be referred to the supervisor for follow up, without fear of reprisal.
- 15.34 Any employee, while at work, jeopardizing the safety of any citizen or employee will be removed from the work site immediately by the supervisor and either taken home or delivered to another responsible party.
- 15.35 The CAO can make a referral in regards to substance abuse and addictions in accordance with the Medical Evaluation/Referral part of this policy.
- 15.36 The Town will make every effort possible to assist the employee in addressing and correcting a substance abuse or addiction problem.
- 15.37 If the employee fails to respond to such assistance or continue in their self-abusive way, discipline or dismissal will result.

15.38 If an employee's spouse suffers from substance abuse or an addiction, the Town recognizes its societal responsibility to support that employee.

15.39 If an employees spouse is entering a recognized treatment facility to deal with the substance abuse/addiction, the Town will grant five (5) days leave with pay to the employee to assist the spouse in healing and recovery.

16. TRAVEL EXPENSES

Policy

16.1 The Town accepts its responsibility to ensure reimbursement of fair and just expenses, incurred by their employees in the course of their official duties.

Expenses

16.2 The following constitutes the allowable expenses while all employees are in travel status:

- a) Mileage while using a private vehicle - same rate as Council remuneration
- b) Meals at the cost of:

- i. Breakfast - Ten (\$10.00) Dollars
- ii. Lunch - Fifteen (\$15.00) Dollars
- iii. Dinner - Twenty (\$20.00) Dollars

16.3 There is no requirement to submit receipts for meals.

16.4 Accommodation will be at actual expense and receipts will be required.

16.5 Public Transportation Travel- Receipts will be required for all forms of public transportation and travel by air will be by economy class.

17. INDEMNIFICATION OF EMPLOYEES

Policy

- 17.1 The Town recognizes that there are inherent risks in the operation of the Corporation and suits against the Town might arise.
- 17.2 The Town expects that in the performance of their duties, all employees will act with due diligence and ensure that duty of care is practised.
- 17.3 The Town acknowledges a responsibility to protect its employees, acting within the scope of their duties.

Procedure

- 17.4 In the event that an employee of the Town is named as a defendant in a court action while acting in the course of his duty for the Town, the Town will defend that action on behalf of the employee, providing that the employee was acting within the scope of his duties, for the Town, for the incident which gave rise to the suit.
- 17.5 The employee will not be indemnified if during the incident which gave rise to the suit, the employee was acting with obvious disregard for the safety of others, was negligent in any manner or if the act was unlawful or unethical.
- 17.6 In a suit defended by the Town for the employee, through its insurers, the Town will indemnify and save harmless the employee against any action or settlement that might result.
- 17.7 If the Town deems it appropriate, it will pay legal expenses for the employee, should he be required to retain his own counsel.
- 17.8 The Town reserves the right to settle any claim on such terms and conditions as it deems reasonable and appropriate, having regards for all circumstances.
- 17.9 If the employee disagrees with the Towns decision to settle, it will cease to indemnify the employee and any subsequent legal costs are the responsibility of the employee.

18. PERFORMANCE & PERFORMANCE APPRAISAL

Policy

- 18.1 Performance appraisals will be used to evaluate the current performance of the employee and to provide feedback to the employee on their performance.
- 18.2 Appraisals will be completed annually on each employee and are designed to encourage and support the development of the employee.
- 18.3 The granting of incremental pay raises will be directly tied to the continuing satisfactory performance of the employee as assessed according to this part.

Performance

- 18.4 Employees are expected to be attentive to their duties, complete their assigned tasks in an efficient and productive manner and not shirk their work or responsibilities.

Performance Appraisal

- 18.5 Supervisors will complete the performance appraisal on each of their employees.
- 18.6 Council will, annually, complete the performance appraisal of the CAO in accordance with Section 205.1 of the Municipal Government Act.
- 18.7 Appraisals will be completed on an annual basis for all employees on the date of their anniversary.
- 18.8 Supervisors will not compare the employee's performance against other employees.
- 18.9 Throughout the appraisal year, document specific examples of performance, either beyond the expected standard or unsatisfactory.
- 18.10 When a supervisor documents performance, either beyond the expected standard or unsatisfactory, he must provide the employee with a copy of that documentation and have the employee acknowledge receipt of the document by signing the original.
- 18.11 All such documents will be filed on the employee's personnel file and referred to at the next performance appraisal.

18.12 Support unsatisfactory performance with specific examples of documented observed actions.

18.13 All performance appraisals will be completed on a form prescribed by the CAO.

18.14 The appraisal form will include performance objectives for the coming year.

18.15 The CAO will be responsible for administering and co-ordinating the performance appraisal process.

Probationary Employee Appraisal

18.16 Though a probationary employee's performance is appraised in accordance with this part of the policy, the provisions as outlined in TERMS OF EMPLOYMENT – Probationary Period, will apply as it relates to their retention or dismissal.

Procedures for Completion of Appraisal Form

18.17 Four (4) weeks prior to the appraisal being due, the CAO will send advice to the appropriate supervisor and employee, of the due date of the appraisal.

18.18 The Supervisor will complete the appraisal form.

18.19 Upon completing the appraisal form, the supervisor will:

- i. Discuss the appraisal with the employee in a positive, open and relaxed manner.
- ii. Review the job description and if amendments are necessary implement such action.
- iii. Discuss any factors affecting the performance of the employee and provide positive feedback if the appraisal recognizes that.
- iv. Have on hand any documentation, either positive or negative, complete throughout the appraisal year.
- v. Discuss and review performance objectives for the coming year.
- vi. If performance does not meet expectations, discuss ways in which the performance can be approved and offer support and guidance.
- vii. Allow the employee to place on the appraisal form, any comments he wishes to make.
- viii. Upon completion of the process, forward the completed form to the CAO.

C.A.O.

18.20 Upon receiving the completed appraisal, the C.A.O will:

- a) Review the document.
- b) Place your remarks on the Form.
- c) Provide the employee, a completed copy of the appraisal.
- d) If you agree with the appraisal:
 - i) place the original on the employees personnel file.
- e) If you disagree with the appraisal:
 - i) Discuss the matter with the supervisor.
 - ii) Discuss the matter with the employee.
 - iii) Place your remarks on the Form.
 - iv) Provide the employee a completed copy of the appraisal.

Employee

18.21 If after receiving the final copy from the CAO, you disagree with the appraisal and you wish redress, you may submit a grievance.

18.22 Any grievance submitted in regards to a performance appraisal will proceed directly to Step 3 of the grievance process.

Unsatisfactory Performance

18.23 Employee appraisal is not a once a year occurrence. Employee's performance should be monitored on an ongoing basis and be given guidance, direction and advice as needed.

18.24 If an employee's performance is unsatisfactory, the CAO has the authority to withholding the granting on incremental pay raises.

18.25 If a Supervisor observes an employee demonstrating unsatisfactory performance at any time, they have a responsibility to immediately deal with the issues.

18.26 Upon a Supervisor observing unsatisfactory performance they will:

- a) Document the incident of unsatisfactory performance.
- b) Review the incident with the employee and have the employee acknowledge the document by signing and dating it.

- c) Provide the employee with any guidance, direction and training that might be required.

18.27 To support discipline or dismissal, it is important that documentation is kept identifying the unsatisfactory performance and the action taken to correct it.

18.28 If the unsatisfactory performance continues, the Supervisor will provide a report to the CAO, with a copy to the employee, including in the report:

- a) Details of the unsatisfactory performance.
- b) Details of the guidance, direction and training provided.
- c) Action taken to provide reasonable guidance, assistance and supervision.
- d) How the employee responded to the advice and guidance.
- e) Conclusions and Recommendations.
- f) Forward the report to the CAO.

CAO

18.29 Upon receipt of the report:

- a) If the C.A.O. concurs:
 - i. Direct that the supervisor provide the employee with a letter of expectations identifying the shortcomings.
 - ii. File the report and letter in the employee's personnel file.
- b) If the C.A.O. does not concur:
 - i) Advise the supervisor and employee in writing.
 - ii) File the report in the employee's personnel file.

Supervisor

18.30 Upon receipt of advice from the CAO to serve a letter of expectations on the employee, the Supervisor shall prepare the letter, outlining

- a) The details of the shortcomings that lead to the unsatisfactory performance.
- b) The steps that must be taken to achieve a satisfactory level of performance.
- c) Notice that the employee is being granted sixty (60) days from the date of delivery of the letter of expectations to correct the performance deficiencies.
- d) The fact that the employee's progress will be closely monitored.
- e) Reasonable assistance and guidance will be provided in an attempt to correct the deficiencies.

- f) That a report will be submitted at the end of the sixty (60) days.
- g) Notice that if the employee fails to improve and then maintain a satisfactory level of performance that he will be dismissed from the Towns employment.

18.31 At the end of the sixty (60) day period, the Supervisor shall provide a report to the CAO with their conclusions and recommendations.

CAO

18.32 Upon receipt of the report, the C.A.O. shall:

- a) Review it.
- b) If the employee has achieved a satisfactory level of performance, file the report in the employee's personnel file.
- c) If the employee has not achieved a satisfactory level of performance, dismiss the employee from the employment of the Town.
- d) File the documentation on the employee's personnel file.

Employee

18.33 If you are dismissed for unsatisfactory performance, you may submit a grievance, in accordance with the Grievance policy.

18.34 Grievances under this part will commence at Step Three (3).

General

18.35 If an employee receives a letter of expectations under this part and their work attains a satisfactory level of performance, no further action will be taken.

18.36 If the employee has gone through all the steps and there is a return to a level of unsatisfactory performance, the process will immediately move to a recommendation to dismiss.

18.37 Employees can not apply to have unsatisfactory performance records removed from their personnel file.

19. GRIEVANCES

Policy

- 19.1 Town employees have a right to restitution on matters where they feel they have been aggrieved by an action of the Town or its employees.

Grievances Involving Safety

- 19.2 Any issue, identified by an employee, that involves safety equipment and its lack or use thereof is not deemed a grievance for this part. Such issues will be resolved under the appropriate Safety Policy or applicable Federal or Provincial laws or regulations.

Grievance Process

- 19.3 If an employee files a grievance, they shall still continue to report for work and to fulfil their responsibilities under the direction of the supervisor until such time as the grievance is resolved.
- 19.4 If, the circumstances that caused grievance is of such a nature that it would be to the detriment of the employee to remain in the Department, the CAO shall:
- a) Determine alternate working arrangements for the grievor.
 - b) Fast track the grievance through the process.
- 19.5 The time limits set in processing grievances can only be extended by the consent in writing, of both parties.
- 19.6 Only one extension at each level is allowed.
- 19.7 Failure on the part of a grievor, to meet a time line outlined herein, will result in the grievance being considered abandoned.
- 19.8 Every effort is to be made by all parties, to resolve grievances in an expeditious manner, in a spirit of cooperation and cordiality.
- 19.9 An employee will not be discriminated against for the filing of a grievance.
- 19.10 If any person fails to comply with any step of the grievance process, the grievor may take the grievance to the next level.
- 19.11 If the employee fails to comply with any step of the grievance process, the grievance will be declared abandoned.

19.12 The grievance process will follow the steps outlined hereunder:

a) Step 1

- i) The grievor will attempt to settle the grievance informally with his immediate supervisor.
- ii) At this stage, there is no requirement on either party to record the substance of the grievance and a verbal resolution will suffice.

b) Step 2

- i) At the failure of Step 1, the grievor will, within five (5) working days of the breakdown in Step 1,
- ii) Document the grievance indicating:
 - a) The name and position of the grievor
 - b) The name and position of the person who made the decision that caused the grievance.
 - c) The nature of the grievance and the circumstances in which it arose and the policy it violated.
 - d) The remedy sought by the grievor
 - e) The grievor will then forward that document to the CAO.
- iii) The grievor may request of the CAO any information or document, held by the Town that may assist the grievor in the submission of the grievance.
- iv) The CAO will provide such documentation, unless:
 - a) It is protected by solicitor client privilege
 - b) Release of the document would cause irreparable harm to the Town.
- v) The CAO, will, within five (5) working days, provide the involved Supervisor with a brief summary of the grievance and ask for their comments on the matter.
- vi) The Supervisor will within five (5) working days, provide their comments to the CAO.
- vii) The CAO will then within five (5) working days, meet with both parties and attempt to mediate/resolve the grievance.
- viii) If the grievance is resolved, then the matter is considered closed.

- ix) If the grievance cannot be resolved, the CAO will consider the written and oral evidence and render a decision on the matter within four (4) working days.
- x) The decision will be in writing and will be provided to both parties.
- xi) Regardless of the decision, only the grievor has the right to take the matter to Step 3.

c) **Step 3**

- i) If for the grievor, Step 2 fails; the grievor may within five (5) days of receiving the written response from the CAO, appeal the decision of the CAO to Council Committee of the Whole.
- ii) Council will, within ten (10) days of receipt of the grievance, will schedule an in camera meeting and the next regularly scheduled Council meeting too hear evidence on the grievance.

Note: If the next scheduled meeting of Council is six (6) days or less away, the matter shall be referred to the following scheduled meeting, in camera.

- iii) At the meeting, the grievor:
 - a) May be represented by a person of his choice,
 - b) May speak to the grievance,
 - c) May present any evidence he might feel relevant,
 - d) May call any witness, except the person who made the decision that gave rise to the grievance, and
 - e) May cross-examine any witnesses called.
- iv) At the meeting, the Council Committee will:
 - a) Respect the rights of the grievor.
 - b) May call any witness, including the person that made the decision that gave rise to the grievance, and
 - c) Decide upon the matter in a fair and impartial manner.
- v) Upon review, Council may
 - a) Uphold the decision
 - b) Rescind or vary the decision
 - c) Strike down the decision
- vi) The decision of Council is final.

- vii) Within fourteen (14) days of the meeting, the Council Committee shall render a written decision, which will be forwarded to:
 - a) The grievor,
 - b) The CAO, and
 - c) Council.

Grievance for Discipline and Dismissal/Termination

19.13 An employee may grieve a decision taken to either discipline or dismiss the employee

19.14 In grievances of this nature, the grievance shall proceed directly to Step 3.

Arbitration/Mediation

19.15 If the Town and the grievor agree, the grievor could ask that the grievance be resolved through either arbitration or mediation.

19.16 Assignment of costs will be determined, prior to the grievor making a decision to proceed in this fashion.

19.17 If a grievor enters into mediation or arbitration, the grievor agrees to accept the outcome of the process and upon completion of such process the grievance will be declared closed.

19.18 Arbitration and mediation will be subject to Provincial Employment Standards code.

20. TRAINING AND DEVELOPMENT

Policy

- 20.1 The Town subscribes to the principle of continuous learning. The Town wishes to have a competent, efficient and properly trained work force and will strive to develop their employees on an ongoing basis, by approving a yearly training budget.

Training Budget

- 20.2 Each fiscal year, the CAO will recommend to Council a training budget.

Employee and CAO

- 20.3 An employee may request to attend a training course, seminar or symposium for the purpose of upgrading their skills, directly related to their duties.
- 20.4 Courses taken through distance education will be considered.
- 20.5 Once each year, employees can attend a course of their own interest under the following conditions:
- a) Maximum reimbursement will be \$100.00;
 - b) The Course must be taken on their own time;
 - c) Course funds cannot be carried forward into a new fiscal year.
- 20.6 A CAO may select employees to take refresher/upgrading training.
- 20.7 If employees are selected to attend refresher/upgrading training, it is mandatory that they attend such training.
- 20.8 If an employee wishes to attend training to upgrade their skills, related to their duties, they will:
- a) Make a written request to their supervisor, outlining:
 - i) The name and nature of the course;
 - ii) How it relates to their duties;
 - iii) The length of the course;
 - iv) The cost of the course.
- 20.9 The Supervisor will:
- a) Review the submission of the employee

- b) Make a recommendation;
- c) Forward it to the CAO for her consideration.

20.10 The CAO will:

- a) Review the submission;
- b) Approve or deny the request.

20.11 If the request is denied, the employee is to be provided brief written reasons for the denial.

20.12 Any training approved by the CAO, except a course of an employee's own interest will be attended on work time and paid for by the Town.

20.13 Payment of expenses for attending Town approved training, will be in accordance with the "Travel Expenses" part of this policy.

20.14 An employee may be advanced monies to attend Town approved training, except for courses of an employees own interest

20.15 Upon completion of the course, a course, seminar or symposium, either requested by the employee, or directed to attend by the CAO, except one of an employee's own interest, an employee will:

- a) Provide receipts for the registration fee;
- b) Provide receipts for any form of public transportation;
- c) Meals and gratuities;
- d) Documentation that indicates the employee has completed the course or;
- e) If there is a pass/fail criteria for the course, proof that the employee passed the course.

20.16 If there is a pass-fail criteria and the employee does not successfully complete the course, the Town reserves the right to recover all costs from the employee.

Education Leave of Absence

20.17 An employee may be granted a leave of absence to complete any education, which will result in a professional designation.

20.18 The maximum leave of absence that can be granted to an employee under this part is one (1) year.

20.19 During the leave of absence, the Town reserves the right to staff the position with a temporary employee.

20.20 If an employee wishes an education leave of absence, they will:

- a) Submit a request to their supervisor outlining the nature of the leave of absence, the professional designation that will be attained;**
- b) How the absence and subsequent designation will benefit the Town.**

20.21 The Supervisor will provide their written comments and forward it to the CAO, unless the CAO is their supervisor.

20.22 The CAO will:

- a) Review the submission;**
- b) Make a recommendation to Council.**

20.23 Council will:

- a) Review the submission;**
- b) Consult with the CAO;**
- c) Approve or deny the request.**

20.24 The decision of the Council is final and not subject to any grievance procedures.

20.25 The CAO will advise the applicant in writing of the decision.

20.26 If the leave of absence is approved, the employee must agree in writing:

- a) To remain an employee of the Town for a period of two (2) years upon attaining the professional designation; otherwise**
- b) That if the Town has paid any portion of the training that has led to professional designation, the employee will reimburse the Town, all registration fees and expenses paid by the Town.**

21. INFORMATION TECHNOLOGY

Policy

- 21.1 The Town supports the use of information technology, to increase efficiency and to provide the citizens with expeditious and professional service.
- 21.2 Town employees will use Town owned technology systems only to the advantage of the Town and its citizens, and are responsible for ensuring that use of such systems are legal, ethical and moral.

Use of Technology

- 21.3 Employees shall not use any system for their personal needs.
- 21.4 Employees shall use any information system, having due regard for the provisions of all applicable privacy legislation.

Evergreen Program

- 21.5 The CAO will establish in conjunction with the annual budget, an "evergreen program" to ensure ongoing enhancement of Town technology.

Software

- 21.6 Only software approved by the CAO may be installed on Town owned systems.

Use of the Internet and E-Mail

- 21.7 The Internet is to be used by town employees for work related purposes only.
- 21.8 Virus programs must always be installed on a computer and must be functional at all times.
- 21.9 If the virus program is not functional, the computer shall not be used until such time as the virus program becomes functional.
- 21.10 Employees using the Internet or E-Mail systems shall not use it for:
 - a) Private use, either business or personal;
 - b) Any illegal, unethical or immoral purpose;
 - c) Downloading any software, unless that software download is approved by the CAO;

- d) Accessing any Internet site that contains objectionable, immoral, degrading, defamatory or obscene material;
- e) Transmitting via e-mail any such material heretofore noted in this section;
- f) The importation of data discs, either floppy or CD from other sources into the Town owned system.

21.11 An employee may use the Internet or E-mail for their personal use under the following conditions:

- a) It must be on their approved break periods or after hours;
- b) It does not violate any provision of any part of this policy, especially Section 21.10 b to d;
- c) It does not interfere with your work or productivity;
- d) They will not use it for the transmittal of chain letters.

Policy Violation

21.12 Any violation of the Information Technology policy will result in disciplinary action.

21.13 Dependent upon the seriousness of the breach of the policy, sanctions up to and including dismissal could result.

22. HARASSMENT

Policy

- 22.1 The Town is committed to providing an environment where employees can work in an environment that provides dignity and respect to all.
- 22.2 Harassment in the work place is not only offensive, it is contrary to laws and standards and employment. Unequivocally, the Town will not tolerate harassment and employees are encouraged to report all incidents of such behaviour.
- 22.3 Employees committing harassment in the workplace will be considered to have violated the expected code of conduct standards and will be severely disciplined.
- 22.4 The harassment policies apply to all employees, regardless of position.
- 22.5 Harassment can be both personal and sexual in nature.
- 22.6 All complaints are to be considered and treated as strictly confidential.

Employee Procedures

- 22.7 If you feel you are being harassed;
 - a) Request the person harassing you to cease and desist;
 - b) Record all information relating to the harassment, indicating date, time and nature;
 - c) Record the names of witnesses, if any;
 - d) If the harassment does not stop, initiate a complaint to your supervisor;
 - e) If your supervisor is the harasser, report the matter to the CAO;
 - f) If the CAO is your supervisor, report the matter to the Mayor.
- 22.8 If after speaking to the harasser, the harasser does cease and desist, you may choose to either consider the matter closed or report it to your supervisor.
- 22.9 If the harassment continues after you have spoken to the person, report the matter immediately.
- 22.10 Be aware of your rights under existing Human Rights legislation.

Supervisor

- 22.11 Conduct an investigation into the witness, including but not limited to the interview of the complainant and the alleged harasser.
- 22.12 If the investigation determines there is enough evidence to support the complaint, forward your report along with a discipline recommendation to the CAO.

CAO

- 22.13 Review the matter and if you concur, discipline the employee.

Mayor

- 22.14 Conduct an investigation as it relates to the CAO and report your findings to Council.
- 22.15 If the evidence supports the allegation, deal with the CAO in accordance with the Municipal Government Act and with any part of this policy.

Discipline

- 22.16 Discipline for violations of the Harassment Policy will be dealt in accordance with the Code of Conduct portion of this policy.

Sanctions

- 22.17 An employee disciplined for violation of the harassment policy will be subject to all and any sanction allowed up to and including dismissal.

General

- 22.18 Correspondence on investigations under this part will be filed as followed:

- a) If founded, in the harassers personnel file;
- b) If unfounded, on the complainant's personnel file.

- 22.19 Regardless of the outcome of the investigation, no employee who lodged a complaint of harassment will be subject to retaliation in any form by anyone for making such a complaint.

- 22.20 All complaints made will be treated as genuine and every effort made to protect the employee at all times.

- 22.21 No complaint received under the part will be treated as being frivolous or vexatious in nature and will receive the full, complete and undivided attention of the supervisor and management.**
- 22.22 If a complaint against an employee under the Harassment policy is founded, they have the right to restitution under the Grievance portion of this policy as it relates to the finding, discipline and sanction imposed.**

23. OCCUPATIONAL SAFETY AND HEALTH

Policy

- 23.1 The Town subscribes to and promotes employee safety at all times. Employees are required to comply with all existing safety practices and legislation at all times while working.
- 23.2 Town employees will subscribe to all safety practices and procedures enunciated in any Act, Regulation or Code or as subscribed by the Worker's Compensation Board.

Safety Equipment

- 23.3 Outside Workers and when required, Inside Workers, when working and using any type of equipment, will wear/use, when required:
- a) Hard Hats;
 - b) Proper hearing protection;
 - c) Safety glasses;
 - d) Steel toed safety boots;
 - e) Other speciality safety equipment that may be required.
- 23.4 The Town will purchase for employee use,
- a) Two (2) pairs of coveralls each year;
 - b) Safety Glasses;
 - c) Hard Hats.
- 23.5 The Town will comply with all Workplace Hazardous Material Information Systems standards and practices.

Injury on Duty

- 23.6 An employee, injured while working, will immediately report the injury to his supervisor.
- 23.7 An employee will complete all forms, required either by the Worker's Compensation Board or an insurance carrier of the Town, as soon as practicable.
- 23.8 If an employee by virtue of his injury is incapable of completing any required forms, it will be the supervisor's responsibility to complete such forms.
- 23.9 Refusal to complete such forms may result in discipline, in accordance with the Code of Conduct portion of this policy.

24. LOSS, DAMAGE OR THEFT OF PROPERTY OWNED, LEASED OR IN THE CARE AND CONTROL OF THE TOWN

Policy

- 24.1 The Town has a significant investment in its equipment and wishes to safeguard it. In addition, the Town recognizes the need of the employee to work in a safe environment and to provide support to the employee if the employee is injured at work.

Employee Responsibility

- 24.2 All employees are accountable for and will immediately report to their supervisor the loss, damage or theft of any property or monies in their care or control that is owned, leased or in the care and control of the Town.
- 24.3 If the employee is involved in a loss or damage incident where liability might be an issue, the employee should make no admission of liability. Either the Town or their legal advisors will address the issue of liability.
- 24.4 If serious loss, injury or death occurs, immediately notify your supervisor who in turn will notify the RCMP and Alberta Occupational Health and Safety.
- a) The supervisor shall immediately notify the CAO.
 - b) The CAO will immediately notify the Mayor.

Investigation and Reporting

- 24.5 Any loss, damage, theft or injury/death relating to Town employees or property shall be reported, in writing through channels to the CAO.
- 24.6 No two incidents will be identical. When investigating and reporting a loss or damage the circumstances may not merit a full investigation. In every case sufficient enquiries must be made to satisfy the CAO and the Town, Officials as to whether or not the loss, given the circumstances, is reasonable or shows negligence.
- 24.7 If the loss is very serious or involves a major injury or death, the CAO should consider obtaining legal advice.
- 24.8 On minor property loss/damage, employees shall submit a report to the supervisor outlining the circumstances.
- 24.9 The supervisor shall review the report and forward it with comments to the CAO.

CAO

24.10 Review and deal with as you deem appropriate.

Injuries

24.11 If an employee is injured as a result of a motor vehicle collision or another event, within 24 hours:

- a) Obtain and complete a Worker's Compensation Board Handbook; and
- b) Forward the documents as required.

24.12 If injury prevents the employee from completing the documents, the Supervisor will complete the documents.

Personal Property Damage – Non-Injury

24.13 If an employee damages personal property and the damage is directly attributable to the course of their duties, the loss might be covered by Worker's Compensation.

24.14 Upon incurring damage, within 24 hours, complete the Worker's Compensation Board form and forward it to your supervisor.

24.15 The Supervisor will forward it with his comments to the CAO.

24.16 The CAO or her delegate will forward the form to Worker's Compensation Board for a decision. Note: Injuries are reported separately.

Town Vehicles (Owned and Leased)

24.17 If you are involved in a motor vehicle collision, immediately report the matter to the RCMP and provide all information as required by law.

24.18 If possible, first notify your Supervisor.

24.19 The Supervisor will attend all motor vehicle collisions involving Town-owned or leased vehicles.

24.20 The Supervisor will liaise with the RCMP and if required, extend the investigation beyond theirs to ensure all areas of concern, such as photographs, diagrams, witness statements, etc. are obtained.

24.21 Obtain three estimates for the loss and submit the estimates to the CAO for repair approval.

24.22 If the collision reveals that further driver training is required by the vehicle operator, initiate that training.

Discipline

24.23 If an employee is found to be negligent as it relates to loss or damage to equipment owned or leased by the Town, they could be subject to discipline.

24.24 If an employee is disciplined under this part, the discipline shall be done in accordance with the Code of Conduct part of this policy.

24.25 Employees disciplined for loss or damage to Town owned equipment or equipment leased by the Town, if they wish to seek restitution, they may submit a grievance in accordance with the Grievance part of this policy.

24.26 A grievance under this part will proceed directly to Step 3 of the grievance process.

25. USE OF TOWN OWNED AND LEASED VEHICLES

Policy

- 25.1 Employees of the Town may be provided vehicles, appropriate for their responsibilities and duties.
- 25.2 All vehicles are the property of the Town and come under the control of the CAO. Town vehicles will only be used for official Town duty and are to be made available at all times to all employees to conduct and carry out official Town business.
- 25.3 Employees operating or using a vehicle beyond the limits of this policy could be subject to taxation, as their use of the vehicle might be deemed a taxable benefit.
- 25.4 It is expected that all employees will operate Town vehicles in a safe and prudent manner, having due regard for all traffic laws.

Use of Vehicles

- 25.5 Town vehicles will only be operated by persons currently employed by the Town and no others.
- 25.6 Unless the CAO or a supervisor gives specific permission or as allowed by this policy, no employee shall use a Town vehicle except during hours of work, either regular time or while on overtime.
 - a) Town owned vehicles will be returned to the Town Yard if the employee is absent for more than one week.
- 25.7 Employees on call are allowed to take a vehicle to their residence.
- 25.8 When using a vehicle while on call or outside Corporate Limits for Town business, they must:
 - a) Drive the most direct route to the residence or out of Town meeting location; and
 - b) Not use it for any other purpose than responding to a call, attending an out of Town function, or for conducting required checks or maintenance.

Authority for Use of Vehicles Outside the Corporate Limits

- 25.9 Town vehicles may be used outside the corporate limits of the Town when the following conditions exist:

- a) The vehicle is being used during regular work hours for official Town business.
- b) Permission has been given to use a vehicle to attend a course or seminar outside the corporate limits.
- c) The vehicle is not required for other official Town business by another employee.

25.10 Only the CAO can grant permission to use a vehicle outside the corporate limits.

Note: Incidental travel outside the corporate limits, to facilitate town business, during working hours does not require CAO authority.

25.11 If you wish to use a Town vehicle for travel outside the corporate limits, for Town business:

- a) Submit a brief written request to your Supervisor outlining the reason for its use.
- b) The Supervisor shall forward the request to the CAO, with your comments and recommendations.
- c) The CAO will:
 - i) Review the request;
 - ii) Deny or grant approval;
 - iii) If approval is denied, authorize use of a private vehicle at Town expense; and
 - iv) Inform the Supervisor who in turn will inform the employee.

25.12 If the Supervisor is the one requesting the use of a vehicle, forward the request direct to the CAO.

25.13 Written permission to use the vehicle outside the corporate limits must be retained in the employee file.

Maintenance and Cleanliness

25.14 Town vehicles will be maintained in a sound mechanical fashion at all times.

25.15 Town owned vehicles will be subject to regular maintenance.

25.16 Employees should conduct a "walk around" of a vehicle prior to operation and report any damage.

25.17 Employees should be diligent in checking the fluid levels, on a regular basis, of the vehicles they are operating.

25.18 Town owned vehicles will be kept cleaned and washed, unless environmental conditions are such that cleanliness would be counter productive.

25.19 All employees will share an equal responsibility in ensuring a proper cleanliness standard is maintained at all times.

Use of Vehicles Outside Policy


25.20 If an employee uses a Town owned vehicle, contrary to this policy, they may not be indemnified by the Town and could be held responsible for any damages that might occur during such use.

26. GENERAL AND TRANSITIONAL

- 26.1 In the event that any aspect of this policy conflicts with any existing or future Federal or Provincial law, the provisions of said laws shall prevail without affecting the other provisions of this policy.**
- 26.2 If any provision of this policy is struck down as the result of legal action, only that policy so affected will be considered vacated and all other provisions remain in full force and effect.**
- 26.3 The Alberta Employment Standards Code provides guidance to employer and employee in addition to this policy.**
- 26.4 These policies come into full force and effect on the effective date of a Council resolution adopting these policies.**
- 26.5 On the date of passage of such resolution, all other existing personnel policies, either expressed or implied are rescinded.**
- 26.6 No provisions of these policies shall be retroactive unless specifically provided for.**
- 26.7 Changes to this policy can be made as the result of suggestions from staff or guidance from the CAO.**
- 26.8 Staff should have input into any suggested change of policy, regardless of who suggests the change.**
- 26.9 Only Council can approve amendments, additions or deletions to this policy.**



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	<h2>Town of Vegreville Policy</h2>
Policy No.: Policy Title: Approval Date: Revised Date: Department:	HR-4002 Respect in the Workplace Policy June 22, 2020 Corporate Services

Policy Statement:


The Town of Vegreville (the “Town”) recognizes the dignity and worth of every employee and believes in providing and maintaining a work environment in which all employees are free from workplace violence, harassment, and discrimination. This policy applies to all employees and covers all forms of violence, bullying, and harassment and all forms of discrimination prohibited under human rights legislation.

The Town of Vegreville believes in the prevention of violence, harassment, and discrimination and promotes a violence, harassment, and discrimination free environment in which all people respect one another and work together to achieve common goals. Any act of violence, harassment, and discrimination committed by or against any employee, student, volunteer, client, or member of the public is unacceptable conduct and will not be tolerated. It is mandatory that any instances of violence, harassment, and discrimination be reported.

The Town of Vegreville is committed to:

- investigating reported incidents of violence, harassment, and discrimination in a prompt, objective, and sensitive manner
- taking necessary corrective action
- providing appropriate support to victims.

No individual shall be penalized in any way for making a complaint or giving evidence in an investigation unless the information given is proven to be malicious and without foundation.

	<h2>Town of Vegreville Policy</h2>
Policy No.: Policy Title: Approval Date: Revised Date: Department:	HR-4002-1.0 Respect in the Workplace Policy June 22, 2020 Corporate Services

1.0 Reason for Policy


1.1 The purpose of this policy and procedures is to ensure that:

1.1.1 individuals are aware of the seriousness with which The Town of Vegreville views violence, harassment, and discrimination

1.1.2 disciplinary and/or corrective action shall be imposed in the event of such confirmed behavior

1.1.3 individuals are advised of the assistance available to them and the recourse they may take should they believe they are subjected to, or become aware of situations involving violence, harassment, and/or discrimination.


Reviewed Date:	Reviewed By:	To Be Reviewed: June 2023
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	<h2>Town of Vegreville Policy</h2>
Policy No.: Policy Title: Approval Date: Revised Date: Department:	HR-4002-2.0 Respect in the Workplace Policy June 22, 2020 Corporate Services

2.0 Confidentiality

- 2.1 All reasonable efforts shall be made to ensure that any allegation made pursuant to this policy is kept confidential except:
 - 2.1.1 where disclosing such information helps to ensure the personal safety of any individual;
 - 2.1.2 to the extent necessary to investigate or respond to any legal or administrative proceedings; and/or
 - 2.1.3 where disclosing such information is required under law.
- 2.2 All employees involved in the investigation process shall maintain the confidentiality of such information except where required to provide information for an investigation.
- 2.3 It is the responsibility of any individual who becomes aware of an incident of violence, harassment and/or discrimination to disclose details of the incident to a manager or director.
- 2.4 No record of the complaint will be maintained on the personnel file of the complainant. At the conclusion of each complaint process, all related documentation will be maintained for safe keeping in a confidential manner by the CAO or designate in the related "Respect in The Workplace" file.

Reviewed Date:	Reviewed By:	To Be Reviewed: June 2023
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	<h2>Town of Vegreville Policy</h2>
Policy No.: Policy Title: Approval Date: Revised Date: Department:	HR-4002-3.0 Respect in the Workplace Policy June 22, 2020 Corporate Services

3.0 Definitions

- 3.1 Complainant** means the person who has allegedly been a victim of violence, harassment and/or discrimination.
- 3.2 Discrimination** means the differential treatment of an individual on the basis of race, colour, ancestry, place of origin, religious beliefs, gender, gender identity, gender expression, age, physical disability, mental disability, marital status, family status, source of income and sexual orientation or any other factor that is legislatively protected within the province where the employee works (“Prohibited Grounds”)
- 3.3 Harassment** means engaging in a course of vexatious or inappropriate comments or conduct that is known, or ought to reasonably be known, to be unwelcome. It may include unwelcome, unwanted, offensive, humiliating, or objectionable conduct that may have the effect of creating an intimidating, hostile or offensive work environment; interfering with an individual’s work performance; adversely affecting an individual’s employment relationship; and/or denying an individual’s dignity and respect. Harassment may result from one incident or a series of incidents. It may be directed at specific individuals or groups.
- 3.3.1 Harassment includes Sexual Harassment** which includes any unsolicited conduct, comment, or physical contact of a sexual nature that is unwelcome by the recipient. It includes, but is not limited to, any unwelcome sexual advance (oral, written or physical); requests for sexual favours; unwelcome sexual or gender related comments, innuendoes, remarks, jokes or taunts; unnecessary physical contact such as patting, touching, pinching or hitting; displays of sexually degrading, offensive or derogatory material such as graffiti or pictures; physical or sexual assault.

All employees have a right to be free from an unwelcome sexual solicitation or advance made by a person in a position to confer, grant or deny a benefit or advancement to the employee and from a reprisal or a threat of reprisal for the rejection of such an unwanted sexual solicitation or advance.

- 3.3.2 NOTE:** Harassment does not refer to supervisory personnel exercising legitimate authority as part of a responsibility for performance management such as, but not limited to: performance evaluations based on work performance; imposition of appropriate discipline; a request or directive to do something that a reasonable person would consider as relevant to a job function; or denial of request for time off.

	<h2>Town of Vegreville Policy</h2>
Policy No.: Policy Title: Approval Date: Revised Date: Department:	HR-4002-3.0 Respect in the Workplace Policy June 22, 2020 Corporate Services

3.0 Definitions (Continued)

3.4 Investigator means the individual appointed by the Town Manager to lead the investigation, determine the findings and recommend outcomes. Normally an investigator will be a Town of Vegreville employee, however, may also be an external appointment.

3.5 Manager means an immediate supervisor, manager, or designate. Where the manager is the respondent in an allegation of workplace violence, harassment, and/or discrimination, 'manager' shall mean the next higher position in the respective department.

3.6 Respondent means the person who is alleged to have committed the offense.

3.7 Violence means:

3.7.1 The exercise of physical force by a person against a worker, in the workplace, that causes or could cause physical injury to the worker.


3.7.2 An attempt to exercise physical force against a worker, in the workplace, that could cause physical injury to the worker.

3.7.3 A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in the workplace, that could cause physical injury to the worker.

Please note that this definition of violence also includes acts or threats of domestic violence against an employee that may create a risk of danger to the employee or others in the workplace.

3.8 Witness means someone who has seen and/or reported an alleged incident of violence, harassment, and/or discrimination against another individual.

3.9 Workplace means any place where business or work-related activities are conducted. It includes, but is not limited to, the physical work premises, work-related social functions (social events, golf games, etc.), work assignments outside the Town's office, work-related travel, and work-related conferences or training sessions.

	<h2>Town of Vegreville Policy</h2>
Policy No.: Policy Title: Approval Date: Revised Date: Department:	HR-4002-4.0 Respect in the Workplace Policy June 22, 2020 Corporate Services

4.0 Responsibilities

4.1 Town Council to:

4.1.1 Approve by resolution this policy and any amendments.

4.2 Town Manager to:

4.2.1 Implement this policy and approve procedures.

4.2.2 Ensure policy and procedure reviews occur and verify the implementation of policies and procedures.

4.2.3 Determine the appropriate person responsible for conducting the investigation as each case must be determined on its own merit.

4.3 Director of the Department to:

4.3.1 Ensure implementation of this policy and procedure.

4.3.2 Make recommendations to the Town Manager of necessary policy or procedure amendments.

4.3.3 Report any complaints to the Town Manager

4.4 Manager to:

4.4.1 Understand, and adhere to this policy and procedure.

4.4.2 Ensure employees are aware of this policy and procedure.

4.4.3 Report any complaints to department Director.

4.5 All Employees to:

4.5.1 Understand and adhere to this policy and procedure.

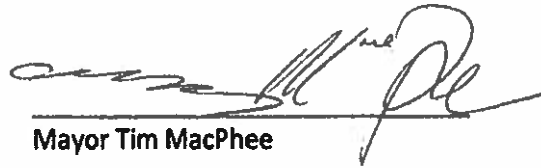
4.5.2 Report any incidents of violence, harassment, and/or discrimination to a manager.



Town of Vegreville Policy

Policy No.:	HR-4002-5.0
Policy Title:	Respect in the Workplace Policy
Approval Date:	June 22, 2020
Revised Date:	
Department:	Corporate Services

5.0 End of Policy



Mayor Tim MacPhee



Cliff Craig CLGM, Town Manager

Title: Workplace Harassment and Violence Prevention

Resolution: 2021-0128 (Apr 26/21)

Revised:

Special Notes/Cross Reference:

Next Review Date: 2024

POLICY STATEMENT:

The Town of Westlock (Town) believes that all individuals have the right to work in an environment free from Harassment and Violence. The Town believes in the prevention of Harassment and Violence in the workplace and promotes a Harassment and Violence free workplace in which all people respect one another and work together to achieve common goals. Any act of Harassment or Violence committed by or against any employee, contractor, visitor, volunteer, or member of the public is unacceptable and such conduct will not be tolerated.

This policy is in keeping with the Town's dedication to providing and maintaining an environment that fosters respectful and responsible behaviours.

The Town is committed to:

1. Eliminating or controlling risks related to Harassment and/or Violence.
2. Educating our employees in the recognition of Harassment and/or Violence hazards and the operation of our policy and procedures in this regard.
3. Investigating reported incidents of Harassment and/or Violence in an objective and timely manner and taking appropriate corrective action.
4. Maintaining confidentiality of personal information of those involved where appropriate.
5. Providing appropriate support for those exposed to Harassment and/or Violence.
6. Ensuring the content of this policy does not discourage any employee from exercising their rights under any other law.
7. Reviewing this policy and associated procedures as required by legislation and revising as necessary.

PURPOSE:

The purpose of this policy is to ensure that:

1. Individuals (employees, contractors, volunteers) are aware of, and understand, that acts of Harassment and/or Violence are considered a serious offence for which necessary sanctions will be imposed, and policies and procedures are in place to deal with the same.
2. Those subjected to acts of Harassment and/or Violence are encouraged to access any assistance they may require in order to make or pursue a complaint.
3. Individuals are advised of available resources if they have been subjected to, or become aware of, situations involving Harassment and/or Violence.

4. Action will be taken in response to complaints, and where complaints are substantiated, appropriate corrective and disciplinary action will be taken.
5. Victims of Harassment and/or Violence will be supported, and the effectiveness of the Town's actions evaluated.

DEFINITIONS:

1. **"Harassment"** means unwanted advances, requests for favours, or other verbal or physical conduct of an unwanted or unwelcome nature. For the purpose of this policy, Harassment includes, though is not limited to the behaviours listed herein.
2. **"Sexual Harassment"** means unwanted sexual advances, requests for sexual favours, or other verbal or physical conduct of a sexual nature which:
 - a) Implicitly or explicitly makes submission of such conduct a term and condition of an individual's work.
 - b) Affects access to employment.
 - c) Creates a hostile or offensive environment which interferes with an individual's work.
 - d) Intimidates, embarrasses, coerces or humiliates an individual in the workplace.
 - e) Arises out of a relationship which is not based on mutual consent.

Sexual harassment includes comments or conduct of a sexual nature that are unwelcome or offensive. This includes negative or inappropriate comments and conduct which is not necessarily sexual but is directed at a person because of their gender. The person engaging in the harassing behavior does not necessarily have to have power or authority over the subject of the harassing behavior.

Sexual harassment is comprised of any of the following behaviours, although it is not limited to the behaviours listed therein.

- a) Verbal abuse or threats associated with behavior of a sexual nature.
 - b) Unwelcome remarks or jokes of a sexual nature.
 - c) Unwelcome invitations or requests of a sexual nature.
 - d) Staring, leering or inappropriate observation of a co-worker of a sexual nature.
 - e) Displaying or posting pornographic, offensive, or derogatory materials of a sexual nature in the workplace.
 - f) Unwelcome physical contact of a sexual nature.
 - g) Exposing oneself sexually in the workplace.
 - h) Explicit or implicit demands of a sexual nature.
 - i) Sexual assault.
 - j) Any other behaviour, conduct or activity of a sexual nature which is unwelcome or uninvited.
3. **"Discriminatory Harassment"** means comments or conduct based on the protected grounds in human rights legislation which are unwelcome or offensive. The protected grounds include:
 - a) Race, colour, ancestry or place of origin.
 - b) Religious beliefs.
 - c) Age.

- d) Gender.
- e) Sexual orientation.
- f) Gender expression, gender identity.
- g) Family or marital status.
- h) Source of income.
- i) Conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered.

Examples of discriminatory harassment include:

- a) Offensive comments, jokes or behavior that disparage or ridicule a person's membership in one of the protected categories.
- b) Imitating a person's accent, speech or mannerisms.
- c) Persistent or inappropriate questions about whether a person is pregnant, has children, or plans to have children.
- d) Inappropriate comments or jokes about an individual's age, sexual orientation, personal appearance, or weight.

4. **"General Harassment"** means unwanted advances, request for favours, or other verbal or physical contact which:

- a) Implicitly or explicitly makes submission of such conduct a term and condition of an individual's work.
- b) Affects access to employment.
- c) Creates a hostile or offensive environment which interferes with an individual's work.
- d) Intimidates, embarrasses, coerces or humiliates an individual in the workplace.
- e) Arises out of a relationship which is not based on mutual consent.

Harassment is comprised of any of the following behaviours, though it is not limited to the behaviours listed therein:

- a) Verbal abuse or threats.
- b) Unwelcome remarks or jokes.
- c) Unwelcome invitations or requests.
- d) Staring, leering or inappropriate observation of a co-worker.
- e) Unwelcome physical contact.
- f) Any other behaviour, conduct or activity which is unwelcome or uninvited.

5. **"Poisoned Work Environment"** means a workplace that is hostile or unwelcoming because of insulting or degrading comments or offensive actions aimed at an employee or others.

Even if no one is directly targeted, harassing comments or conduct can poison the work environment, making it an uncomfortable place in which to work. This is also considered Harassment. Some examples of actions that can create a poisoned work environment include:

- a) Displaying offensive, discriminatory material such as posters, pictures, calendars, web sites or screen savers.
- b) Distributing offensive or discriminatory e-mail messages or attachments such as pictures or video files.
- c) Practical jokes that embarrass or insult someone.
- d) Jokes or insults that are offensive, racist or sexual in nature.

6. **“Violence”** means the threatened, attempted, or actual conduct of a person that causes, or is likely to cause, physical injury whether at the work site or work related.

Acts of violence can take the form of physical contact. The threat of violence, either overt or covert, can be just as detrimental and damaging as the physical act of violence itself. Abuse in any form erodes the mutual trust and confidence that are essential to the Town’s operational effectiveness. Acts of violence destroy individual dignity, lower morale, cause fear and break down work unit cohesiveness.

Acts of violence may occur as a single event or may involve a continuing series of incidents. Violence can victimize anyone and may be directed by or towards workers, visitors, and members of the public.

PROCEDURES:

Preventing Harassment and Eliminating/Controlling the Hazard of Violence

Roles and Responsibilities

The Town has the overarching responsibility to eliminate/control the hazard of Violence. It is the mutual responsibility of both Town employees and the Town to prevent Harassment and ensure a Harassment free workplace. Specific responsibilities have been provided below:

<p>Employees</p>	<ul style="list-style-type: none"> • Comply with this policy and associated procedures • Attend training related to Workplace Violence and Harassment Prevention • Refrain from engaging in any behavior or action that constitutes Workplace Violence and/or Harassment • Report any incident or situation that could constitute Workplace Violence and/or Harassment to a Supervisor, Manager, CAO, or Town Council • Cooperate in any fact-finding processes pursuant to this policy and associated procedures • Maintain confidentiality of a complaint or investigation
<p>Management and Supervisors</p>	<ul style="list-style-type: none"> • Ensure that employees are aware of and held accountable for complying to this policy and associated procedures • Ensure that employees are aware of and provided the opportunity to attend relevant training • Through the hazard assessment process, identify potential internal Workplace Violence and/or Harassment risks implementing controls to eliminate or reduce risk • Foster a respectful work environment free from Workplace Violence and/or Harassment • Foster a work environment where individuals are supported and encouraged to bring forward complaints of Workplace Violence and/or

	<p>Harassment</p> <ul style="list-style-type: none"> • Participate in the resolution of issues in an unbiased manner • Report any incident that could constitute Workplace Violence and Harassment • Initiate the investigation process for all incidents of reported Workplace Violence and Harassment • Monitor the completion of corrective actions identified by an investigation
<p>Joint Health and Safety Committee Members and Co-Chairs</p>	<ul style="list-style-type: none"> • Provide opportunity for employees to attend training and maintain records of training in Workplace Violence and Harassment • Update Workplace Violence and Harassment training requirements when hazards, processes, or legislation changes • Report to the Government of Alberta any OHS incidents that meet the reporting requirements as defined in legislation (detailed in Section 9 of this procedure). • Review this policy and associated procedures in consultation if an incident of Workplace Violence or Harassment occurs, if any JHSC member/co-chair recommends a review, and at least every 3 years.
<p>Contractors</p>	<ul style="list-style-type: none"> • Refrain from engaging in any behaviour or action that constitutes Workplace Violence and/or Harassment • Report potential Workplace Violence and/or Harassment hazards and incidents encountered as a direct result of working for the Town to their key contact person

Formal hazard identification, assessment, and control reports must be completed and reviewed appropriately for every job. The potential for workplace Harassment and/or Violence must be assessed during this process and reevaluated as processes, operations, equipment, or the work environment changes. The risk of Harassment and/or Violence will vary across workplaces due to the nature of the work, however, workplace Harassment and Violence should be identified as potential workplace hazards in all workplaces.

The Town will not tolerate or condone Harassment of any kind, Violence or threats of Violence, or a Poisoned Work Environment. This includes making everyone aware of what behavior is and is not appropriate, investigating complaints and taking corrective measures.

Every employee must demonstrate appropriate behavior that does not violate this policy and must foster a work environment that is based on respect.

Potential Hazards Associated with General, Specific and Potential Violence

There are two primary hazard types most closely associated with workplace violence. These hazard types are physical and psychosocial. Physical hazards have the potential for physical harm whereas psychosocial hazards have the potential to cause psychological harm.

1. Contributing factors of physical hazard types that could affect the health and safety of

Town employees include:

- a) People factors, such as volatile customers or stressed co-workers.
 - b) Environmental factors, such as high crime areas or mobile workplaces.
 - c) Process factors, such as lack of reporting processes, working alone, or unclear policies.
2. The contributing factors that could negatively impact the psychological health and wellbeing of Town employees include:
- a) Work-related stress, such as unmanageable workload, bullying, conflict with co-worker, discrimination, harassment, or environmental factors.
 - b) Work-related bullying and harassment, such as abusive, insulting or offensive comments, unjustified criticism or complaints, spreading misinformation, or rumors.
 - c) Fatigue, from factors such as job demands, sleep, environmental conditions, or non-related work factors.

Introduction and Training for Employees

The Town will provide training to its employees which will include a review and explanation of this policy and its procedures, as well as a description of the Town's expectations of employees relative to their behavior in the workplace. This training will include the following:

- 1. How to recognize workplace Harassment and Violence.
- 2. Appropriate response to incidents of Harassment and Violence.
- 3. Procedures for reporting, investigating, and documenting incidents of workplace Harassment and Violence pursuant to this policy and procedure and legislative requirements.

The following process outlines effective operation of this policy:

Responding to Workplace Violence

If it appears Violence is imminent, contact 911 immediately before following the building emergency response plan, using alarms, evacuating, calling for help, and/or reporting the incident.

1. Right to Assistance

Any person exposed to Harassment and/or Violence has the right to access assistance in communicating their objections and, if warranted, in pursuing the complaint more formally. It is recognized that the issue of access to recourse is particularly critical where the alleged offender is in a position of authority over the complainant or where there are other communication barriers.

Any employee exposed to Harassment and/or Violence should advise their immediate Manager or Supervisor and, if this is uncomfortable or inappropriate in circumstances, the Chief Administrative Officer (CAO) should be advised of the incident. If the concern relates to the CAO, concerns should be brought to the attention of the Town Council.

2. Steps Prior to Formal Reporting

The complainant may make their concerns known verbally to the alleged offender, either directly or with the assistance of a third party as outlined above. This first step can help the alleged

offender be made aware that their conduct is offensive to the complainant and must stop.

The complainant is required to carefully record the details of the incident, including the date and time, nature of the Harassment and/or Violence, and the names of any persons who may have witnessed the incident. The attached Abuse Reporting Form should be utilized and completed as comprehensively as possible in this regard.

3. Formal Reporting

The written record of the complaint should be provided to the employee's immediate Manager or Supervisor and, where the alleged offender is the Manager or Supervisor, the report should be provided to the CAO. In the event the alleged offender is the CAO, the report should be provided to Town Council.

4. No Recriminations or Retaliation

No individual filing a complaint will be penalized nor subjected to any prejudicial treatment as a result of making a complaint. No correspondence pertaining to the complaint will be placed in the complainant's personnel file.

No employee shall take retaliatory action against a complainant with the intention of dissuading or punishing an individual for participating in the complaint process. Sanctions may be imposed for any such retaliation. Retaliation against individuals participating in the complaint process should not be confused with any sanction which may be imposed for making false allegations.

5. Investigation

The Town is dedicated to conducting thorough and timely investigations of all complaints received, with the intention of accomplishing the following:

- a) Protecting workers.
- b) Limiting the damaging effects of Harassment and/or Violence.
- c) Improving productivity.
- d) Improving worker morale.
- e) Avoiding negative publicity.
- f) Avoiding costly and time-consuming legal proceedings.
- g) Lowering the rate of worker turnover.

The Town will appoint an investigation team which may include the complainant's Manager or Supervisor, the CAO and/or member or members of Town Council. This team may vary depending upon the position held by the alleged offender identified in the complaint.

Investigations of alleged Harassment and/or Violence will be carried out in accordance with the following:

- a) Incidents will be investigated as promptly as possible and in no case more than ten (10) days following the formal complaint.
- b) Investigations will focus on identifying causal factors and implementing controls as appropriate to mitigate risk of recurrence.
- c) Only those individuals absolutely necessary to verifying the complaint will be interviewed in order to maintain the confidentiality of the complainant and the offender to the greatest

extent possible. In all cases, both the complainant and the accused will be interviewed, and the accused will be advised of the allegations they face and provided with an opportunity to answer the same.

- d) Individuals with knowledge of the incident will be encouraged not to discuss the details with others.
- e) The safety of the complainant will be a paramount consideration throughout the investigation process.

6. Disposition of the Complaint

Following the investigation process, the Town will determine whether or not the complaint has been substantiated. In the event that the complaint is not substantiated, the complainant and the alleged offender will both be advised, and the complaint is dismissed, including a removal from the alleged offender's record of any reference to the complaint. Consideration will be given to whether the complaint was made with malicious intent and what recourse should follow in the event that this conclusion is reached.

In the alternative, if the complaint is substantiated, the appropriate corrective and disciplinary measures will be identified and may include a range of responses. Consideration will be given to the specific circumstance of the incident and the role of the offender within the organization. Recourse may include both disciplinary and corrective action. The following possible options exist in this regard:

- a) Apology.
- b) Training.
- c) Referral to an Employee Assistance Program (EAP) for counseling.
- d) Reassignment.
- e) Limiting access to certain areas or individuals within the organization.
- f) Discipline.
- g) Discharge.
- h) Advising the local authorities of a potential criminal offence.

The Town will inform the parties involved of the results of the investigation, and corrective actions in line with legislated requirements while respecting confidentiality.

7. Confidentiality

Throughout the process, to the greatest extent possible, reasonable efforts shall be made to respect the confidential nature of a complaint. The Town will not disclose the circumstances related to an incident of Harassment and/or Violence or the name of the complainant, the individual alleged to have committed the Harassment and/or Violence, and any witnesses, except where necessary to investigate the incident or to take corrective action, to inform workers of a specific or general threat of Harassment and/or Violence or potential Harassment and/or Violence, or as required by law. The Town will disclose only the minimum amount of personal information required that is necessary to inform workers of a specific or general threat of Harassment and/or Violence or potential Harassment and/or Violence.

8. Complaint Resolution Alternatives

The Town recognizes that nothing in this policy or procedures takes away from the complainant's right to file a complaint with the Alberta Human Rights and Citizenship Commission or commence proceedings in a civil or criminal court. Any individual has the right to pursue their concerns through alternative forums, including the exercise of rights through any law of Alberta or Canada.

9. Occupational Health and Safety Reporting Requirements

An employee should be aware that an incident involving workplace Violence constitutes an "accident that has the potential of causing serious injury to a worker" pursuant to section 40(5) of the *OH&S Act*. As a result, the Town must investigate the incident, prepare a report, keep the report on file for a period of two (2) years from the date of the incident and have it readily available for inspection by an OH&S Officer.

10. Victim Support

The Town understands that victims of Harassment and Violence need support. As a result, the Town will ensure that all victims are advised that they are not to blame for the aggressive/harassing behaviours directed at them and that being a victim of Harassment or Violence does not reflect on them.

The Town recognizes that victims of Harassment and/or Violence or other workers who may have been exposed to a violent incident, may require emotional support and reassurance. The Town will ensure that victims as well as others exposed to Harassment and/or Violence are advised to consult a health professional of their choice for treatment or referral. The Town will also advise affected workers of the ability to access Employee Assistance Programs if they wish. Below is a listing of the agencies, programs and materials which are available to assist you in seeking support in addition to the EAP and your personal professional service providers.

Who	Contact(s)	What
Employee and Family Assistance Program	Toll Free: 1-800-238-8663 TTY: 1-877-3636270 Website www.workhealthlife.com	Wide range of help or guidance, including counselling, legal advice, financial guidance, career planning, addictions help, nutrition help, etc.
Work Safe Alberta (formerly Alberta Human Resources and Employment Workplace Health and Safety)	Province-wide Contact Centre Toll Free: 1-866-415-8690 Website www.worksafely.org	To report serious injuries and provide information on the requirements of the <i>Occupational Health and Safety Act, Regulations and Code</i>

Town of WESTLOCK

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<p>Alberta Human Rights & Citizenship Commission</p>	<p>Phone: (780) 472-7661 (Northern Alberta)</p> <p>Toll Free: 1-800-232-7215</p>	<ul style="list-style-type: none"> ○ Conducts seminars and information sessions ○ Circulates a Newsletter entitled "The Citizen"
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Who	Contact(s)	What
<p>The Support Network</p>	<p>Phone: (780) 482-4357</p>	<p>Produces two directories:</p> <ul style="list-style-type: none"> ○ Directory of Community Services (Edmonton & Area) ○ Self-Help and Support Group Director (Edmonton & Area) ○ Also provides counselling services (including Crisis Counseling) courses and workshops in a variety of areas such as Assertiveness Training, Building Self Esteem, etc.
<p>Victim Impact Statement</p>	<p>Information is available through Police, Crown Prosecutor's Office, the Courts and other agencies providing services to victims. Forms may be obtained from Police.</p>	<p>Victims of crime are provided with the opportunity to express in writing to the courts, the harm done, or loss suffered as a result of the crime. The Judge considers the Statement in determining sentence.</p>

<p>Alberta Justice Law Enforcement</p>	<p>Phone: (780) 427-3460 Fax: (780)427-5916</p>	<p>"Victims Programs Assistance Fund" Surcharges imposed by the courts on individuals convicted of Criminal Code, Food and Drug Act and Narcotic Control Act offences are deposited into the Victims' Program Assistance Fund. Groups providing services may apply for funding. Applications for funding are reviewed by a committee and recommendations are made to the Minister of Justice</p>
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The Town is dedicated to engaging in a process by which they follow up with the complainant in order to ensure that their needs are being met post-incident. The Post Intervention Questionnaire will be utilized in this regard.

11. Review of Program Plans and Procedures

The Town will review the program plans and procedures:

- a) When an incident occurs related to Violence and/or Harassment.
- b) If the Joint Health and Safety Committee or Health and Safety Representative recommend a review.
- c) At least every 3 years.

12. Program Evaluation

The Town will engage in a program evaluation process to monitor the effectiveness of its policy and procedures. Given that the purpose of this policy and procedure is to minimize the occurrence of workplace Harassment and/or Violence and establish an environment of non-tolerance to workplace Harassment and/or Violence, the process will be evaluated against that measure.

The evaluation program will include the following:

- a) A needs assessment.
- b) Process evaluation in order to measure whether the program is meeting its intended objective.
- c) Outcome evaluation to determine whether the program has met its objectives and whether additional opportunities for improvement in the program can be identified.

This process will include canvassing individuals who have made complaints as well as other employees as to their perception of the efficiency and fairness of the process.

13. Policy Schedules

- Appendix "A" – Risk Assessment Questionnaire – Workplace Violence/Harassment
- Appendix "B" – Workplace Violence/Harassment Reporting Form
- Appendix "C" – Data Reporting Form – Workplace Violence/Harassment
- Appendix "D" – Post-Intervention Questionnaire – Workplace Violence/Harassment

Mayor Ralph Leriger

CAO Simone Wiley



**Risk Assessment Questionnaire
Workplace Violence/Harassment**

1. (a) Have you experienced verbal abuse while an employee of this organization?

Yes No

(b) If yes, did you report the incident(s)?

Yes No

(c) If yes, did you report the incident(s)?

Verbally In writing

(d) What was the relationship of the abuser to you?

Co-worker Member of the Public

Other (please specify) _____

(e) Where did the abuse occur?

(f) When did the abuse occur?

2. (a) Have you experienced a threat of physical violence while an employee of this organization?

Yes No

(b) If yes, did you report the incident(s)?

Yes No

(c) If yes, did you report the incident(s)?

Verbally In writing

(d) What was the relationship of the abuser to you?

Co-worker Member of the Public

Other (please specify) _____



(e) Where did the abuse occur?

(f) When did the abuse occur?

3. (a) Have you experienced a physical assault or attack while an employee of this organization?

Yes No

(b) If yes, did you report the incident(s)?

Yes No

(c) If yes, did you report the incident(s)?

Verbally In writing

(d) What was the relationship of the abuser to you?

Co-worker Member of the Public

Other (please specify) _____

(e) Where did the abuse occur?

(f) When did the abuse occur?

4. Did you miss any time from work as a result of the violence or harassment?

Yes No

If yes, please indicate the length of absence from work

_____ days / weeks / months

Do you:

(a) work alone or with a small number of co-workers?

Yes No

(b) work late at night or early in morning

Yes No

5. Are you concerned about your safety on the job?

Yes No

What is your source of concern?

6. Do you believe that such a possibility represents a:

High risk Medium risk Low risk

The completion of this section is voluntary. Information gathered from this section will only be used for statistical analysis and to identify trends in workplace violence and harassment abuse. Complete individual confidentiality will be maintained.

- Length of service 1 year
 1 – 3 years
 3 – 5 years
 5 – 10 years
 more than 10 years

Job classification: _____

Workplace Violence/Harassment Reporting Form

Complainant Information
Last Name First Name Phone Number
Date / Month / Year of Incident
Time of Day

Alleged Abuser(s)
Name, if known
Co-worker Visitor Other

Names of witnesses and/or those providing assistance
Co-worker Visitor Other
Co-worker Visitor Other

Description

Give a thorough description of the incident (what happened, where it occurred, what led up to the incident, who else was present, what action was taken at the time)

Four horizontal lines for describing the incident.

Medical attention required
Yes No

The purpose of this form is to document your claim to assist in a thorough investigation of the complaint.

Signature of person reporting incident Today's Date

Upon completion, please forward to

Data Reporting Form
Workplace Violence/Harassment

The purpose of this form is to assist employers to gather statistical information. Standardized recording of this information can be used to track industry trends.

Complainant Information
Age: _____
Position: _____ Years of experience: _____
Employment status: [] Full-time [] Part-time

Alleged Abuser Data
Status: [] Co-worker [] Visitor [] Other _____
Age: _____

Incident Data
Date of incident: _____ Date of reporting: _____
Type of incident: [] Verbal abuse, e.g., yelling, swearing, name calling _____
[] Physical aggression against objects _____
[] Physical abuse _____
[] Sexual harassment _____
[] Other (please specify) _____
What injury or trauma, if any, resulted from the incident?
[] Physical injury (describe) _____
[] Emotional injury e.g. fear, anger, humiliation _____
[] Other (please specify) _____
Medical attention required: Yes [] No []
Action to prevent recurrence (to be completed by worker and supervisor)

Handwritten signature or initials.

Follow-up (established by worker/supervisor)		
Lost time incident	<input type="checkbox"/> No	<input type="checkbox"/> Yes - # of days missed
Advised of available counseling	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Comprehensive incident review completed (if No, indicate date to be reviewed)	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Law enforcement involved	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Workers' Compensation Board forms completed	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Short term disability claim	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Long term disability claim	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Evaluation of current policies/procedures	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Investigation complete	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Other actions	_____ _____ _____	

Post-Intervention Victim Questionnaire
Workplace Violence/Harassment

Date: _____

Dear: _____

You were recently involved in an assault or traumatic situation. The Town of Westlock discussed the incident and support options with you. We are interested in your perception of what benefits you were able to receive from the support provided to you. We would greatly appreciate your honest response to the following questions.

Thank you.

1. How many contacts have you had with the support person regarding the incident/assault? _____
2. How much time elapsed from the time of your assault/incident to when you met with the support person?

_____ Days _____ Hours _____
Minutes

Did you feel this was ideal for your situation? Yes No

If not, what would have been preferable?

3. In general, do you feel it is most helpful to be familiar with the support person who contacts you, or to see someone you don't know very well?
It is most helpful to be contacted by:
 A familiar person
 Someone I don't know
 Doesn't matter to me
4. The purpose of the Policy is to help deal with feelings which accompany traumatic situations in a support, constructive manner. Do you feel this was accomplished in your case?

Absolutely Not 1 2 3 4 5 6 Absolutely Yes

Please offer suggestions:

