



Policy Title	Personnel Policy and Procedure Manual
Authority	Council
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Policy Statement

Bassano prides itself on recognizing and achieving excellence in public sector services. As a preferred employer, the Town provides a safe and engaging work environment that focuses on continuous improvement the needs of both the employee and employer.

Definitions

Chief Administrative Officer (CAO) – means the administrative head of the municipality.

Council – means the elected body of the Town.

Elected Official – means an elected representative of the Town tasked with local governance in Bassano.

Town - means the incorporated municipality of Bassano.

Mayor – means the Chief Elected Official of the Town appointed annually at the organization meeting by the elected officials.

Responsibility

It is the responsibility of the CAO to ensure this policy is implemented.

Process

1. The Town shall maintain a personnel policy handbook and procedure manual that establishes the expectation of employees and the benefits provided by the employer to the employees in recognition for their services.

Attachment

1. Personnel Policy Handbook and Procedure Manual

END OF POLICY

PERSONNEL POLICY HANDBOOK AND PROCEDURE MANUAL



ISSUED:

The procedures contained in this manual cover the policies and conditions of employment for personnel hired to work for the Town of Bassano (hereinafter called the "Town"). Where policy requires interpretation or clarification of the *Municipal Government Act*, Employment Standards Code and any other relevant legislation will prevail. Procedures contained herein supersede any previous policy.

Administration and Council will review the policies contained herein at least every 2 years.

Approved on September 13, 2021 (TOB215/21) P-TOB12/002-21

Amended on December 13, 2021 (TOB290/21)

Amended on October 10, 2023 (TOB181/23)

Amended on March 10, 2025 (TOB25/25)

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SECTION 1 – INTRODUCTION TO THE TOWN

EMPLOYEE WELCOME MESSAGE

We believe that each employee contributes directly to the Town’s growth and success, and we hope you will take pride in being a member of our team.

This handbook is designed to acquaint you with the Town and to provide an understanding of the working conditions, employee benefits and the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by the Town to benefit employees.

This handbook was also developed to describe some of the expectations of our employees and to outline the procedures of our policies, programs and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions concerning employment with the Town.

One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

Our Vision:

“To be the most attractive and affordable urban community under 2,500 in Alberta where industry leaders want to invest, where tourists come for a new experience and where people choose to live, work, and play.”

Our Values:

Leadership, Trust, Commitment, Honesty, Continuous Improvement, Communication, Partnership, Service and Achievement Oriented.

The Town reserves the right to revise, supplement, or rescind any policies or portion of this handbook from time to time as it deems appropriate, in its sole and absolute discretion.

Employees shall be notified of such changes in the handbook as they occur.

We hope your experience here will be challenging, enjoyable and rewarding.

Sincerely,

Chief Administrative Officer
Town of Bassano

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EMPLOYEE ACKNOWLEDGMENT FORM

The employee handbook describes important information about this municipality, and I understand that I should consult the CAO or my Department Supervisor regarding any questions not answered in the handbook.

Since the information, policies and benefits described herein are necessarily subject to change, I acknowledge that revisions may occur. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify or eliminate existing policies.

Only the CAO has the authority to revise this handbook, based on policies or procedures that have been adopted by Council.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

EMPLOYEE'S SIGNATURE

DATE

EMPLOYEE'S NAME (printed)

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ADMINISTRATION

Council appoints a CAO. The CAO is the direct report to council and is responsible for the implementation of the municipality's goals and objectives as set by the governing body.

The CAO is responsible for the day-to-day operations and management of the Town. Other departments include Administration, Public Works, Pool, Parks, Recreation and Tourism, Water and Wastewater Treatment, Protective Services, Municipal Airport, Development Officer, Economic Development, and Family and Community Support Service.

Administration is responsible but not limited to the following functions and services:

Accounting	IT and computer support
Policy development	Land use planning
Legal services	Development authority
Risk management	Finance
Insurance	Bylaw enforcement
Communications	Utility and tax services
FOIP	Economic development
Protective Services (fire and emergency management)	Human resources
Airport management	Health and safety
Community engagement	Social services
Leadership	Programming
Volunteer recruitment and assistance	Recreation and leisure supports
Tourism	Cemetery management

Public Works is responsible but not limited to the following functions and services:

Roads and sidewalk maintenance	Pool operations
Facility maintenance	Human resources
Parks and beautification	Cemetery operations
Equipment maintenance	Airport operations
Health and safety	Emergency management
Water, sewer, storm, water, recycling utilities and operations	Leadership

Contracted Services

Water/wastewater treatment and distribution	Assessment services
IT and computer support	Land Use Planning (where applicable)
Community Peace Officer	Legal
Audit services	Engineering

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Protective Services is responsible but not limited to the following functions and services:

Fire fighting/rescue Fire safety promotion Leadership	Equipment maintenance Training and education Recruitment Emergency management
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Pool/Joint-Use Facility is responsible but not limited to the following functions and services:

Leadership Lifeguarding Instruction of swim lessons Programming Event planning Concession management	Public safety Pool operations Water testing and treatment Accounting Customer service General facility operations
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Beautification and Parks is responsible but not limited to the following functions and services:

Park and green space maintenance Campground maintenance Beautification Waste management and recycling Volunteer supports	Cemetery operations Equipment maintenance Tourism advocacy Recreation and leisure facility maintenance and supports Tree care/planting Leadership/mentorship
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Family and Community Support Services is responsible but not limited to the following functions and services:

Social services supports Preventative programming for children, youth and families Community engagement	Partnerships Volunteerism Leadership/mentorship Finance and accounting Evaluation
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DEFINITIONS

Permanent Full-Time Employee means an employee who has successfully completed the Probationary Period and is working 32 hours or more per week.

Permanent Part-Time Employee means an employee who has successfully completed the Probationary Period and is working less than 32 hours per week.

Temporary Employees means any employee who has employment with the Town and is not a Permanent Full-Time or a Permanent Part-Time employee.

Department Supervisor means the employee specifically charged with the responsibility to supervise the activities of the subordinate Employees.

Chief Administrative Officer (CAO) means the employee appointed by council pursuant to the provisions of the *Municipal Government Act* to oversee the day-to-day activities of the Town.

"Employer" and/or "Town" shall mean the Council or the Town of Bassano.

Family Member means father, mother, brother, sister, spouse, common law spouse, mother-in-law, father-in-law, daughter, son.

Seasonal – means an employee who has employment with the Town for a specific period of time and a specific job.

Town – means the Town of Bassano

Any definitions not included in this summary are as per Alberta Labour Standards.

SECTION 2 – EMPLOYMENT POLICIES

EMPLOYEE RELATIONS

POLICY STATEMENT:

The Town is committed to open communication and promoting environment sustaining cooperation.

PROCEDURES:

1. Issues and concerns should be addressed through Department Supervisors.
2. Employees are encouraged to communicate any concerns or issues as soon as they arise in order that they can be resolved in a timely and orderly fashion.
3. Prompt action by the Department Supervisor will ensure that the objective of the policy is met.
4. All employees have a responsibility to maintain an environment consistent with the policy statement.
5. The employee acknowledges and recognizes the right of the Employer to hire, fire, promote, demote, transfer, suspend or otherwise discipline an employee, subject to the rights of the employee as contained and outlined in this manual.
6. The employee acknowledges the right of the Employer to operate and manage its business in all respects in accordance with its obligations and to establish and alter from time to time; rules, regulations, and practises to be observed by the employee.
7. If the issue cannot be resolved with the Department Supervisor, it should be referred to the CAO and resolution should be addressed within ten (10) working days.

Employee \Rightarrow Department Supervisor \Rightarrow CAO

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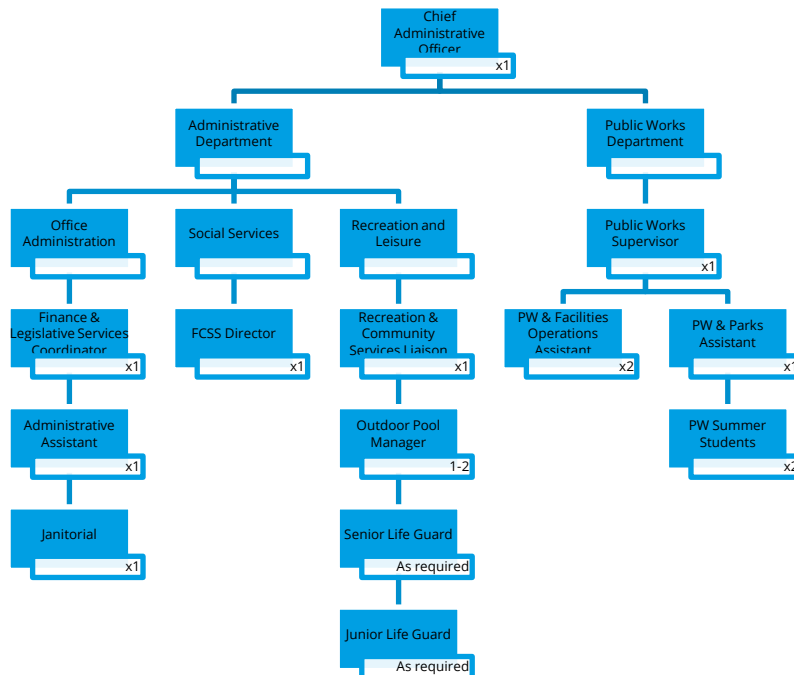
EQUAL EMPLOYMENT OPPORTUNITY

POLICY STATEMENT:

The Town is an equal employment opportunity employer committed to hiring practices that will provide Bassano with the best combination of training experience and cost.

PROCEDURES:

1. Positions will be advertised where possible for at least one (1) week on the Town website, social media pages, and posted within the Town Office.
2. Council shall advertise and conduct interviews and hire for the position of CAO.
3. The CAO or their designate shall interview and hire for all Department Supervisors and support staff.
4. The Recreation and Community Services Liaison shall interview and hire all pool staff, where applicable hiring may be delegated to the Pool Managers.
5. The CAO and appointed FCSS Personnel Committee shall interview and hire the FCSS Director.



HIRING OF RELATIVES

POLICY STATEMENT:

The Town will allow persons of the same family or relation to be hired.

PROCEDURES:

1. No employee shall supervise the work of a family member or relative with the exception of seasonal staff.
2. No member of Council shall be an employee of the Town.
3. No member of Council or member of a committee, board or agency appointed by Council shall have the direct responsibility to supervise or otherwise manage the activities of an employee of the Town.

CONFLICT OF INTEREST

POLICY STATEMENT:

Employees of the Town have an obligation to conduct business within guidelines that prohibit an actual or potential conflict of interest.

PROCEDURES:

1. A conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for the employee, or for a relative as a result of the Town's business dealings.
2. If an employee has any influence in transactions involving purchases or contracts it is required that full disclosure be made to the CAO so safeguards can be established.

CODE OF CONDUCT – POOL STAFF

POLICY STATEMENT:

The Town expectations and guiding principles for appropriate workplace behaviour of employees at the Bassano Swimming Pool.

Respect

- I respect and communicate boundaries
 - Personal: space and items
 - Humor: I avoid sarcasm at inappropriate times
 - Adapting to personalities
- I treat patrons and co-workers with dignity regardless of age, race, sexuality, or gender
 - I treat aquatic apprentices with the same respect I show to my supervisor
- I choose to uphold the standards and expectations set out by the training organization
- I treat my students and their parents/guardians with dignity and respect
- I am responsible for the ongoing care of the facility, it's equipment and tools
- I understand that respect creates a positive, friendly, and safe environment.

Team Attitude

- I recognize that my job is a privilege
- I make sure the TEAM moves forward
- I am positive about and accountable for my responsibilities and duties
- I am willing to adapt to change
- I will communicate appropriately with members of the team

Professional

- I wear my uniform which is clean and presentable
 - "Lifeguard" or "staff" must be visible at all times while on duty
 - I wear professional bottoms- shorts are an appropriate length for my work environment
 - I do not wear denim while supervising the pool
 - I do not wear potentially offensive clothing (e.g. branded clothing)
- If I don't know, I ask
- I understand that **maximum fun** with **minimal risk** is my responsibility
- I start and end on time
 - I am dressed in my uniform 5 minutes before the beginning of my shift
- I am prepared to teach my class (i.e., equipment out, lesson plan, complete worksheets and report cards)
 - I begin and end my classes on time
- I am approachable and personable
- I am solution oriented
- I do not eat on the pool deck
- I understand that personal visitors are not to enter the guard room

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- My personal visitors will not visit with staff longer than 5 minutes
- I understand that having my cell phone at work is a privilege
 - I will only use my cell phone in the guard room when on a scheduled break; I know it is not to be taken on deck
 - I will only use my cell phone on a scheduled break
- I understand that earbuds and other sound blocking devices are prohibited during scheduled work hours unless it is required to preform a work task.

Rescue Ready

- I am knowledgeable:
 - I expect the unexpected
 - I know the emergency procedures of our facility and am ready to perform these skills if required
 - I can focus on the job that is required of me
 - I can demonstrate what I know
 - I research new- material/games/workouts
 - I read the guard communication book before I begin each shift
 - I know that I am not to be visiting while guarding
 - Only in the case of an emergency should my back to be to the pool
 - I know that I am not to be doing maintenance while I am supervising the pool
 - I understand that I am NEVER to leave the deck unattended or with an aquatic apprentice while guarding (i.e., going off deck to turn off slide)
 - I acknowledge the importance for someone to be guarding the pool while the deck is being tidied at the end of a swim
 - I understand the importance for all guards to be consistent with all rules, regulations and policies; if an activity is found to be unsafe it is to be communicated in the guard book and/or at in-service
 - I understand that public education and relation skills are very important at all times
 - I will adhere to predetermined guarding paths unless I am educating a patron or attending to an emergency
 - I understand that I must be positioned where the patrons are in the pool and must move with them
 - I will carry a lifesaving device or flutter board while I am supervising the pool
 - I will not be sitting when the pool population is greater than 15
 - I understand it is mandatory for apprentices to supervise the pool with the senior guard on duty and are never to be left alone on the deck
 - I maintain my certifications
 - I understand I will not be allowed on deck with expired certifications
- I am physically able:
 - My body is ready for my shift- I have adequate sleep/food/water/etc.
 - I have taken adequate precautions to avoid heat stroke
 - i.e., hydration with water, sunscreen, sunglasses
 - I am physically accountable to myself and my team
 - I am physically able to demonstrate all the NL standards at any time

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- For aquatic apprentices, ability to demonstrate Bronze Cross items
 - I am physically able to demonstrate all Red Cross Swim Kids 10 Criteria (AWSI and WSI staff members only)
- I am mentally and emotionally present
 - I leave personal problems at the door; if I can't, I get shift coverage
 - I understand that patron safety is my priority
 - I am aware of possible emergencies and think ahead about successful outcomes

Demonstrate Excellence

- I think ahead to accomplish my responsibilities by using my time effectively and efficiently
- I see the big picture and work to positively affect my team
- I do not make excuses for mediocre job performance
- I am aware of my time limitations, with regards to availability and I am pro-active in communicating them
- This is my workplace, I take ownership of the way it looks and how it feels
- I am active, get wet and have fun
- I keep classes new and exciting
- I demonstrate excellence in standards and expectations
- I work to administer high quality swimming lessons and aquatic fitness classes
- I will attend all in-services and staff meetings, unless I have a sufficient reason to be excused
 - If I am unable to attend, I will ask my supervisor for a copy of the agenda to review
- I will complete daily maintenance tasks as required to ensure our facility is kept presentable to the public
- I will maintain a high degree of cleanliness of the facility

OUTSIDE EMPLOYMENT

POLICY STATEMENT:

The Town allows employees to engage in outside employment activities. Such activities will not interfere with the normal work activities of the employee as these activities relate to the Town.

PROCEDURES:

1. Shifts and work schedules shall be arranged so that the Town takes priority.
2. All outside employment shall be conducted in a manner consistent with the policies governing Conflicts of Interest.
3. The employee's performance does not suffer.
4. No other policy of the Town is compromised.

NON-DISCLOSURE – CONFIDENTIALITY

POLICY STATEMENT:

The purpose of providing a Confidentiality Policy is to emphasize the importance of keeping confidential information which comes into your possession. Failure to keep such information confidential may result in serious repercussions for both the individual revealing such information without proper authority, and for the Town. All employees are bound by this policy.

PROCEDURES:

1. It is the duty of ALL employees to keep confidential any and all information that comes into their possession as a result of their employment with the Town and/or any aspect of business of the Town.
2. Any employee who discloses confidential information without the express authority of the CAO will be disciplined. Discipline may range from written warning up to and including immediate dismissal. Compliance with this policy is a condition of employment with the Town.
3. All trade secrets, technical advancements developed by the Town are the property of the Town and shall remain with the Town.

SECTION 3 - EMPLOYMENT STATUS & RECORDS

EMPLOYMENT REFERENCE CHECKS

POLICY STATEMENT:

The Town may conduct reference checks before employment is offered and may request written or verbal reference from former employers.

PROCEDURES:

1. Responses to reference may be provided either verbally or written to the Department Supervisor or CAO.
2. Comments are to be confined to work habits and competency.
3. Performance Evaluation reports may be referred to as needed.

PERSONNEL INFORMATION AND DATA CHANGES

POLICY STATEMENT:

Individual employee records shall be kept up-to-date and changes will be accurately recorded.

PROCEDURES:

1. The following information is required by the Administration Department:
 - a. All employees shall complete a Personal Records Form.
 - b. All employees shall complete a TD-1 Form and a TD-1 AB Form annually.
 - c. Any change in personal status is to be reported to the Administrative Department immediately.

2. All employees shall provide:
 - a. A copy of a valid driver's license if operating Town owned vehicles
 - b. A copy of a drivers abstract if operating Town owned vehicles – to be provided annually
 - c. Criminal Record Check with a Vulnerable Sector Clearance
 - d. Child Intervention Records Check for all employees that could have interaction with children.

3. Up-to-date copies of valid tickets or qualification requirements pertaining to their department

PROBATIONARY PERIOD

POLICY STATEMENT:

An employee of the Town whether coming on as a new employee or having been promoted to a new position will be required to complete a minimum probationary period of three (3) months, unless otherwise agreed, prior to assuming their position.

PROCEDURES:

1. The employee will use this period to determine if the position meets their expectations.
2. The CAO, Department Supervisor, or Council will use this period to evaluate the capabilities, attitude and work habits of a new (or reinstated) employee.
3. The probationary period may be extended for a further three (3) consecutive months at the discretion of the CAO, Department Supervisor, or Council. The employee shall be advised in writing.
4. The length of the probationary period may vary from the waiting period for benefits.
5. If during or at the conclusion of the employee's probationary period, in the employer's opinion, the employee has performed unsatisfactorily, or is otherwise unsuitable for the position, the employee may be terminated without notice or pay in lieu of notice. Written notice of such shall be given immediately.
6. An employee shall be advised in writing of a satisfactory completion of the probationary period.
7. An employee who has been promoted and has not successfully completed the probationary period may return to their former position with the Town and assume their regular duties if it is agreed to by the parties.
8. An employee who has been promoted and is on probation shall be entitled to benefits according to their previous employment and as prescribed by contracts and agreements and the group insurance provider for the Town.
9. Following satisfactory completion of the probationary period the employee shall be eligible to receive benefits according to policy contained in Section 4. The date in which the employee satisfactorily completes their probation period will be deemed their "anniversary date" as it relates to all aspects of Employment Benefits Program (Section 4).

PERFORMANCE MANAGEMENT

POLICY STATEMENT:

The Town recognizes the need for the employee and the Town to communicate the progress the employee is making in their position. To this end, a Performance Management program is supported.

PROCEDURES:

1. All employees shall be subject to a performance evaluation at the end of the Probationary Period and at least annually thereafter.
2. Performance shall be evaluated by Council in the case of the CAO; by the CAO for Supervisors and by the CAO and Supervisors for all other employees. In the case of the FCSS Director, the performance evaluation shall be completed by the CAO and the FCSS Personnel Committee.
3. Performance review shall be in the prescribed format and a copy shall be placed in the employee's file.

SECTION 4 – EMPLOYMENT BENEFIT PROGRAMS

EMPLOYEE BENEFITS PROGRAMS

POLICY STATEMENT:

The Town participates in the following programs:

Extended Health Care	90% paid by Town	10% paid by Employee
Dental	90% paid by Town	10% paid by Employee
Group Life Insurance	90% paid by Town	10% paid by Employee
Accidental Death and Dismemberment	90% paid by Town	10% paid by Employee
Employee Assistance Program	90% paid by Town	10% paid by Employee
Best Doctors	Free	
WCB	100% paid by Town	
Critical Illness (optional)		100% paid by Employee
Short Term Disability		100% paid by Employee
Long Term Disability		100% paid by Employee
RSP contributions	\$100/month paid by Town	\$100/month paid by Employee

PROCEDURES:

1. All permanent full-time employees who work a minimum of 32 hours per week shall be eligible to participate in the Benefits Program following satisfactory completion of the Probationary Period. The employee may be insured under the policy of their spouse. Proof of insurance is required.
2. All temporary full-time employees who work a minimum of 32 hours per week consecutively over six (6) months may be eligible to participate in the Benefits Program following satisfactory completion of the Probationary Period.
3. The Benefits Program will be administered by the Administrative Department. Questions concerning the Benefits Program should be directed toward the Administrative Department.
4. Seasonal employees do not qualify for the Benefits Program.
5. If an employee is on Long-term Disability for more than six (6) months benefits will cease. If required contributions from the employee during this time period are not received benefits will cease immediately.

Value Added Wellness Benefits

1. All permanent full-time employees will receive an annual Thrive membership for personal use.

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2. All permanent part-time employees will receive a 50% discount rate on a Thrive membership for personal use.
3. Seasonal employees do not qualify for the Value Added Wellness Benefits.

VACATION

POLICY STATEMENT:

The Town provides paid Vacation to all permanent full-time employees in accordance with the following unless a provision is made in a separate contract.

PROCEDURES:

1. All permanent full-time employees shall be eligible for paid Vacation in accordance with the following:
 - Years 1-2 = 2 weeks
 - Years 3-5 = 3 weeks
 - Years 6-10 = 4 weeks
 - Years 11 + = 5 weeks
2. Vacation pay will be paid to all part-time/seasonal employees in accordance with the Employment Standards Code.
3. All vacation time is accrued and to be taken before the employee's anniversary date each year as approved by the Supervisor. The employee's anniversary date is deemed the day the probationary terms are satisfied. Special circumstance may be applied for to the CAO.
4. When a public holiday falls within the vacation period the employee shall be entitled to extend their vacation by one (1) day or take time at some other mutually agreed upon time.
5. Leave without pay may be granted when all accumulated vacation time is exhausted, with the prior written approval of the CAO.
6. Vacation days shall be taken in part or in-full, four (4) or eight (8) hours respectively.

GENERAL HOLIDAYS

POLICY STATEMENT:

The Town recognizes the following General Holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Heritage Day
- Labour Day
- Indigenous Day
- Thanksgiving Day
- Remembrance Day
- Christmas Eve - ½ day, office closed at noon
- Christmas Day
- New Years Eve – ½ office closed at noon

In addition to the General Holidays the Town participates in the following

- Boxing Day

PROCEDURES:

1. All employees shall be subject to the provision of the Employment Standards Code.

FLEX LEAVE/TIME

POLICY STATEMENT:

Flex leave is the period of time a permanent full-time employee is absent from work with full pay for mental health needs, volunteer responsibilities, or for personal appointments. Seasonal and part-time employees are exempt from receiving flex leave.

PROCEDURES:

1. Flex leave is provided to employees. It is accrued to be taken before the employee's anniversary date each year as approved by the Supervisor and is not transferrable under any circumstances.
2. Flex leave is intended to provide flexibility for employees to support mental, physical, and emotion wellbeing and to keep them in their appointed roles unencumbered.
3. A total of five (5) flex leave days are provided per employee per their anniversary date and must be earned in advance of their use.
4. Flex leave shall not be taken as a holiday.
5. Any injury on the job shall be reported to the Workers Compensation Board by the Department Supervisor immediately.
6. Employees absent for purposes of flex leave shall obtain written approval from the CAO or Department Supervisor in providing a request a minimum of 24-hours in advance on the prescribed form.
7. Flex leave may be used to a minimum of one (1) hour increments.
8. Approved flex leave must be reported on the employee's monthly timesheet.
9. Leave without pay may be granted when all accumulated flex leave is exhausted.

SICK LEAVE

Sick leave is a period of time a permanent full-time employee is absent from work with full pay due to illness or injury. Seasonal and part-time employees are exempt from receiving sick leave.

PROCEDURES:

1. An employee may be required to provide a certificate from a doctor certifying that the employee was unable to attend to his or her regular duties due to the injury of illness. Should sick leave extend beyond the allotted time, eligible employees may be placed on an unpaid leave per Employment Standards. Or eligible employees may take Short Term Disability or Long Term Disability. Policies concerning disability are contained in the Insurance Handbook on the Town's insurance provider's website at www.sunlife.ca/member and shall prevail
2. Any injury on the job shall be reported to Workers Compensation Board by the Department Supervisor immediately.
3. Sick leave is accrued to a maximum of seven (7) days per calendar years based on the employee's anniversary date. The employee's anniversary date is deemed the day the probationary terms are satisfied.
4. Sick leave is not transferrable from one year to another.
5. Sick leave shall not be taken as a holiday.
6. Sick leave shall be used to a minimum of one (1) hour increments where possible.
7. Approved sick leave must be reported on the employee's monthly timesheet.

EDUCATIONAL ASSISTANCE

POLICY STATEMENT:

The Town's core values align with continuous improvement and employees are required to expand job-related skills through formal training. Education assistance programs are offered to support an employee's growth and development.

PROCEDURES:

1. All permanent full-time and permanent part-time employees are eligible for educational assistance.
2. Eligible courses are a degree, licensing or certification program and must relate to your current position or that lead to a promotion.
3. Terms and conditions related to all educational assistance shall be negotiated through an employment contract with the CAO.

SECTION 5 - COMPENSATION

GENERAL COMPENSATION

POLICY STATEMENT:

The Town will be fair in administering salary and wages to its employees.

PROCEDURES

1. Administration will be responsible for administering the and wage adjustments within the guidelines of this policy.
2. The employee's wage will be reviewed annually at the time a performance review is conducted.
3. Wage adjustments are specifically aligned employment specific Key Performance Indicators (KPI's) and goals established during performance reviews.
4. Employees are entitled to an annual Cost of Living Allowance increase.
5. Wage adjustments must align with the municipal operating budget as approved by Council.

TIMEKEEPING

POLICY STATEMENT:

Employees are required to complete and turn in an accurate time sheet accounting for the hours they spend each day performing their duties.

PROCEDURES:

1. Time sheets will be turned into the Department Supervisor bi-weekly.
2. The Department Supervisor will review the time sheets and account for any discrepancies. Falsifying time records is a serious matter. Time sheets may not be changed after they are recorded, false time cannot be recorded on purpose, time records cannot be tampered with, or prepared for other employees. Any of these actions are subject to disciplinary action, up to and including termination.
3. All time sheets will be in the prescribed form.
4. Time sheets will be checked and signed by the Department Supervisor and turned into the Administration Department on the final working day of the pay period. The CAO will review and sign hours before timesheets are processed for payment.
5. All timesheets for permanent employees shall be submitted electronically.
6. Timesheets without employee signatures will not be processed.
7. Employees are responsible to properly record hours taken for flex leave, sick leave, and holidays.

PAY DAYS

POLICY STATEMENT:

Pay days for permanent full time, and permanent part-time employees will be monthly on the last banking day of each month with a mid-month advance. All payroll deductions will be processed on the month end pay period.

Pay period for seasonal staff will be the 15th of each month and month end. Pay will be processed/deposited accordingly.

Pay day for the fire department will be paid quarterly based on a calendar year of January 1 – December 31.

PROCEDURES:

1. Pay will be based on time sheets and an approved wage.
2. Seasonal employees will be paid direct deposit wherever possible.
3. Permanent full-time employees, permanent part time employees, and firefighters will be paid by direct deposit.
4. Advances shall be set by the CAO and the employee.

PAY DEDUCTIONS

POLICY STATEMENT:

Pay deductions will be made for all statutory deductions, employee portion of Employee Benefits and other deductions as mutually agreed upon.

PROCEDURES:

1. The employee will complete the TD-1 and TD1AB Forms and return it to the Administrative Department prior to receiving their first payment.
2. Deductions for participation in the Employee Benefits Program will proceed upon fulfilling the requirements of the carrier responsible for the benefit.
3. Upon termination of employment any statutory or adjustments to statutory deductions will be made prior to the release of the final payment to the employee.
4. Upon termination of employment any amounts owing or other adjustments relating to the Employee Benefits Program will be made prior to releasing the final payment to the employee.

TERMINATION OF EMPLOYMENT – RESIGNATION

POLICY STATEMENT:

An employee may leave the employment of the Town on a voluntary basis.

PROCEDURES:

1. An employee is required to give a minimum of one weeks' notice in writing if the employment period is less than two years, and more than three months.
2. An employee with more than two years' service is required to give minimum of notice as per Alberta Labour Standards or employment contract in writing.
3. The employee will be advised in writing what municipal property is to be returned at the time of exit interview.
4. The CAO in conjunction with the Department Supervisor will perform an exit interview to ensure:
 - a. that all municipal property is returned
 - b. to have legal obligations explained on a confidential basis
 - c. to have cessation of benefits explained
 - d. that an explanation of final wages and benefit deductions is provided
 - e. that ROE forms are completed
 - f. that the employer knows the reason for separation so the Town can manage future situations
5. The Town may determine to terminate an employee prior to the end of the notice period. In such cases the employee must be paid wages in lieu of notice.
6. Should an employee not be given the required notice, the Town is required to pay any earned wages, vacation pay and provide the Record of Employment within five (5) days.

TERMINATION OF EMPLOYMENT - JUST CAUSE

POLICY STATEMENT:

An employee may be terminated for just cause, without notice or pay in lieu of notice.

PROCEDURES:

1. A progressive form of discipline from minor to severe is recommended. Each notice or warning shall clearly indicate the potential consequences should the undesirable behaviour continue or reoccur.
 - i. Caution Notice - counselling with a clear communication of the undesirable behaviour.
 - ii. Verbal Warning - a direct notice to cease and discontinue the undesirable activity.
 - iii. Written Warning - a formal discipline notice placed in the employee's file.
2. An incident of sufficient seriousness may warrant immediate dismissal.
3. No notice of employee termination is required.
4. No pay in lieu of notice is required.
5. An employee shall be advised in writing of all reasons for dismissal.
6. An employee shall receive all monies owing at the time of dismissal.
7. A recommendation to terminate employment should be completed by the Department Supervisor and reviewed with the CAO.

LONG TERM SERVICE RECOGNITION

POLICY STATEMENT:

The Town appreciates long-term service by employees. Employees shall be formally acknowledged and commended by the Town for key long-term service anniversaries in the presence of their peers.

PROCEDURES:

1. The Town shall recognize the long-term service of permanent full time, and permanent part time employees in 5-year increments starting at 5 years of employment with the Town. An advertisement shall be placed on the Municipal website and newsletter congratulating the employee on the achievement after the award ceremony.
2. The CAO will budget for the costs within the annual operations budget.
3. The value of the award shall be as per the following schedule and shall not be used to purchase gift cards or alcohol:
 - a. 5 years – a gift in the amount of \$100.00
 - b. and an additional \$50 for each 5 years thereafter
4. Service will be determined by the calendar year that the employee first assumed a permanent position. The CAO shall annually compile and approve a list of those eligible for awards and advise the appropriate Department Supervisors of employees to be recognized.
5. The Long-term Service Awards will be presented by the CAO and Department Supervisor where applicable.

RETIRING EMPLOYEE RECOGNITION

POLICY STATEMENT:

Retiring employees shall have their contributions to the Town recognized.

PROCEDURES:

1. The Town shall contribute towards the purchase of a gift to be presented to a retiring employee as per the following schedule:
 - a. 10 years a gift in the amount of \$100.00
 - b. and an additional \$50 for each 5 years thereafter
2. The Administration Department will purchase the gift. Recognition shall not be a gift card or alcohol.
3. Presentation of the gift to the retiring employee shall be done so in the presence of their peers.
4. In instances where a severance package has been issued, no recognition will be given by the Town to the employee.

SECTION 6 - WORK CONDITIONS & HOURS

SAFETY

POLICY STATEMENT:

Safety in the Workplace is of serious concern to the Town. Employees are to practice Safety at all times.

PROCEDURES:

1. The Town is a Smoke and Vape Free workplace. Smoking or vaping is not permitted in any Town owned buildings, vehicles, or equipment.
2. WHIMS and Operation Manuals of Town operated facilities are to be on site, consulted and followed.
3. The employee is responsible to become familiar with and aware of accepted safety practices when working in or around these facilities.
4. All equipment is to be operated with the guards and shields supplied.
5. Safety practices consistent with Occupational Health and Safety Standards are to be followed.
6. Vehicles and motorized equipment shall be operated by qualified and properly licensed personnel.
7. Employees must complete a walk around all equipment prior to its operation.
8. Vehicles and motorized equipment must be backed in or parallel parked to ensure maximum safety.
9. Any violation of the foregoing shall be reported immediately to your Department Supervisor.
10. Safety equipment and Personal Protective Equipment will be provided according to the Safety Equipment Policy adopted from time to time by Council.
11. Safety equipment and Personal Protective Equipment will be used and worn as circumstances require.
12. Minimum PPE for all outdoor employees excluding pool staff includes, CSA steel toed footwear, a hardhat, eye protection, and a reflective vest/shirt. This PPE must be worn at all times unless during sedentary work and while driving.
13. Employees may be responsible to work in varying outside elements based on their employment contract with the Town. The CAO and Department Supervisor will assess inclement weather conditions, hours of work may be adjusted for staff to safely perform assigned tasks. Employees are responsible for proper hydration, body care, and appropriate clothing and footwear for the tasks to be performed.

Personnel Policy Handbook and Procedure Manual

PERSONAL PROTECTIVE EQUIPMENT

POLICY STATEMENT:

The Town expects the following to be observed and practiced by all employees and contractors when the Town undertakes any job or contract.

PROCEDURES:

1. All employees, guests and visitors will wear CSA approved safety glasses, CSA Grade 1 safety boots, CSA approved hard hats, coveralls and or any other specialty PPE required for the job site.
2. All employees will wear gloves when performing any work required for a specific job.
3. All PPE used by the Town will be within the requirements of OH&S Regulations and CSA standards.
4. All PPE used by the Town will be maintained in accordance with manufacturer`s instructions and requirements.
5. All PPE that is of questionable reliability, damaged, or in need of service or repair will be removed from service immediately.
6. All PPE that has been removed from service will be tagged "OUT OF SERVICE". Any PPE tagged "OUT OF SERVICE" will not be returned to service until repaired and inspected by a qualified person.
7. No piece of PPE will be modified or changed contrary to manufacturer`s instructions or specifications or OH&S Act and Regulations and Codes.
8. The safety information in this policy does not take precedence over OH&S Regulations. All employees should be familiar with the OH&S Act and Regulations and Codes.

POLICY STATEMENT:

The Town will provide permanent full-time, permanent part-time, and temporary employees with PPE.

PROCEDURES:

1. The Town will provide employees with PPE in accordance with the annual operating budget. Department Supervisors are responsible to approve PPE expenditures within departmental budgets for each employee.

Permanent Full-time Employee	Permanent Part-time Employee	Temporary Employee
<ul style="list-style-type: none">▪ Hardhat▪ Safety glasses▪ Reflective vests▪ Gloves▪ Hearing protection▪ Uniforms/municipal branded clothing▪ Steel toed footwear	<ul style="list-style-type: none">▪ Hardhat▪ Safety glasses▪ Reflective vest▪ Gloves▪ Hearing protection▪ Uniforms	<ul style="list-style-type: none">▪ Hardhat▪ Safety glasses▪ Reflective vest▪ Gloves▪ Hearing protection▪ Uniforms

Personnel Policy Handbook and Procedure Manual

<ul style="list-style-type: none"> ▪ Up to \$500 per employee annually for the purchase of work-related PPE including but not limited to, winter wear, steel toed footwear, and other protective clothing. The employee must submit a receipt to accounting for proof of purchase. Accounting shall be responsible for tracking annual PPE purchases. 	<ul style="list-style-type: none"> ▪ Steel toed footwear ▪ Up to \$200 per employee annually for the purchase of work-related PPE including but not limited to, winter wear, steel toed footwear, and other protective clothing. The employee must submit a receipt to accounting for proof of purchase. Accounting shall be responsible for tracking annual PPE purchases. 	<ul style="list-style-type: none"> ▪ Steel toed footwear
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2. Specialty PPE such as rigging, and harnessing shall be provided by the Town where required.

SECURITY

POLICY STATEMENT:

Considerable public funds have been spent on facilities, equipment, tools, and infrastructure. The public expects steps to be taken to secure and protect the investment and the facility. The Town will do everything in its power to protect public investment.

PROCEDURES:

1. All buildings shall be locked when unoccupied.
2. Keys will only be issued to authorized personnel and must be signed out.
3. No key will be copied except as authorized by the Department Supervisor.
4. Alarms and security devices will be maintained and kept in proper working order at all times.
5. Computer equipment shall be password protected at all times from unauthorized use. Passwords will be changed every ninety (90) days using one (1) capital letter and one (1) number.
6. Computer maintenance and service shall be performed by qualified personnel.
7. All equipment including computers shall be locked when unoccupied.
8. All tools should be secured when not in use.

WORK SCHEDULES

POLICY STATEMENT:

The normal work schedule for permanent full-time employees of the Town is as follows:

- Permanent full-time employees work eight (8) hours a day, five (5) days a week.
- Permanent part-time employees as per schedule set by the CAO or Department Supervisor.

Seasonal employees will work as required by a work schedule to a maximum of 40 hours a week. Hours may vary and will be assigned by the Department Supervisor.

Salaried employees will work as required.

PROCEDURES:

1. Schedules may vary depending on the requirements of the Town to provide services to its citizens. Depending on the Department you work in all permanent full-time employees are entitled to have two 15 minute paid breaks (one in the morning and one in the afternoon) and one meal break between 30 minutes to 1 hour in length each workday unpaid. Your Department Supervisor will schedule your meal period to accommodate operating requirements.
2. There is no requirement that the five (5) days be consecutive.
3. The Department Supervisor will advise you of the time you will normally begin and end your work day.
4. Overtime work assignments (while kept to a minimum) may be necessary. As much notice as possible will be given. Overtime is not voluntary.
5. Overtime must be authorized by the Department Supervisor.
6. Calculation of hours of work does not include lunch breaks.
7. Departmental hours unless otherwise agreed to by the CAO for permanent full-time and permanent part-time employees is:

Administration/ R&L/Social Services	Public Works/Parks and Beautification
Monday – Friday 8:30 a.m. – 4:30 p.m. with a 30 minute working lunchbreak.	Monday – Friday 7:00 a.m. – 3:30 p.m. with a 30 minute unpaid lunchbreak.

OVERTIME AND ON CALL

POLICY STATEMENT:

Employees other than salaried employees who are required to work on call hours or overtime are to be compensated for this work.

PROCEDURES:

1. On call hours for weekends and holidays are to be paid on the basis of three (3) hours per day at the regular rate of pay.
2. Overtime is all hours worked in excess of:
 - a. Eight (8) hours a day, or
 - b. Forty-four (44) hours a week, or
 - c. As established by employment standards.
3. Overtime hours are to be calculated both on a daily and weekly basis. The higher of the two numbers is overtime hours worked in the week.
4. You cannot charge for both. Either you charge on call or overtime, whatever comes first.
5. Overtime must be approved by the Department Supervisor before work takes place.
6. On call hours shall be rotational between all public works employees and set in a schedule approved by the CAO.
7. Employees shall schedule holiday requests around on call weekends.

USE OF MUNICIPAL VEHICLES AND EQUIPMENT

POLICY STATEMENT:

The Town provides vehicles to those employees who, by nature of their work, require the use of Vehicles and Equipment.

PROCEDURES:

1. Vehicles/Equipment are provided for use on the job only.
2. Vehicles/Equipment will not be used for personal purposes.
3. Vehicles/Equipment will be parked at the designated municipal site(s) and shall always be backed.
4. Town Vehicles may be taken home or to a designated secured site by authorized personnel as approved by the CAO or Department Supervisor when it is considered to be an economic benefit to the Town, efficient for time management and/or when it is deemed the safer option.
5. Vehicles/Equipment must be treated with due care and attention, properly serviced, and maintained, as well as kept clean both on the inside and outside.
6. Smoking or vaping will not be permitted in any Town Vehicles/Equipment.
7. Vehicles/Equipment must not be operated by the employee while under the influence of alcohol and/or drugs. Violation of this procedure may constitute cause for immediate dismissal.
8. Vehicles/Equipment must not be operated by the employee while the employee is under a license suspension or does not have the proper license endorsement for the Vehicles/Equipment being operated. Violation of this procedure may constitute cause for dismissal.
9. Non-employees are not allowed to ride as passengers in Town Vehicles/Equipment per the Town insurance coverage.
10. All employees are prohibited from the use of earbuds on any worksite. Only approved hearing protection shall be worn.

TRAVEL AND SUBSISTENCE

POLICY STATEMENT:

When on Town business reimbursement of approved expenditures will be paid to the employee for the cost for long distance travel by the most direct economy class available from the departure point to the destination. If no Town vehicle is available, the employee may choose to use a personal vehicle and will be reimbursed according to mileage allowance established by Revenue Canada rates.

Employees shall be reimbursed for hotel and meals according to rates established in this policy. Wherever possible, lodging and meals will be pre-paid for the employee by the Town.

PROCEDURES:

1. Travel arrangements should be planned in advance – the Administration Department will book accommodations early to maximize savings.
2. When using a personal vehicle employee will be reimbursed mileage costs at the approved rate.
3. Meal allowances of up to \$80.00 per day will be paid, for meals made up as Breakfast \$20.00, Lunch \$25.00, and Dinner \$35.00. No reimbursement without receipts. Alcoholic beverages will not be reimbursed.
4. The employee is responsible to remit mileage and other travel/subsistence related expenses for approval to the Administration Department.

REMOTE WORK

POLICY STATEMENT:

The Town recognizes that there are instances when employees may need to work from home or from a remote office. This policy governs general parameters for remote work for permanent full-time and permanent part-time employees.

PROCEDURES:

1. All remote work must be approved by the CAO.
2. An employee that is authorized to temporarily work remotely must have a designed place to complete assigned work.
3. Unless authorized by the CAO, the employee shall not remove any municipal properties or files from the Town Office, or municipal building.
4. Each administrative employee, where applicable will be assigned a laptop for the purpose of completing remote work. The laptop shall only be used for municipal business as authorized and assigned by the CAO. When operating the municipal laptop, employees shall only use the secure LogMeIn credential assigned by the CAO to perform duties.
5. Only the employee that has been assigned the municipal equipment is authorized to use it.
6. An abuse of municipal equipment may result in the immediate termination of an employee.
7. Employees must log off and lock the municipal equipment when it is not in use.
8. While travelling, employees must ensure municipal equipment is shielded from view to prevent theft.
9. Employees are not permitted to download personal applications on municipal equipment.

SECTION 7 - LEAVES

LEAVE OF ABSENCE - PERSONAL

POLICY STATEMENT:

Leave of Absence may be granted to permanent full-time employees and permanent part-time employees for professional development, or such other reason as determined by the CAO, or Council.

PROCEDURES:

1. Leave of Absence shall be approved in writing by the CAO or Council.
2. Time off for Professional Development may be granted if it is demonstrated that there is a benefit to the Town. There may be a requirement for the employee and the Town to enter into a formal agreement concerning remuneration and/or compensation to both the Town and the employee. Such remuneration may involve vacation time and may include reimbursement to the Town.
3. Leave of Absence for Short-term Disability, for issues such as Mental Health, Alcohol and Drug Rehabilitation will be coordinated with the Short-term Disability insurance and shall be approved in writing by the CAO, or Council.
4. When additional time is required, vacation time, or flex time will be considered as the first choice. Only after vacation time and flex time is exhausted will consideration be given to additional time off with pay.

LEAVES OF ABSENCE – JURY/WITNESS DUTY

POLICY STATEMENT:

Leave of Absence may be granted to permanent full-time employees and permanent part-time employees for Jury Duty or Witness Duty as determined by the CAO or Council.

PROCEDURES:

1. All Leaves of Absence shall be approved in writing by the Department Supervisor, CAO or Council.
2. Employees called to jury duty will receive a base rate of pay for the number of hours normally worked that day.
3. Any pay received by the employee for attending to the above (#2) will be reimbursed to the Town.
4. The Town may ask the court to excuse employees from jury duty if in the employee's absence causes serious operational problems.
5. The Town will provide employees with an unpaid day off if they receive a subpoena to testify in court.
6. Employees will not be paid to attend court if they were charged with an offence.

LEAVES OF ABSENCE – BEREAVEMENT LEAVE

POLICY STATEMENT:

Leave of Absence may be granted to permanent full-time employees and permanent part time employees for bereavement leave as approved by the CAO or Council.

PROCEDURES:

1. Permanent full-time employees and permanent part time employees are eligible for up to five (5) days bereavement leave for immediate family with pay at their base pay rate.
2. For Bereavement Leave, “immediate family” means your spouse (common-law), parent (step, in-law, common-law), child (step, in-law, common-law) or your grandchild (step, in-law, common-law). The Town will also consider requests for bereavement leave if someone dies who was as close to you as an immediate family member.

MATERNITY, ADOPTION AND PARENTAL LEAVE

POLICY STATEMENT:

The Town will provide unpaid leave to permanent full-time employees and permanent part-time employees with twelve months service who wish to take time off from duties to fulfill family obligations.

PROCEDURES:

1. An employee is entitled to an unpaid leave according to the Employment Standards Code.
2. An employee must give at least written notice of the day they plan to leave and return to work as per Employment Standards Code.
3. The Town will follow the requirements of the Employment Standards Code in modifying and following the provisions regarding parental leave, return to work, failure to return to work etc.
4. The employee will be responsible for all benefits including the employer's share while on leave.
5. Earned vacation, holiday benefits and seniority will not continue during maternity, adoption, or parental leave.
6. The Employment Standards Code prohibits the termination of an employee who has commenced maternity, adoption or parental leave and has been continuously employed by the employer for 3 months or more.

SECTION 8 - EMPLOYEE CONDUCT AND DISCIPLINARY ACTION

HARASSMENT

POLICY STATEMENT:

The Town is committed to providing a work environment that is free of discrimination and all forms of unlawful harassment. Actions, words, jokes, or comments based on an individual's gender, race, ethnicity, age, religion, or other legally protected characteristic will not be tolerated.

DEFINITION OF HARASSMENT:

1. Harassment occurs when an employee is subjected to unwelcome verbal or physical conduct because of race, religious beliefs, color, place of origin, gender, mental or physical disability, ancestry, marital status, family status or source of income. Alberta human rights laws prohibit harassment in the workplace on these grounds.

Examples of harassment which will not be tolerated by the Town are: verbal or physical abuse, threats, derogatory remarks, jokes, innuendo or taunts about any employee's appearance, religious beliefs, color, place of origin, gender, mental or physical disability, ancestry, marital status, family status or source of income. The Town will not tolerate any display of pornographic, racist or offensive signs or images; practical jokes that result in awkwardness or embarrassment; unwelcome initiations or requests, whether indirect or explicit.

DEFINITION OF SEXUAL HARASSMENT:

1. Sexual harassment is any behaviour that is sexual in nature and is unwelcome. The Alberta Human Rights Commission defines sexual harassment as follows:

"Sexual harassment, being discrimination on the grounds of gender, is a violation of the Alberta Human Rights Citizenship and Multiculturalism Act. Unwanted sexual advances, unwanted requests for sexual favours and other unwanted verbal or physical conduct of a sexual nature constitute sexual harassment when:

Submission to such conduct is made either explicitly or implicitly a term of, or condition of, an individual's employment; or

Submission to, or rejection of, such conduct by an individual affects that individual's employment."

2. Sexual harassment is illegal under the provisions of the Alberta Human Rights Citizenship and Multiculturalism Act. Sexual harassment can include such things as

pinching, patting, rubbing or leering, dirty jokes, pictures or pornographic materials, comments, suggestions, innuendos and requests or demands of a sexual nature.

3. The behaviour need not be intentional in order to be considered sexual harassment.
4. All harassment is offensive and in many cases it intimidates others. It will not be tolerated by the Town.

PROCEDURES:

If you are being harassed:

1. Inform the harasser either verbally or in writing that their behaviour is unwelcome and ask them to stop.
2. Keep a record of incidents (dates, times, locations, possible witnesses, what happened, your response, etc.). You do not have to have record of events in order to file a complaint, but a record can strengthen your case and help you remember details over time.
3. File a complaint. If, after asking the harasser to stop their behaviour, the harassment continues, report the problem to the CAO.
4. If the complaint is against the CAO the complaint will be referred to Council and dealt with as a "Closed Session" item.
5. You also have the right to contact the Alberta Human Rights and Citizenship Commission to file a complaint of sexual harassment and if circumstances warrant it, a charge of assault may be filed with the police. A complaint must be filed with the Alberta Human Rights and Citizenship Commission within twelve (12) months of the alleged incident.

Dealing with the complaint:

1. Once a complaint is received, it will be kept strictly confidential. An investigation will be undertaken immediately, and all necessary steps taken to resolve the problem.
2. Both the complainant and the alleged harasser will be interviewed as will any individuals who may be able to provide relevant information. The investigation will be performed in as discreet and confidential a fashion as possible. All information will be kept in confidence.
3. If the investigation fails to find evidence to support the complaint, there will be no documentation concerning the complaint placed in the file of the alleged harasser.
4. Regardless of the outcome of a harassment complaint made in good faith, the employee lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by either coworkers or superiors.

RESPONSIBILITY:

Employees:

1. Employees who believe they have been the subject of harassment have the responsibility to advise the offender that the action is unacceptable behaviour and is unwelcome.

2. Employees are to report incidents of suspected harassment to their Department Supervisor or Immediate Supervisor, without fear of reprisal. It is the responsibility of all employees to make management aware of any observed behaviour that may be deemed to be offensive. Any supervisor who becomes aware of possible harassment is expected to promptly advise the CAO.

Chief Administrative Officer:

1. It is the responsibility of the CAO to:
 - a. Take immediate and appropriate action to deal with incidents of harassment of any type whether brought to their attention or personally observed.
 - b. Report all incidents.
 - c. Apply appropriate action.
2. Under no circumstances should a legitimate complaint be dismissed or downplayed, or the complainant told to deal with it personally. The CAO is accountable to ensure that a thorough investigation is completed, and if necessary, recommend appropriate disciplinary action.
3. All harassment complaints will be investigated in a timely and confidential manner. A confidential complaint will be administered by the CAO.
4. Prompt corrective action will be taken. Anyone engaging in sexual or other forms of unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

HARASSMENT – WORKPLACE VIOLENCE PREVENTION

POLICY STATEMENT:

The Town is committed to preventing workplace violence and making the Town a safe place to work. This policy explains our guidelines for dealing with intimidation, harassment, violent acts, or threats of violence that might occur during business hours or on our premises at any time.

PROCEDURES:

1. You are expected to treat your co-workers, including supervisors and temporary employees, with courtesy and respect at all times. You should not fight, play tricks on others, or behave in any way that might be dangerous to other people. We do not allow firearms, weapons, and other dangerous or hazardous devices and substances on the premises of the Town of Bassano without proper authorization.
2. You should immediately report a threat of violence or an act of violence by anyone to your supervisor or another member of management. If you report a threat of violence, give every detail you can.
3. Be sure to immediately report any suspicious person or activities to a supervisor. Do not place yourself in danger. If you see or hear trouble or a disturbance near your work area, do not try to see what is happening or try to stop it.
4. We will promptly and completely investigate all reports of violent acts or threats of violence. We will also promptly and completely investigate all suspicious people and activities. We will protect the identity of a person who makes a report when practical. Until we have investigated a report, we may suspend an employee, either with or without pay, if we think it is necessary for safety reasons or to do the investigation.
5. If you commit a violent act, threaten violence, or violate these guidelines in another way, you will be subject to disciplinary action, up to and including termination of employment.
6. If you are having a dispute with another employee, we encourage you to talk it over with your Supervisor or the CAO. The Town wants to help you work out problems before they become more serious and possibly violent. We will not discipline you for bringing these types of problems to our attention.

EMPLOYEE CONDUCT & WORK RULES

POLICY STATEMENT:

The Town expects you to follow certain work rules and conduct yourself in ways that protect the interests and safety of all employees, residents, and the Town.

PROCEDURES:

1. While it is impossible to list every action that is unacceptable conduct, the following lists some examples. Employees who break work rules such as these may be subject to disciplinary action, up to and including termination of employment:
 - Theft or inappropriate removal or possession of property
 - Falsification of timekeeping records
 - Working under the influence of alcohol/drugs or illegal drugs
 - Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owner vehicles or equipment
 - Fighting or threatening violence in the workplace
 - Boisterous or disruptive activity in the workplace
 - Negligence or improper conduct leading to damage of employer-owned or customer-owned property
 - Insubordination or other disrespectful conduct
 - Violation of safety or health rules
 - Smoking in prohibited places
 - Sexual or other unlawful or unwelcome harassment
 - Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
 - Excessive absenteeism or any absence without notice
 - Unauthorized absence from workstation during the workday
 - Violation of personnel policies

ALCOHOL & DRUG USE

POLICY STATEMENT:

The Town will be proactive in dealing with the employee's use of alcohol and legal drugs, tobacco, or illegal drugs while on duty.

PROCEDURES:

1. An employee shall not operate a vehicle or any mobile or stationary equipment while under the influence of alcohol, legal drugs, prescription drugs, or illegal drugs.
2. An employee shall not report for duty while under the influence of alcohol, prescription drugs, or legal/illegal drugs.
3. An employee who is demonstrated to have a problem with the use of alcohol, prescription drugs, tobacco legal or illegal drugs will be encouraged to seek professional help and may be granted time off according to policy.
4. Employees requesting professional help will be encouraged to use programs offered through the Employee Assistance Program as offered through the Employee Benefits Program.

ATTENDANCE & PUNCTUALITY

POLICY STATEMENT:

The Town expects its employees to respect fellow employees and the citizens of the Town. It is therefore expected that all employees will be on time and in their assigned work areas.

PROCEDURES:

1. The employee is required to be punctual and in place at the commencement of their work schedule.
2. Failure to comply with the requirements of this policy may result in disciplinary action as outlined in Policy.
3. If you cannot come to work or you will be late for any reason you must notify your Department Supervisor or the CAO.
4. When on the job, the employee shall be focused on their assigned tasks and duties free from personal distractions.

PERSONAL APPEARANCE

POLICY STATEMENT:

Personal appearance means how employees dress, how neat they are and their personal cleanliness standards. Personal appearance can influence what customers, residents, visitors, and contractors think about the Town. Personal appearance can also impact the morale of your co-workers.

PROCEDURES:

1. Clothing must be clean and neat.
2. Shoes must provide safe, secure footing, and offer protection against hazards – see PPE Policy.
3. Offensive body odour and poor personal hygiene is not professionally acceptable.
4. Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
5. Jewellery should be limited and not be functionally restrictive, dangerous to job performance, or excessive.

USE OF CELL PHONES

POLICY STATEMENT:

Care and protection of cell phone is the responsibility of the employee.

PROCEDURES:

1. Cell Phones shall be supplied by the Town to employees who require them, and the appropriate account shall be established by the Department Supervisor and CAO.
2. Personal use of work cell phones will be monitored by the Administration Department. Private call may be charged to the employee.
3. Any lost, stolen or damaged cell phones shall be reported to the Administration Department immediately.
4. As per Bill 172 employees will not use a cell phone while operating a vehicle or equipment.
5. Use of personal cellphones during working hours are prohibited. Messages can be checked, or calls can be made during scheduled breaks or meal hour. Use is only allowed if authorized by the Supervisor.

USE OF LAPTOPS/IPADS

POLICY STATEMENT:

Care and protection of laptops and iPads (“devices”) is the responsibility of the employee.

PROCEDURES:

1. Devices shall be supplied by the Town to employees who require them, and the appropriate account shall be established by the Department Supervisor and CAO.
2. Personal use of devices is prohibited.
3. Any lost, stolen, or damaged devices shall be reported to the Administration Department immediately.
4. Only secure logins shall be used on devices.
5. Devices must be stored in a secure place and locked when it is not in use.
6. Only the employee assigned the device is permitted to operate it.

MEDIA RELATIONS

POLICY STATEMENT:

The Chief Elected Official (CEO – Mayor) is the Spokesperson for the Town. All Press Releases and public statements shall go through the Mayor. When instructed, the CAO may represent the Town on selected issues.

PROCEDURES:

1. Administration may communicate with the Media on matters of procedure, technical reports, and established policy.
2. New policy and interpretation of policy will be communicated through the Mayor and, when instructed by the CAO.

INTERNET & ELECTRONIC MAIL USE

POLICY STATEMENT:

The Town owns and operates various computer systems which are provided for use by employees in support of their employment tasks and activities. All users are responsible for seeing that this equipment and these systems are used in an effective, ethical, and lawful manner.

This document establishes rules and prohibitions that define acceptable use of these systems. Unacceptable use is prohibited and could result in disciplinary action including termination and as well could attract legal sanctions under federal, provincial, or local law.

GENERAL PRINCIPLES

Through the computer network, the Town provides Internet and email privileges to its employees. Like computer systems and networks, these resources are intended for purposes and activities related to the employee's work.

Use of computers, programs and resources may be subject to monitoring for security and/or network management without notice. Correspondence via email is not guaranteed to be private.

PROCEDURES:

1. Employees using the Internet and email services for work related purposes are expected to use the system in the most efficient and effective manner possible. The viewing of internet sites that while municipally related have little practical application to the employee's work and assignments must be limited during work hours.
2. Users shall not use the Internet or email systems:
 - a. For private business activities
 - b. For any illegal or unlawful purpose
 - c. To upload, download or otherwise transmit commercial software or any copyrighted materials belonging to other parties other than the Town.

INTERNET & ELECTRONIC MAIL USE

1. Reveal or publicize confidential or proprietary information which includes, but is not limited to:
 - a. Financial Information
 - b. New business and development plans, strategies and plans
 - c. Databases and file structures of the Town's networks
 - d. Technical product information
 - e. Computer/Network access codes and passwords

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2. To visit Internet sites that contain illegal, obscene, pornographic, racial or hateful content which is objectionable and/or defamatory, or to convey such material including content that is intended to annoy, harass or intimidate others.
3. For rude and obscene amusement or entertainment purposes.
4. Limited, incidental personal use is permitted as long as it does not:
 - a. Consume more than a trivial amount of resources of the system and networks.
 - b. Interfere with staff productivity.
 - c. Pre-empt any activity related to the employee's work or the business of the Town.
5. Use of the internet or email system for non-profit, social, and charitable endeavours and activities may be permitted provided it is conducted primarily after work hours and as long as it does not:
 - a. Consume more than a trivial amount of resources of the system and networks.
 - b. Interfere with staff productivity.
 - c. Pre-empt any activity related to the employee's work or the business of the Town.
 - d. Consume more than a minor amount of employee time.

INTERNET & ELECTRONIC MAIL USE

1. Users of the email system shall not:
 - a. Open any attachment from an external source that has not first been scanned for viruses.
2. All policies that are covered under the *Freedom of Information and Protection of Privacy Act* are extended to the email and Internet Use Policy.
3. Breach of this policy will result in disciplinary action and depending on the seriousness and circumstances of the breach and the nature, if any, of other previous breaches of this policy, punishment could extend up to and including termination of employment.
4. Any suspected illegal activities will be referred to the RCMP Services for criminal investigation. Notwithstanding Section 7, employees found using electronic mail or Internet access for illegal or unlawful purposes will have their employment terminated immediately without notice.

CORRECTIVE DISCIPLINE

POLICY STATEMENT:

The Town as an employer will apply a progressive disciplinary approach to encourage employees to take the necessary corrective action to achieve the required level of performance and/or conduct.

The Town's policy of Corrective Discipline attempts to correct unacceptable behaviour by employees. This is accomplished in part through the application of progressive disciplinary sanctions. These sanctions are not intended as punishments. Rather, their purpose is to bring about the behaviour required for effective job performance and to indicate the seriousness with which the employer views the matter. The employer will point out incidents of misconduct to employees when they occur as well as the corrective action required. The employer believes that the employee must accept responsibility for the required behavioural change; failure to do so will place employee's continued employment at risk. The employer will prompt the employee to adopt the required behaviour and will acknowledge progress in this regard.

PROCEDURES:

1. The principle of progressive discipline requires that the employer:
 - a. Ensure that the employee is aware of the employer's expectations
 - b. Identify where the employee has fallen short of the employer's expectations.
 - c. Explain to the employee that the infraction is serious and deserving of discipline.
 - d. Encourage the employee to change or not repeat his or her behaviour.
 - e. Warn the employee that future behaviour of the same or similar kind will lead to progressively more serious discipline.
2. The progression of discipline usually follows the four steps provided below. There may however be a need to modify or even bypass one or more steps depending on the gravity of the violation.
 - a. Verbal reprimand (counselling or coaching)
 - b. Written reprimand
 - c. Suspension
 - d. Dismissal
3. The level of discipline that is applied should not be more than what is required to bring about the desired corrective action. The employer must also consider any mitigating factors that might be considered in determining the severity of the proposed disciplinary action.
4. Regardless of the level of discipline applied, the Employer must ensure:
 - a. That the employee performed a culpable act for which the person is being disciplined (a detailed description of what happened with dates, times and witnesses, and statements or notes must be prepared).
 - b. That the severity of the infraction is assessed, whether this is the first such an incident or a repeat of an earlier similar incident(s).

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- c. That the cause of the employee's behaviour has been thoroughly investigated.
 - d. That the employer considered any mitigating circumstances.
 - e. That the discipline being proposed is legal.
 - f. That the employee is being disciplined for an act related to their work, not for personal reasons.
 - g. That the penalty is appropriate.
 - h. That other employees have received a similar penalty for similar behaviour under similar conditions.
5. Where the level of discipline being applied is at a level below that of dismissal the Employer must ensure:
- a. That the expected standards of work performance or behaviour are explained to the employee.
 - b. That the seriousness of the infraction is explained to the employee.
 - c. That the employee is warned that any further infractions would result in more serious discipline, up to and including termination.
 - d. That the employee is offered assistance in achieving acceptable performance and/or conduct (eg. training, coaching, counselling, etc.)
6. In cases where it is appropriate to have the employee remain on the premises during an investigation into a suspected case of misconduct or when it may be necessary to immediately remove the employee from the premises due to the employee's behaviour, the Employer may suspend the employee until specific corrective action is determined. This indefinite suspension procedure allows the supervisor time to collect and consider the facts, and to review contemplated action. Employees should be informed of the possible outcomes at the time he or she is placed on indefinite suspension.
7. Examples:

Verbal or Written Warning:

To facilitate consistency, this outline of types of misconduct corrective actions will serve as a guide. These are not prescribed actions they are suggestions only. Nor is the list of infractions below inclusive. There are to be no automatic measures of discipline. Every case is to be treated on its own merits, taking into account the seriousness of the infraction and the nature of the circumstances, as well as the employee's work record. Certain forms of misconduct may be minor enough initially to warrant efforts of corrective discipline through a verbal or a written warning.

Examples of this type of misconduct include:

- a. Unreported absence;
- b. Excessive unscheduled absences;
- c. Tardiness at start of shift or after breaks;
- d. Improper care of the Town's equipment and/or property;
- e. Failure to record or improper recording of time (without apparent intent to defraud);

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- f. Failure to comply with personal safety rules (hardhat, safety vest, boots, etc.);
- g. Leaving work area during work time without authorization;
- h. Wasting time, loitering;
- i. Failure to properly or completely perform job tasks;
- j. Failure to display proper respect for other employees and/or the public.

Depending on the severity of the misconduct and/or the frequency, a different or additional discipline, up to and including termination may be applied.

Written Warning or Suspension:

Other forms of misconduct are usually considered more serious and generally warrant more severe discipline, up to and including termination.

Examples of this type of misconduct include:

- a. Violation of safety rules (where other employee's or the public's safety is jeopardized)
- b. Reporting to work under the influence of alcohol, drugs or otherwise unable to perform the duties of the job satisfactorily
- c. Horseplay (rough boisterous activity which is disruptive to the orderly and efficient operation of the work site)
- d. Falling asleep during work time

Lengthy Suspension or Dismissal:

Other types of misconduct are so severe that except in unusual circumstances, termination is warranted.

Examples include:

- a. Stealing or removing without proper authorization any property of another person or of the employer
- b. Insubordination (wilful refusal to perform an assigned duty or to comply with an instruction)
- c. Verbal or physical abuse of a fellow employee and/or supervisor
- d. Intentionally sleeping on the job (except at designated breaks)
- e. Intentionally misusing, damaging, or destroying the employer's property or the property of others
- f. Fighting, provoking, or instigating a fight; willfully injuring or attempting to injure another person
- g. Possession of a weapon on the employer's property
- h. Indecency in dress, language or behaviour
- i. Breach of confidentiality
- j. Falsification of any record
- k. Abusive, threatening or harassing remarks or behaviour toward a supervisor, another employee or the public
- l. Use of sexual, racial, religious or other discriminatory words or actions

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m. Possession or use of alcohol or illegal drugs during scheduled work hours

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