**Sample Office Policies**

**The following are samples of office policies that could be considered and are intended to be customized by the employer based on their specific needs. More templates are available in the** [**Business Pathways HR toolkit**](https://www.doctorsofbc.ca/managing-your-practice/business-pathways/managing-your-office/human-resources-toolkit) **to support some of the policies below.**

Table of Contents

[EMPLOYMENT POLICIES 2](#_Toc106362662)

[VACATION & HOLIDAYS POLICIES 5](#_Toc106362663)

[ABSENCE FROM WORK 6](#_Toc106362664)

[STANDARDS OF PROFESSIONAL CONDUCT 9](#_Toc106362665)

[WORK ENVIRONMENT POLICIES 12](#_Toc106362666)

[TRAVEL & EXPENSE POLICIES 13](#_Toc106362667)

[OCCUPATIONAL HEALTH & SAFETY POLICIES 14](#_Toc106362668)

[SAMPLE REMOTE WORK POLICY 18](#_Toc106362669)

# EMPLOYMENT POLICIES

**[The purpose of this section is to outline the business’s personnel and employment practices and/or policies. Examples of possible policies to include are below.]**

## PROBATIONARY PERIOD

The length of the probationary period is indicated in your Employee Agreement and starts on your commencement date. The probation period is an extension of the selection process and provides the organization with an opportunity to evaluate their hiring decision, as well as an opportunity for the new employee to evaluate whether the new position meets their expectations.

During the probation period, a minimum of one (1) [performance review](https://www.doctorsofbc.ca/sites/default/files/bp_performancereviewprobationperiod.docx) will be conducted. As per your Employment Agreement, during the probation period, an employee may be terminated for unsuitability in performance or behaviour without formal warnings and without advance notice, payment in lieu of notice, or a combination thereof, except as may be required under the BC Employment Standards Act.

## HOURS OF WORK

Regular business hours are from [9:00am - 5:00pm, Monday to Friday]. [CLINIC NAME] supports employees taking their coffee and lunch breaks during the day. Employees are encouraged to take up to one (1) hour of break time during the day.

On occasion, staff are expected to work evenings and/or weekends to attend meetings or for special events sponsored by the organization.

Options for working remotely are available to employees as per their Employee Agreement. For more information, please the Remote Work Policy.

## OVERTIME & ADDITIONAL HOURS WORKED

[CLINIC NAME] is committed to producing excellent, high-quality work within regular business hours. On occasion employees may be required to work outside of their contractual hours.

Non-management employees are entitled to “overtime” compensation. Overtime is defined as any hours worked over eight (8) hours in a day, or forty (40) hours in a week. Employees have an obligation to communicate in a timely way about required additional hours of work. Prior approval before working any overtime hours is required for compensation. Overtime hours worked that did not receive prior approval will not be compensated. Overtime hours will be compensated as per the [BC Employment Standards Act](https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards/hours/overtime-pay?keyword=overtime).

Overtime is paid out on the employee’s next pay cheque. Upon the written request of the employee, overtime hours can also be banked and taken as time off. Time off in lieu of overtime must be taken on the same calendar year the overtime was accrued and on days agreed to by the employee and management.

[CLINIC NAME] acknowledges that the contributions of management staff may take the form of hours worked outside of the standard work week. This contribution is recognized in the greater flexibility in working conditions and higher vacation accrual rate. If a management employee works additional hours for a considerable length of time, they can request time off in lieu. Managers are accountable for the schedule that they have set and for ensuring that the majority of their work hours fall into their regular hours.

## SECONDARY EMPLOYMENT

[CLINIC NAME] understands that employees may already have or decide to obtain additional employment while employed by [CLINIC NAME]. We ask that employees think seriously about the effects that such extra work may have on your effectiveness of the work at [CLINIC NAME], overall personal health, and real, apparent, or potential conflicts of interest. We will hold all employees to the same standards and cannot make exceptions for those who also hold jobs outside of [CLINIC NAME].

Any form of secondary employment obtained by regular [CLINIC NAME] employees must be approved by [CLINIC NAME] and such approval must be attained prior to the commencement of secondary employment. Where an employee already has other employment at the time of commencing work with [CLINIC NAME], such employment should be disclosed when commencing work by completing a [Conflict-of-Interest Declaration](https://www.doctorsofbc.ca/sites/default/files/bp_conflictofinterestdeclaration.docx).

## PERSONNEL RECORDS

Upon joining [CLINIC NAME], you will complete several forms requiring various facts and information about yourself. Keeping your personnel file records accurate is important to both you and [CLINIC NAME]; this information enables us to reach you or your emergency contact in the event of an emergency and allows us to maintain your insurance and other benefits. [Your Manager / The HR Department] should be notified promptly, in writing, of changes in your:

* Name, address, or telephone number
* Other employment-related status, including immigration status
* Person to notify in case of accident or emergency

Personnel records are maintained in strict confidence. To protect your privacy, [CLINIC NAME] does not give out any information to outside organizations regarding its employees, unless required by law. If you want to review your own personnel file or share any information to an outside organization (e.g., salary verification to a bank), please contact [your Manager / the HR Department] and make the necessary arrangements.

## PERFORMANCE REVIEWS & CHECK-INS

At [CLINIC NAME], we believe staff and managers should engage in performance conversations that are regular, rewarding, and respectful. Throughout the year, regular coaching conversations between staff and managers will be conducted. These are informal check-ins that can be initiated by the staff member or the manager. They are opportunities to seek guidance, give and receive feedback, or update goals and objectives.

In addition to these informal check-ins, [CLINIC NAME] likes to dedicate time each year to formally connect with each employee for written performance evaluations. It is at these meetings that both the employee and the manager can reflect on the previous year’s performance, set goals, and identify growth opportunities. We will share documents to help guide the conversation in advance of the meetings. These performance discussions are generally held around the employee’s anniversary date with [CLINIC NAME].

[CLINIC NAME] is committed to supporting all employees in successfully meeting our job performance expectations. In the event where, despite feedback provided, the staff member is not meeting [CLINIC NAME]’s performance standards, the manager will conduct a formal meeting with the employee. The goal is to discuss the importance of meeting job expectations and to offer ongoing support to make the changes. If the employee does not meet the expected standards within a reasonable period, corrective action will be taken, up to and including termination.

## DISCIPLINE

If an employee commits an infraction with reference to [CLINIC NAME] policies, they may face disciplinary action. Except for very serious offenses resulting in dismissal for just cause, individual incidents will be brought to an employee’s attention by their manager who will provide the employee with a verbal warning. Further occurrences will be dealt with by management and may result (depending on the severity and frequency of the offense) in written documentation, suspension, and/or possible termination.

Examples of infractions include, but are not limited to:

* Tardiness.
* Culpable absenteeism.
* Misuse of breaks.
* Poor work performance and/or work quality issues.
* Unprofessional or inappropriate behaviour.

## RESIGNATION

If an employee decides to leave [CLINIC NAME], they are encouraged to provide management with a reasonable amount of notice to ensure a smooth transition.

A minimum of four (4) weeks’ notice is desirable. If less than three (3) weeks’ notice is received, any outstanding vacation will be calculated in accordance with the minimum requirements as set out under the BC Employment Standards Act.

## TERMINATION

In certain circumstances, [CLINIC NAME] may decide to end the employment relationship. Employment may be terminated without cause or for just cause.

Employees may be terminated without cause for circumstances that include, but are not limited to lack of funding, lack of work, company restructuring, or unsuitability for a position. If you are terminated without just cause, you will be entitled to notice as per the BC Employment Standards Act.

Employees may be terminated for frustration of contract if, for an unforeseen reason, you are no longer able to carry out your work commitments under the employment contract. If you are terminated for frustration of the employment contract, you will have no notice entitlements.

Employees may be terminated for cause for serious or repeated misconduct including but not limited to: dishonesty; insubordination; theft; sick leave misuse; fraudulent conduct; assault or other violent or threatening behavior; bullying or harassment of other employees; destruction of [CLINIC NAME] property; or continued unsatisfactory job performance. If you are terminated for cause, you will have no notice entitlements.

## PROFESSIONAL DEVELOPMENT

[CLINIC NAME] is committed to creating a work environment that supports continued learning. Where possible, work-related courses or training will be provided or supported that will enhance or upgrade the knowledge and skills of employees and hence the value of their service.

To apply for funding or time away from work, employees must send a written request and proposal to [your Manager / the HR Department] outlining:

* The name and location of the course or training program.
* The time away from work required to attend the course or training program.
* The cost of the course or training program.
* The financial contribution requested from [CLINIC NAME] to facilitate attending the course or training program.
* The intended benefit to the employee and to [CLINIC NAME] for the employee taking the course and/or training.

An employee’s years of service, the potential benefits to [CLINIC NAME], succession considerations, and mentoring possibilities will be measured when reviewing applications for professional development funding. These considerations will be made within the context of the current budget for [CLINIC NAME].

All requests for professional development funding will be reviewed on a case-by-case basis.

# VACATION & HOLIDAYS POLICIES

**[The purpose of this section is to outline the organization’s vacation and statutory holiday practices and/or policies. Examples of possible policies to include are below.]**

## VACATION ENTITLEMENT

Vacation entitlement starts from your date of hire. The following is the amount regular, full-time employees are eligible for. For part-time employees, vacation is pro-rated based on the percentage of part-time the employee is (for example, if you work 50% time, you are eligible for 50% of the vacation entitlement). Vacation entitlements are pro-rated based on the employee’s start date in that year. After the first year, staff will be given their allotment of vacation time at the beginning of the calendar year. If the employee leaves before the end of the year, any vacation overspend will be deducted from their last pay cheque.

|  |  |  |
| --- | --- | --- |
| Years of Service | Staff | Managers |
| 0-3 Years | 10 working days (4% vacation pay) | 15 working days (6% vacation pay) |
| 3-8 Years | 15 working days (6% vacation pay) | 20 working days (8% vacation pay) |
| 8-12 Years | 20 working days (8% vacation pay) | 25 working days (10% vacation pay) |
| 12+ Years | 1 additional day/year up to 30 days | 1 additional day/year up to 30 days |

## SCHEDULING VACATION

In a busy and dynamic organization like [CLINIC NAME], employees are encouraged to submit vacation requests in advance. We will solicit vacation requests bi-annually, on March 15 and September 15 of each year. However, employees are encouraged to submit vacation requests outside of these dates. [Management’s / The HR Department’s] bi-annual vacation request “reminders” are to encourage employees to think ahead and confirm plans, if they are able.

To submit a vacation request, employees identify their desired vacation dates on our Vacation Request Form. All vacation requests get reviewed by management. If there are no conflicts, the vacation request will be approved. Vacation leave may not exceed the amount accrued to date.

## VACATION CARRY-OVER

Employees are expected to use their annual vacation days each year. In exceptional cases, employees can request to carry over accrued vacation days into the following year, with a maximum of ten (10) days. Without exception, any vacation carry-over must be taken in the following year.

## STATUTORY & PAID HOLIDAYS

[CLINIC NAME] recognizes the following as paid holidays:

|  |  |
| --- | --- |
| New Year's Day Family DayGood FridayEaster Monday\*Victoria DayCanada Day | British Columbia DayLabour DayThanksgiving DayRemembrance DayChristmas DayBoxing Day\* |

\*Note that Easter Monday and Boxing Day are not designated statutory holidays, but [CLINIC NAME] provides these days as paid holidays.

# ABSENCE FROM WORK

**[The purpose of this section is to outline the processes and procedures for requesting and taking different leave of absences available to employees. For information on other statutory leaves, please refer to the** [**BC Employment Standards Act**](https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards/time-off/leaves-of-absence?keyword=leave&keyword=of&keyword=absence)**. Examples of possible policies to include are below. See the** [***Leading Teams***](https://www.doctorsofbc.ca/managing-your-practice/business-pathways/managing-your-office/human-resources-toolkit) **section of** [**Business Pathways HR toolkit**](https://www.doctorsofbc.ca/managing-your-practice/business-pathways/managing-your-office/human-resources-toolkit) **for more information.]**

## LEAVE OF ABSENCE REQUESTS

Any employee applying for a leave of absence must put their request in writing (unless otherwise in the BC Employment Standards Act) and send it to their manager. The written request must indicate the reason for leave and the intended start and end date of the leave request.

Your manager will meet with you to discuss the request. Once approved, [Management / the HR Department] will email you a confirmation letter outlining the terms of your leave.

## MEDICAL CERTIFICATES & SUPPORTING DOCUMENTATION

Depending on the type of leave of absence you are requesting, you may be requested by [CLINIC NAME] to submit supporting documentation as per the [BC Employment Standards Act](https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards/time-off/leaves-of-absence?keyword=leave&keyword=of&keyword=absence). Supporting documentation is often in the form of a medical certificate, provided by a qualified medical practitioner, offering proof of your illness, the due date of a pregnancy, the illness or injury of a family member, etc.

## MEDICAL/DENTAL APPOINTMENTS

Employees are encouraged to arrange medical, dental, or other appointments outside of working hours and on days off. When this is not possible, appointments should be scheduled at the beginning or end of the day to be minimally disruptive to the workplace.

Time away from work for appointments will be deducted from the employee’s sick time bank. Employees must update the attendance platform to indicate the sick time used.

## SICK LEAVE

[CLINIC NAME] supports employees in taking care of their health and well-being. Employees accumulate sick leave credits on the basis of one (1) work day per month, cumulative up to twelve (12) work days per year. Sick time accrual will be pro-rated for part-time employees.

If an employee has not accumulated enough sick leave credits to cover the amount of time they need to be away from work due to an illness or an accident, the employee can use unused vacation time and/or take an unpaid leave of absence for the remainder of time they need to be absent.

Sick leave pay shall be computed on the basis of normally scheduled workdays and all claims shall be paid on this basis. Sick leave deductions shall be according to actual time off. Any illness lasting more than [enter number] days may require documentation.

Employees must update the attendance platform to indicate sick time used.

## MATERNITY & PARENTAL LEAVE

Maternity and parental leave without pay is available to eligible employees, in accordance with the BC Employment Standards Act. Maternity leave is available to all eligible pregnant employees for the birth of a child. Parental leave is also available to all eligible employees for the birth or adoption of a child.

Available vacation days should be taken prior to commencement of maternity and parental leave. For Employment Insurance purposes, [CLINIC NAME] will issue a Record of Employment on the last day of work before commencement of these leaves.

## FAMILY RESPONSIBILITY LEAVE

In accordance with the BC Employment Standards Act, [CLINIC NAME] will provide up to five (5) days of unpaid leave during each employment year to meet responsibilities related to the care, health, or education of a child in the employee’s care or the care or health of any other member of the employee’s family.

## COMPASSIONATE CARE LEAVE

[CLINIC NAME] will support employees in difficult periods, such as when a family member is seriously ill. In accordance with the BC Employment Standards Act, the Compassionate Care Leave provides up to 27 weeks of unpaid leave to provide care and support to a family member, if a medical practitioner issues a certificate stating that the family member has a serious medical condition with significant risk of death within 26 weeks. Employees needing to access Compassionate Care Leave should inform their manager in writing and provide a medical certificate. For Employment Insurance purposes, [CLINIC NAME] will issue a Record of Employment on the last day of work before commencement of these leaves.

In some cases, Employment Insurance benefits may be available to support employees taking this leave. It is the employee’s responsibility to apply for these benefits.

## CRITICAL ILLNESS OR INJURY LEAVE

In the event that an employee has a critically ill or injured family member, employees are supported to take leave as per the BC Employment Standards Act. To request a Critical Illness or Injury Leave, an employee should contact their manager as soon as they become aware of the possible need to take leave from work. When it is reasonable to do so, the employee must provide [CLINIC NAME] with a medical certificate. For Employment Insurance purposes, [CLINIC NAME] will issue a Record of Employment on the last day of work before commencement of these leaves.

In some cases, Employment Insurance benefits may be available to support employees taking this leave. It is the employee’s responsibility to apply for these benefits.

## BEREAVEMENT LEAVE

[CLINIC NAME] recognizes that employees may require time away from work in times of bereavement. If a death occurs in your immediate family, you are allowed an unpaid leave of absence for a maximum of three (3) working days. Immediate family refers to a child, spouse, parent, step-parent, parent-in-law, sibling, step-sibling, sibling-in-law, grandparent, grandchild, guardian, ward, and any other person who lives with the employee or is publicly recognized as a member of the employee’s family.

[CLINIC NAME] will make every effort to provide employees with additional unpaid leave when necessary, whether for family or non-family members.

## JURY OR COURT DUTY

Any regular employees required to serve as a juror or subpoenaed as a witness in any court of law shall be granted a paid leave of absence. This includes employees who are subpoenaed by [CLINIC NAME] as a witness in a court action. An employee subpoenaed on behalf of [CLINIC NAME] during vacation or regularly scheduled days off will be granted equivalent time off. In cases where an employee’s private affairs require a court appearance, [CLINIC NAME] will grant the employee a leave of absence without pay to attend at court.

## VOTING LEAVE

Employees entitled to vote in federal, provincial, Indigenous, or municipal elections or referendums will be granted time-off as required in accordance with the relevant statute.

## PROFESSIONAL DEVELOPMENT LEAVE

[CLINIC NAME] may approve a professional development or education leave without pay to an employee who submits a written request at least one (1) month before the course/program/training commences. This request must detail the benefits of the course/program/training, the length of time needed to complete it, and other details as required by [CLINIC NAME].

## BENEFITS WHILE ON LEAVE

Employees who have been approved for a paid or unpaid leave of absence will be able to maintain their Extended Health, Dental, Group Life Insurance, Accidental and Serious Illness, and Long-Term Disability benefits.

For paid leaves, [CLINIC NAME] will pay the employer contribution of the benefit premiums for the Group Health & Welfare Benefits Plan for up to a maximum of six (6) weeks.

For unpaid leaves, the employee must pay both the employee and employer contributions of the benefit premiums.

# STANDARDS OF PROFESSIONAL CONDUCT

**[The purpose of this section is to include key practices and/or policies that govern the workplace. Examples of possible policies to include are below.]**

## RESPECTFUL WORKPLACE

We require everyone at [CLINIC NAME] to treat others with respect and kindness. Discrimination, harassment, bullying, and violent behaviour and language will not be tolerated from any person in the workplace. As a result, all efforts shall be deployed to prevent and correct any situation or conduct that may compromise the health and safety of an employee or deteriorate the work environment. [CLINIC NAME] will ensure that a resolution process appropriate to the circumstances is conducted in a fair, respectful, and timely manner once management becomes aware of an incident or receives a complaint of discrimination, harassment, bullying, or violence.

[CLINIC NAME]’s Respectful Workplace Policy applies at every level of the organization and to every aspect of the workplace environment, including, but not limited to, recruitment, promotion, training, salaries, and termination. Should you experience what you consider to be discrimination or harassment from a manager, fellow employee or patient, please report it to the [appropriate body] immediately.

[An example of a Bullying and Harassment Policy can be found [here](https://www.doctorsofbc.ca/sites/default/files/bp_samplerespectfulworkplacepolicy.docx). More information on Bullying and Harassment policy requirements is available from [WorkSafeBC](https://www.worksafebc.com/en/resources/health-safety/books-guides/developing-a-policy-statement?lang=en).]

## CONFIDENTIALITY & DISCRETION

In the course of your work, you may have access to confidential information regarding employees, members, or [CLINIC NAME] itself. One of the most serious responsibilities, as an employee, is to not reveal or divulge any such information and that you use it only as required in the performance of employment duties. Employees should not misuse, or remove from the premises without written authorization, any confidential information of any nature.

## CONFLICTS OF INTEREST

Employees, contractors, and volunteers of [CLINIC NAME] are expected to adhere to the highest standards of personal and professional integrity and shall protect the interests of the organization. Everyone must avoid situations involving a real, apparent, or potential conflict of interest, and will be required to complete a [Conflict-of-Interest Declaration](https://www.doctorsofbc.ca/sites/default/files/bp_conflictofinterestdeclaration.docx).

[CLINIC NAME] recognizes and respects an employee’s right to engage in secondary employment and outside activities beyond their work that is private in nature and does not in any way conflict with our business or potentially damage our reputation. Management reserves the right, however, to determine when an employee’s activities represent a conflict with our interests and to take whatever action is necessary to resolve the situation, including termination of employment.

## ATTENDANCE

Absenteeism and tardiness hurts fellow employees, as well as [CLINIC NAME] as a whole. It is an employee’s responsibility to report for work on time and ready to commence their duties. If you are going to be late or are unable to report to work, contact your manager as soon as possible before the start of your work day. If an employee is absent for a prolonged period of time due to illness, a doctor’s note may be required upon return to work. Unexcused absenteeism may result in corrective action, up to and including termination.

## TEAM MEETINGS

Staff meetings are held weekly at [CLINIC NAME] and employees are expected to attend. Managers meet as required throughout the month.

The purpose of staff meetings is to help keep everyone informed and up to date regarding [CLINIC NAME] operations. The management team may provide updates, deliver announcements, share ideas, solicit feedback, etc. In order to effectively participate in staff meetings, we ask that you come prepared by reviewing the meeting agenda and materials, put away any electronic devices, be willing to share your point of view and ideas, ask questions if you would like further clarification on a topic, and be kind and respectful towards others.

## PERSONAL APPEARANCE

All employees are required to dress in a manner that is appropriate to their position and the nature of their work and conveys an image of competence and capacity to members, other agencies, and outside professionals.

## TECHNOLOGY & SOCIAL MEDIA

As with all business tools provided by and owned by [CLINIC NAME], email, telephone, and internet use should be of a professional and business nature only. All business communications may be subject to review and seizure during disciplinary and legal proceedings. There is no reasonable expectation of privacy with respect to their usage.

Examples of prohibited conduct include, but are not limited to:

* Sharing commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or anything that can create a hostile work environment;
* Publishing, sharing, or releasing any information that is considered confidential or not for the public; or
* Using technology to conduct outside business or other activities for personal gain.

Only software programs and hardware, including accessories, supplied and authorized by the organization are to be installed on our computers. Do not copy or remove computer software from the premises. [CLINIC NAME] respects software copyright rules.

Personal social media platforms (e.g., Facebook, WhatsApp, Instagram, Twitter, etc.) should not be used to share and/or discuss matters related to the workplace.

Violation of this policy may result in corrective action, up to and including termination.

## CELLPHONE USE

While at work, employees are expected to exercise discretion in using personal cellphones. Personal calls, texts, or other electronic communications should be kept to a minimum or for brief emergency communications. Personal communications can interfere with employee productivity, safety, and may be distracting for others, i.e., audible notifications.

## MEDIA HANDLING

At [CLINIC NAME], any media requests should be forwarded to the Communications Department.

## SMOKING POLICY

Smoking, whether regular or electronic cigarettes, at work is prohibited on [CLINIC NAME] property. Violation of this policy may lead to disciplinary action. Use of cannabis/marijuana is addressed in the Substance Use section below.

## SUBSTANCE USE (ALCOHOL, CANNABIS, & OTHER DRUGS)

[CLINIC NAME] is a drug-free workplace. To ensure the health and safety of our employees, members and outside professionals, any infraction of this policy is taken extremely seriously.

The following expectations apply to all employees while conducting work on behalf of [CLINIC NAME], whether on or off [CLINIC NAME] property:

* Employees are expected to arrive to work fit for duty and must remain fit for duty for the duration of their workday.
* Employees are prohibited from using, distributing, or selling alcohol, drugs, and drug paraphernalia during work hours, including during breaks.
* Employees are prohibited from possessing alcohol, drugs, and drug paraphernalia while on work premises.
* Employees are prohibited from reporting to work while under the influence of recreational cannabis and any other non-prescribed substances.
* Employees are permitted to use and possess medically prescribed or authorized drugs during work hours. Employees must communicate to management any potential risk, limitation, or restriction requiring modification of duties or temporary reassignment.

Violation of this policy will result in corrective action, up to and including termination.

## COMPLAINTS PROCEDURE

Every employee has the right to make a complaint regarding workplace misconduct, harassment, mistreatment, or any other inappropriate behavior or action committed by another employee, or any other breach of company policies. Every employee also has the right to make a complaint about a situation or treatment by a person doing business with [CLINIC NAME], including vendors, suppliers, or members. Verbal complaints can trigger the first phase of the investigative process involving an informal investigation. Written complaints will be required before a formal investigation will begin. All parties are expected to maintain confidentiality with regards to the complaint during the investigative process.

Complaints can be made to your manager, the HR Department, or to another member of management with whom the employee feels comfortable discussing the matter.

Employees may rest assured that there will be no reprisals as a result of your comments. [CLINIC NAME] ensures that employees will receive a fair discussion and, if applicable, an unprejudiced investigation.

# WORK ENVIRONMENT POLICIES

**[The purpose of this section is to outline key worksite and housekeeping practices. Examples of possible policies to include are below.]**

## ENTERING BUILDING PREMISES AFTER HOURS

Only authorized employees may enter or be on [CLINIC NAME] premises after normal working hours. Should an employee need to enter the office building after hours, they should inform their manager prior to entering.

## BUILDING KEYS & PASSES

Keys are not to be loaned to others (including other [CLINIC NAME] employees who have not been given their own keys) and may not be duplicated under any circumstances.

Keys are to be immediately returned if requested or if the employee leaves the company.

## BUILDING ACCESSIBILITY

Our building is close to major bus routes, is wheelchair accessible, and is scent-reduced. Our washrooms are inclusive of trans people but are unfortunately still binary; we do not have access to a gender-neutral washroom at this time.

## WORKING REMOTELY

Where employees are permitted or required to work from home or outside of the workplace, they are expected to work regular hours and report any missed working time. Remote working options and/or arrangements will be articulated in your Employee Agreement.

[See [Remote Working Policy](#_Sample_Remote_Work) template]

## INTERNAL COMMUNICATIONS

All employees are expected to communicate in a timely manner with their co-workers and management staff. All internal communications should be of a business nature and must comply with [CLINIC NAME]’s policies and procedures.

A significant portion of internal communications at [CLINIC NAME] is conducted on [Microsoft Teams / Zoom]. [Microsoft Teams / Zoom] is an instant messaging platform to help staff work together more seamlessly and collaborate more efficiently. Although [Microsoft Teams / Zoom] won’t replace email, some questions and conversations can be held more quickly and easily over the platform. [Microsoft Teams / Zoom] allows [CLINIC NAME] staff to send direct messages and form message groups for specific departments. Employees are expected to install [Microsoft Teams / Zoom] on their computers and participate in the conversations, as needed.

## COMPUTER USE

[CLINIC NAME]’s computers may be used only by employees who need them to complete their job. Our computers, laptops, tablets, and cellphones are not to be used for employees’ personal purposes.

For employees using their personal computers to conduct [CLINIC NAME] business, they will need to have access to our remote server. All [CLINIC NAME] documents should be saved to the remote server. No staff is permitted to keep work documents on their personal desktops, devices, etc.

## PERSONAL PROPERTY

[CLINIC NAME] is not liable for loss or damage to an employee’s personal property while on our premises. Please make sure that your personal effects are securely stored at all times.

## BORROWING BUSINESS PROPERTY

[CLINIC NAME] property may not be borrowed by employees for their personal use under any circumstances.

For work purposes, employees may request to borrow [CLINIC NAME] property provided they have obtained permission from their manager, have signed a written agreement with a specified return date and the borrowing does not interfere with our operations.

Failure to return borrowed items by the agreed upon date may be considered theft. Any loss or damage to borrowed equipment while borrowed is the borrower’s responsibility.

[CLINIC NAME] property may not be loaned to others under any circumstances.

## PETS AT WORK

[CLINIC NAME] is responsible for assuring the health and safety of all employees. With the exception of service animals, in general, we do not permit employees to bring their household pets to work.

## HOUSEKEEPING

We strive to maintain a neat, clean and orderly workplace at all times. You are responsible for maintaining neatness and order in your immediate workspace and shared spaces (e.g., kitchen). We cannot allow poor housekeeping to cause unsafe or hazardous conditions to develop. There should be no litter, wrappers, empty coffee cups, etc. in work areas.

If you notice anything that needs repair or replacement, please report it immediately to your manager.

## HAZARDS IN THE WORKPLACE

We place the highest priority on workplace safety. All of us must maintain safe work surroundings and be alert to safety matters. Safe work practices must be followed at all times by all employees. If you notice any hazardous or potentially hazardous conditions, it is your responsibility to ensure management is aware.

For more information, please see the Worksite Inspections below.

## PARKING

[CLINIC NAME] does not provide parking. Parking vehicles which are driven to work is the responsibility of employees. [CLINIC NAME] is not liable for any damage to vehicles driven or owned by employees, contractors, or volunteers.

## EMPLOYEES AS PATIENTS

**[It is at the discretion of the clinic/employer to include a policy regarding clinic employees as patients. The following is an example of a possible policy.]**

[CLINIC NAME] does [not] accept employees as attached patients. [The clinic will do its best to assist employees in finding alternative access to care.]

# TRAVEL & EXPENSE POLICIES

**[The purpose of this section is to outline processes and procedures surrounding travel and expenses related to the organization. Examples of possible policies to include are below.]**

## USE OF PERSONAL VEHICLES FOR BUSINESS

If an employee chooses to use their personal vehicle for [CLINIC NAME] business, they must ensure that their vehicle has adequate auto insurance and that they obey all traffic laws and regulations, including laws regarding the use of seat belts and electronic devices.

Employees choosing to use their personal vehicles for business without the request of the employer do so at their own risk.

[CLINIC NAME] will not assume responsibility for any parking fines, loss or damage to a vehicle or contents, or increase in insurance costs due to driving/accident records concerning a private vehicle which is being used for the organization’s business.

[CLINIC NAME] does not pay for mileage, tolls, parking, etc.

## GENERAL EXPENSES

All business expenses should, as a general rule, be purchased with the use of a [CLINIC NAME] credit card and be accompanied with a receipt. However, an employee who purchases supplies that are necessary for the operations and business uses of [CLINIC NAME] may submit receipts for reimbursement. Only those expenses which have been pre-approved by management will be reimbursed.

## COMPANY CREDIT CARDS

Company credit cards may be issued to management staff who make substantial expenditures on a regular basis for [CLINIC NAME] business. Managers who are issued a company credit card will sign a Company Credit Card Agreement. Among other things, the Agreement will stipulate that the credit card’s use must be used strictly for business purposes and not for personal purchases or expenses. Use of credit cards for personal purposes will be considered theft.

## SUBMITTING EXPENSES

Employees must submit an expense form along with all related receipts. Original, itemized, dated receipts are required to support a claim. Invoices, cancelled cheques, credit card statements or “paid” notices, photocopies, and carbon copies are not acceptable. On the back of the original receipt, employees should indicate the business purpose of each expense.

Your expense form and receipts must be submitted to your manager.

The employee submitting the claim and the employee who approves payment must ensure that claims for expenses are in accordance with [CLINIC NAME]’s policies and procedures. Reimbursement payments are included in the employee’s upcoming pay cheque.

# OCCUPATIONAL HEALTH & SAFETY POLICIES

**[The purpose of this section is to outline processes and procedures in accordance with** [**WorkSafe BC regulations**](https://www.worksafebc.com/en/health-safety/create-manage)**. Examples of possible policies to include are below.]**

## HEALTH & WELLNESS

Recognizing that our employees are our primary strength, [CLINIC NAME] is committed to fostering a work environment that is safe, supportive, inclusive, and healthy. We actively promote and communicate coordinated practices of inclusion, respect, wellness, accessibility, safety, and accommodation as the foundations of a healthy workplace community.

We take a proactive approach to workplace health and wellness, and define well-being as a concept that includes physical, mental, emotional, and spiritual health. [CLINIC NAME] is dedicates to healthy living and supportive return-to-work processes by building robust programs that train and support our employees.

## HEALTH & SAFETY ORIENTATION

An important first step to your employment with [CLINIC NAME] is our health and safety orientation during which we provide occupational health and safety training. Both the employee and their manager are required to complete the sign-off once this orientation has been completed. Our health and safety orientation prepares you for the job before you start working. The goals are to create an ongoing commitment to health and safety during your time at [CLINIC NAME] and to ensure compliance with WorkSafe BC.

## OCCUPATIONAL HEALTH & SAFETY REGULATION

The Occupational Health and Safety Regulation provides us with the framework and tools to achieve the goal of working in a safe and healthy workplace and describes the rights and responsibilities of all parties in the workplace. It establishes procedures for dealing with workplace hazards and it provides enforcement of the law where compliance has not been achieved voluntarily.

[CLINIC NAME] is committed to the promotion and protection of the health and safety of its employees. To achieve this, we will establish and maintain an occupational health and safety program designed to prevent injuries and sickness.

## OCCUPATIONAL HEALTH & SAFETY TRAINING

All [CLINIC NAME] staff will receive occupational health and safety training required for their job position. On-going health and safety training will be provided to ensure staff are up to date on occupational health and safety best practice. More in-depth training may be provided to members of the Joint Occupational Health and Safety (JOHS) Committee.

## JOINT OCCUPATIONAL HEALTH & SAFETY COMMITTEE

## *(for workplaces with 20 or more employees)*

As per the [Occupational Health and Safety Regulation](https://www.worksafebc.com/en/health-safety/create-manage/joint-health-safety-committees), [CLINIC NAME] has a Joint Occupational Health and Safety (JOHS) Committee to identify, address, and resolve health and safety issues in the workplace.

The JOHS Committee has several important rights and responsibilities:

* Identify workplace hazards.
* Obtain information from the Employee.
* Make recommendations to the Employer.
* Investigate work refusals.
* Investigate serious accidents.
* Obtain information from WorkSafe BC.

## RESPONSIBILITIES OF WORKERS

Workers also have several general duties under the Occupational Health and Safety Regulation. A worker must take responsibility for personal health and safety insofar as they are able. Under the Regulation, a worker must:

* Work in compliance with the Regulation.
* Use or wear any equipment, protective devices, or clothing required by Employer (i.e., footwear; protective glasses; head protection; masks; etc.).
* Report to the Employer any known missing or defective equipment or protective device that may be dangerous.
* Report any known workplace hazard to the Employer.
* Report any known violation of the Regulation to the Employer.
* Not remove or make ineffective any protective device required by the Employer or by the Regulation.
* Not use or operate any equipment or work in a way that may endanger any worker.
* Not engage in any pranks, horseplay, contest, unnecessary running, or rough and boisterous conduct.

## RIGHTS OF WORKERS

* Right to select a worker representative.
* Right to refuse or stop unsafe work.
* Right to participate through the JOHS Committee.
* Right to know.

## RESPONSIBILITIES OF THE EMPLOYER

* Provide worker training.
* Provide personal protective equipment where required.
* Report all accidents and injuries to the Ministry of Labour.
* Take every reasonable precaution for the protection of the worker.

## WORKSITE INSPECTIONS

[CLINIC NAME] recognizes that to proactively promote health and safety in our workplace, we should engage in regular worksite inspections. These inspections will be conducted at each worksite and anytime a hazard is reported by staff to a manager. All employees have a role in identifying and eliminating actual and/or potential hazards associated with people, equipment, materials, environment, and processes. Worksite inspections will be conducted as part of our efforts to ensure the safest and healthiest environment for our employees.

WORKPLACE VIOLENCE

[CLINIC NAME] has zero tolerance for workplace violence of any kind and will be proactive in the prevention of workplace violence. The right to a work environment free from violence applies to all employees, contractors, and volunteers.

Employees are encouraged to report any such violence to their manager. [CLINIC NAME] will investigate reported incidents of violence and harassment in an objective and timely manner, take necessary action, and provide support for victims.

## EMERGENCY RESPONSE & PREPAREDNESS

[CLINIC NAME] will draft, review, and update our Emergency Preparedness and Response Plan. All employees will be trained in the Emergency Preparedness and Response Plan and will conduct regular emergency drills.

## FIRST AID

Injured employees, contractors and volunteers will receive prompt, easily accessible, and appropriate first aid treatment at the [CLINIC NAME] office and/or in a medical facility, as needed. [CLINIC NAME] will provide the appropriate level of first aid supplies for the workplace, as well as train and assign first aid attendants.

|  |
| --- |
| Sample Remote Work Policy |

|  |
| --- |
| **The Sample Remote Work Policy below provides guidelines for the overall remote working program.****This is a sample only and is not intended as legal advice.**Disclaimer: This document is offered as a conceptual sample. Your own document should reflect your clinic'spolicies as well as local, provincial, and federal regulations. Be sure to consult an attorney familiar withemployment law before using any such document. |

Remote working is the concept of working from home or another location on a full- or part-time basis. Remote working is not a formal, universal employee benefit. Rather, it is an alternative method of meeting the needs of the clinic and employee. The clinic has the right to refuse to make remote working available to an employee and to terminate a remote working arrangement at any time.

The clinic's policies for remote working are as follows:

**Compensation and Work Hours**

The employee’s compensation, benefits, work status and work responsibilities will not change due to participation in the remote working program. The amount of time the employee is expected to work per day or pay period will not change as a result of participation in the remote working program.

**Eligibility**

Successful remote workers have the support of their supervisors. Employees will be selected based on the suitability of their jobs, an evaluation of the likelihood of their being successful remote workers, and an evaluation of their supervisor’s ability to manage remote workers. Upon acceptance to the program both the employee and manager will be expected to complete a training course designed to prepare them for the remote working experience. All remote workers must sign an agreement.

**Equipment/Tools**

The clinic may provide specific tools/equipment for the employee to perform their current duties. This may include computer hardware, computer software, phone lines, email, voice-mail, connectivity to host applications, and other applicable equipment as deemed necessary. The use of equipment, software, data supplies and furniture when provided by the company for use at the remote work location is limited to authorized persons and for purposes relating to clinic business. The clinic will provide for repairs to clinic equipment. When the employee uses their own equipment, the employee is responsible for maintenance and repair of equipment. A loaner laptop may be provided when available. Loaner computers will vary in performance and configuration. Loaners must be returned upon request.

**Workspace**

The employee shall designate a workspace within the remote work location for placement and installation of equipment to be used while remote working. The employee shall maintain this workspace in a safe condition, free from hazards and other dangers to the employee and equipment. The clinic must approve the site chosen as the employee’s remote workspace. Any clinic materials taken home should be kept in the designated work area at home and not be made accessible to others. The clinic has the right to make on-site visits (with 48 hours advance notice) to the remote work location for purposes of determining that the site is safe and free from hazards, and to maintain, repair, inspect, or retrieve clinic-owned equipment, software, data or supplies.

**Office Supplies**

Office supplies will be provided by the clinic as needed. Out-of-pocket expenses for other supplies will not be reimbursed unless by prior approval of the employee’s manager. It will be the employee’s responsibility to determine any tax implications of maintaining a home office area. The clinic will not provide tax guidance nor will the clinic assume any additional tax liabilities. Employees are encouraged to consult with a qualified tax professional to discuss tax implications.

**Communication**

Employees must be available by phone and email during core hours. All client interactions will be conducted on a client or clinic site. Employees will still be available for staff meetings, and other meetings deemed necessary by management. The clinic will pay work-related voice and data communication charges

**Evaluation**

The employee shall agree to participate in all studies, inquiries, reports and analyses relating to this program. The employee remains obligated to comply with all clinic rules, practices and instructions.

**Worker’s Compensation**

During work hours and while performing work functions in the designated remote work area, remote workers are covered by worker’s compensation.

**Liability**

The employee’s remote workspace will be considered an extension of the clinic's workspace. Therefore, the clinic will continue to be liable for job-related accidents that occur in the employee’s remote workspace during the employee’s working hours. The clinic will be liable for injuries or illnesses that occur during the employee’s agreed-upon work hours. The employee’s at-home work hours will conform to a schedule agreed upon by the employee and their supervisor. If such a schedule has not been agreed upon, the employee’s work hours will be assumed to be the same as before the employee began remote working. The clinic assumes no liability for injuries occurring in the employee’s remote workspace outside the agreed-upon work hours. The clinic is not liable for loss, destruction, or injury that may occur in or to the employee’s home. This includes family members, visitors, or others that may become injured within or around the employee’s home.

**Dependent Care**

Remote working is not a substitute for dependent care. Remote workers will not be available during clinic core hours to provide dependent care.