

## Onboarding - HR toolkit

### 1. Providing new employee with documentation.

- Give the documentation to the new employee for their review and signature. Keep their record in their employee file using this checklist.
  - Confidentiality Agreement.
  - Conflict of Interest Declaration.
  - Direct Deposit form.
  - Emergency contact information
  - Benefits enrollment form, if applicable
  - Criminal Records Clearance information, if applicable

### 2. Ensuring required policies are in place.

- Bullying and Harassment Policy as required by WorkSafeBC using the Respectful Workplace Policy template.
  - More templates are available from WorkSafeBC on developing a policy statement, reporting structure, and investigation procedures.
- Create a Privacy Policy as required by regulations. See Doctors of BC's Privacy Toolkit for more information.
- Having other office policies in place can help set clear expectations for employees. Examples of sample office policies can be found in the Sample Office Policies list.

### 3. Training your staff on business processes and systems.

- The Training Plan template can help with onboarding new staff.
- Demonstrate tasks, set clear expectations, and provide training materials when applicable.
- Consider cross-training and/or designating an existing staff member as a "buddy."
- Include training on your emergency and IT privacy and security plans, as well as using this Health and Safety Orientation checklist.

#### 4. Setting up payroll, taxes, and registrations.

- Complete the steps required for the payroll program with Canada Revenue Agency (CRA) to open a Payroll Deductions account under your existing Business Number (BN) or to obtain a BN if you don't already have one.
  - Find more information on the Payroll Requirements list.
  - Learn more about payroll services and support offered from ADP.
- As an employer, you must register with WorkSafeBC and contribute to the workers compensation system, which provides income and care for workers who are injured on the job.
- Employers with BC remuneration greater than \$500,000 (exemption amount) in a calendar year must register for the employer health tax.

## EMPLOYEE FILE CHECKLIST & GUIDELINES

### Employee File Checklist: ADMINISTRATIVE

Information contained in this file is strictly confidential. Access is restricted to the Employee, Human Resources Manager, and Executive Director. The Employee's direct supervisor may request information through HR.

#### OVERVIEW

Position: \_\_\_\_\_ Work Location: \_\_\_\_\_

Start Date: \_\_\_\_\_ Manager: \_\_\_\_\_

End Date of Probationary Period: \_\_\_\_\_

Performance Review (3m-date): \_\_\_\_\_

COMPLETED  DOCUMENTATION RECEIVED

Performance Review (6m-date): \_\_\_\_\_

COMPLETED  DOCUMENTATION RECEIVED

#### EMPLOYMENT INFORMATION

- |   |  |
|---|--|
| <input type="checkbox"/> Job Description  | <input type="checkbox"/> Vaccination Record (if applicable)                  |
| <input type="checkbox"/> Employment Application: Cover Letter & Resume                            | <input type="checkbox"/> Onboarding Checklist                                |
| <input type="checkbox"/> Employee Agreement   | <input type="checkbox"/> Signed Acknowledgement of Employee Handbook         |
| <input type="checkbox"/> Emergency Contact Information  | <input type="checkbox"/> Signed Conflict of Interest & Confidentiality Forms |
| <input type="checkbox"/> Staff Appointment Form   | <input type="checkbox"/> Health & Safety Orientation Checklist               |
| <input type="checkbox"/> Photocopies of any certification and/or training records (if applicable) |  |

#### PERFORMANCE APPRAISALS/EMPLOYEE RELATIONS

- |  |   |
|--|---|
| <input type="checkbox"/> Performance Review Forms  | <input type="checkbox"/> WorkSafe Documentation and Records |
| <input type="checkbox"/> Demotion/Promotion Documentation  | <input type="checkbox"/> Investigation Documentation        |
| <input type="checkbox"/> Disciplinary Action Reports   |   |
| <input type="checkbox"/> Employee written warning notice (disciplinary notices, letters, documents, memos) |   |

#### TRAINING/DEVELOPMENT

- |  |   |
|--|---|
| <input type="checkbox"/> Training Application/Requests | <input type="checkbox"/> Training History Records |
|--|---|

#### VACATION

- |   |   |
|---|---|
| <input type="checkbox"/> Vacation Approval Requests | <input type="checkbox"/> Vacation Carry-Over Requests |
|---|---|

#### LEAVES

- |  |  |
|--|--|
| <input type="checkbox"/> Short-term Sick Leave Request                         | <input type="checkbox"/> Compassionate Care Leave Request              |
| <input type="checkbox"/> Long-term Disability Request                          | <input type="checkbox"/> Critical Illness or Injury Leave Request      |
| <input type="checkbox"/> Maternity & Parental Leave Request                    | <input type="checkbox"/> Family Responsibility Leave Request           |
| <input type="checkbox"/> Adoptive Leave Request                                | <input type="checkbox"/> Domestic or Sexual Violence Leave Request     |
| <input type="checkbox"/> Bereavement Leave Request                             | <input type="checkbox"/> General Leave Without Pay Request             |
| <input type="checkbox"/> Leave Respecting the Disappearance of a Child Request | <input type="checkbox"/> Leave Respecting the Death of a Child Request |

#### EMPLOYEE SEPERATIONS

- |  |   |
|--|---|
| <input type="checkbox"/> Resignation Statement | <input type="checkbox"/> Exit Interview Documentation |
|--|---|

[ORGANIZATION LOGO]

## Employee File Checklist: CONFIDENTIAL

Information contained in this file is strictly confidential and is kept separate from the employee's personnel file. Contained in this file is information that must remain confidential to protect the medical privacy of the employee and/or the identity of references and investigative sources.

### EMPLOYMENT INFORMATION

- Notes from Hiring Interview
- Notes from Reference/Background Checks
- Criminal Record Check and Vulnerable Sector Screening
- Direct Deposit Form

### MEDICAL RECORDS & INFORMATION

- Record of request(s) for sick leave by the employee
- Accommodation request(s)
- A copy of any notice and a copy of any medical certificate submitted by the employee in respect to a leave or interruption

### INVESTIGATION RECORDS

- Background documents and notes

## Employee File Checklist: GUIDELINES

### STORAGE

- Maintaining the privacy of employees is extremely important. All files must be kept in a locked location with strict access controls.
- Payroll and other employment records must be kept for at least 36 months after the date the employment relationship has terminated<sup>1</sup>.

### EMPLOYEE RESUME AND COVER LETTER

- A clean copy of the employee's resume and cover letter are to be kept in the personnel file.

### REFERENCE CHECKS

- To protect the identify of employee reference checks, all documentation related to an employee's hiring references must be kept separate, or, if the employee submits a request to access their personnel file, this document shall be anonymized.

### EMPLOYEE MEDICAL INFORMATION

- It is best practice to store all documentation related to an employee's health in a file that is kept physically separate from the general employee file.<sup>2</sup> This is to protect the medical privacy of the employee and to limit the number of employees who have access to that information. For example, even if the human resource department is given an employee's health information, it may not be necessary to provide that information to their manager, who may only need to know the specific information about an employee's return to work date. All communication and documentation related to a potential medical leave, etc. can be kept in the employee's administrative file as long as no medical details are revealed. At minimum, the start and end dates of any medical leave(s) must be documented in an employee's general personnel file.

### INVESTIGATION OR DISCIPLINARY DOCUMENTATION

- All background documentation related to an employee investigation or disciplinary case must be kept separate from the general employee file. Only the final, formal written report sent to the employee shall be kept in the general employee file. This is to protect the privacy of any potential sources involved in the employee investigation.

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<sup>1</sup> Source : Canada Labour Standards Regulations, Section 24, <https://www.canada.ca/en/employment-social-development/services/labour-standards/reports/records.html>

<sup>2</sup> Source: BC Civil Liberties Association, <https://bccla.org/privacy-handbook/main-menu/privacy5contents/privacy5-8.html>

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## CONFIDENTIALITY AGREEMENT

**Purpose:** The purpose of this Confidentiality Agreement is to protect the identity and privacy of [ORGANIZATION]'s staff, board members, volunteers and members. Staff, board members and volunteers encounter personal and sensitive information about members and other colleagues. Therefore, it is very important to refrain from disclosing any information to third parties about our staff, board members, volunteers and members. This policy is not intended to prevent disclosure where disclosure is required by law.

**Confidential Information:** Confidential information must never be discussed in the presence of third parties, except under the Terms outlined below. Any files and/or documents containing confidential information must never be shared or released to third parties, except under the Terms outlined below.

Confidential information includes, but is not limited to, the following:

1. Identifying information about an individual, including name, address or phone number; or
2. Any other information that would identify the individual or potentially place the individual at risk.

**Terms:** By signing this Confidentiality Agreement, you agree to the highest ethical standards and to abide by the following provisions:

1. All communications between staff, board members, volunteers and members are confidential;
2. The staff, board or volunteers shall not disclose confidential information to a third party unless required by law and without informing the member of the legal requirement to do so;
3. The staff, board or volunteers shall not disclose confidential information to a third party without [ORGANIZATION]'s knowledge and consent;
4. I understand I have a duty to keep member information confidential throughout my term as a staff member, board member or volunteer as well as after my employment, board membership or volunteer status ends; and
5. I understand that my failure to abide by the terms of this Confidentiality Agreement may result in the termination of my participation as a staff member, board member or volunteer at [ORGANIZATION].

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

NOTE: Please include this form in the employee's personnel file along with any supporting documentation.

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## CONFLICT OF INTEREST DECLARATION

[ORGANIZATION] defines conflict of interest as: a situation where an employee, board member or volunteer has private interests that could improperly influence their performance of their official duties and responsibilities, or in which the employee, board member or volunteer uses their position at [ORGANIZATION] for personal gain. A real conflict of interest exists at the present time; an apparent conflict of interest could be perceived by a reasonable observer to exist, whether or not it is the case; and a potential conflict of interest could reasonably be foreseen to exist in the future.

Employees, board members and volunteers are required to arrange their private affairs to avoid conflicts of interest, which include real, apparent or potential conflicts, and to disclose possible conflict situations to the HR Department.

Name: \_\_\_\_\_ Position: \_\_\_\_\_

- I have no conflict of interest to report.
- I have the following real, apparent or potential conflict(s) of interest to report (see below).

**Check all boxes that apply:**

Personal Reporting:

- Secondary Employment
- Outside Activities
- Personal Relationships
- Political Activities
- Other

Corporate Reporting:

- Gifts, Hospitality and/or Other Benefits
- Funding/Donations
- Other

**Declaration:**

Description of the real, apparent or potential conflict(s) of interest.
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I hereby certify that the information set forth above is true and complete to the best of my knowledge.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

NOTE: Please include this form in the employee's personnel file along with any supporting documentation.

## DEFINITIONS:

### PERSONAL REPORTING

**Secondary Employment:** Employees, board members and volunteers may engage in employment outside of [ORGANIZATION], unless the employment is likely to give rise to a real, apparent or potential conflict of interest or would undermine the impartiality of [ORGANIZATION] or the objectivity of the individual.

**Outside Activities:** Employees, board members and volunteers may take part in outside activities, unless the activities are likely to give rise to a real, apparent or potential conflict of interest or would undermine the impartiality of [ORGANIZATION] or the objectivity of the individual.

**Personal Relationships:** No [ORGANIZATION] employee, board member or volunteer may initiate or participate in, directly or indirectly, decisions involving a direct benefit (e.g. initial hiring or rehire, promotion, salary, performance appraisal, work assignment or other working condition), to those related by blood, marriage, membership in the same household, including domestic partners or persons with whom employees have an intimate relationship. Hiring regular, term or casual employees within the same program unit is generally prohibited for individuals of the same family or for those who have a personal relationship.

If a situation arises where one employee becomes a family member of, or in a relationship with another employee, over whose work or employment they already have a real, perceived or potential influence, both employees must declare the conflict of interest to the HR Department so that steps may be taken to cease the conflict of interest.

**Political Activities:** Employees, board members and volunteers considering involvement in political activities will seek the advice of the [EXECUTIVE DIRECTOR/SENIOR STAFF LEAD].

Political activities are defined as:

- Carrying on an activity in support of, within or in opposition to a political party;
- Carrying on an activity in support of or in opposition to a candidate before or during an election period; or
- Seeking nomination as or being a candidate in an election before or during the election period.

### CORPORATE REPORTING

**Gifts, Hospitality and/or Other Benefits:** Employees, board members and volunteers are not permitted to accept any gifts, hospitality or other benefits that may have a real, apparent or potential influence on their objectivity in carrying out their official duties or that may place them under obligation to the donor.

**Funding/Donations:** If an outside individual or entity, with whom [ORGANIZATION] has past, present or potential official dealings, offers a benefit to the organization such as funding for a program or a donation of equipment, [ORGANIZATION] employees, board members and volunteers are to consider whether any real, apparent or potential conflict of interest exists, and report this matter to the HR Department.

NOTE: Please include this form in the employee's personnel file along with any supporting documentation.



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## EMPLOYER RESPONSE:

Description of [ORGANIZATION]'s response to the employee's conflict of interest declaration.

NOTE: Please include this form in the employee's personnel file along with any supporting documentation.

[ORGANIZATION LOGO]

## DIRECT DEPOSIT FORM

### YOUR INFORMATION:

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

### BANKING INFORMATION:

Branch Address:

\_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Transit: \_\_\_\_\_ Institution Number: \_\_\_\_\_ Account Number: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Employee)

NOTE: Please include this form in the employee's CONFIDENTIAL personnel file along with any supporting documentation.

## SAMPLE RESPECTFUL WORKPLACE POLICY

RESPECTFUL WORKPLACE	
<b>Applies to:</b>	<b>All employees, volunteers, and board members</b>
<b>Policy</b>	<p>The Employer recognizes the right of all employees to work in an environment which shows respect for an employees’ health and physical well-being. As a result, all efforts shall be deployed to prevent and correct any situation and any conduct liable to compromise the health and safety of an employee or deteriorate the work environment.</p> <p>This Respectful Workplace Policy (the “Policy”) outlines the requirements and expectations of all of us to ensure a respectful workplace is always maintained. Discrimination, harassment, or bullying and violent behaviour is prohibited and will not be tolerated from any person in the workplace.</p> <p>The Employer 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.</p> <p>At the time this document was drafted, the Policy complied with provincial legislation. In the event of any changes in the law, it is understood that the Policy shall be deemed amended.</p> <p>The Policy applies to interpersonal and electronic communication, including email and social media.</p>
<b>Definitions</b>	<p><b>Bullying:</b> Any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that person to be humiliated or intimidated. Bullying excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.</p> <p><b>Complainant:</b> The individual who is accusing another of bullying and/or harassment.</p> <p><b>Discrimination:</b> When an employee suffers adverse treatment based on belonging to a protected group under human rights legislation or a characteristic associated with that group. At work, this might mean that someone is denied a job, a pay increase, or a promotion, because of their race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age, gender identity of expression, or criminal history that is unrelated to their employment.</p> <p><b>Disrespectful Conduct:</b> Harassing or bullying behaviour directed at another person that a person knows, or ought to know, would logically cause offence, humiliation, or intimidation. Disrespectful conduct does not have to be based on a prohibited ground under the Human Rights Code.</p> <p><b>Incident:</b> An accident or other occurrence which resulted in, or had the potential for, causing an injury or occupational disease.</p>

**Personal and Psychological Harassment:** Objectionable conduct – either repeated, persistent, or a single serious incident – that an individual would reasonably conclude:

- Creates a risk to an employee’s psychological or physical well-being; causes a worker substantial distress; or results in an employee’s humiliation or intimidation; or
- Is discriminatory behaviour that causes substantial distress and is based on a person’s race, colour, place of origin, political beliefs, religion, marital status, physical or mental disability, sex, age, sexual orientation or gender identity; or
- Is seriously inappropriate and serves no legitimate work-related purpose

Examples of Personal and Psychological Harassment include, but not limited to:

- Remarks, jokes or innuendos related to an individual’s race, colour, ancestry, place of origin, sex, marital status, religion, physical or mental disability, sexual orientation, gender expression or gender identity, age, or any other ground;
- Physical threats or intimidation;
- Words, gestures, actions, or jokes, which may humiliate, degrade or abuse, in including intentionally using incorrect pronouns to refer to an individual;
- Displays or circulation of offensive pictures, graffiti, or materials, whether in print or via email, or other electronic means; or
- Comments ridiculing an individual because of characteristics, dress, etc. that are based in discrimination.

Note: Not everyone may share the same taste in humour and should consider that when sharing humour in the workplace. Similarly, not every unwelcome attempt at humour is harassment.

**Respectful Workplace** refers to:

- An environment that is free from workplace harassment and discrimination as prohibited by the Human Rights Code, as well as workplace violence, bullying, and harassment as defined herein.
- An environment that embraces diversity and promotes human dignity and respectful behaviours at work. It is a work environment where employees feel comfortable, safe, and valued as individuals.
- A healthy work environment where employee concerns and complaints are acknowledged and dealt with in a timely and effective manner, while respecting the privacy of all concerned as much as possible.

**Respondent:** The individual who is being accused of behaviour described under this Policy.

**Retaliation:** Any adverse action (i.e. false accusations) taken against an individual for:

- Having invoked the Policy in good faith whether on behalf of oneself or another individual.
- Having participated or cooperated in any investigation under the Policy.
- Having been associated with a person who has invoked the Policy or participated in these procedures.

**Sexual Harassment:** Sexually-oriented verbal or physical behaviour which an individual finds to be unwanted or unwelcome, giving consideration to all surrounding circumstances and which may detrimentally affect the work environment. Such behaviour could include, but is not limited to:

- Engaging in upsetting conduct or making comments about a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome or offensive; and/or
- Making an unwelcome sexual solicitation or advance where the person making the advance is in a position to confer, grant, or deny a benefit or advancement to the worker and the person expressly or by reasonable implication ties the receipt of such benefit or advantage to accepting the solicitation or advance (“quid pro quo” harassment).

Examples of sexual harassment include, but are not limited to:

- Remarks, jokes, innuendoes, or other comments regarding someone’s body, appearance, physical or sexual characteristics or orientation, gender, or clothing;
- Making gender-related comments about someone’s physical characteristics, mannerisms, or conformity to sex-role stereotypes and/or conformity to any particular performance of gender expression;
- Displaying or circulating sexually offensive or derogatory pictures, cartoons, or other material (including materials on computers, such as email);
- Unwelcome questions or sharing of information regarding a person’s sexuality, sexual activity, or sexual orientation;
- Leering or inappropriate sustained staring;
- Unnecessary and unusual physical closeness (i.e. needlessly brushing up against another employee’s body when passing);
- Repeatedly seeking hugs, dates, or sexual favours where not welcomed, particularly by a superior or person in a position of relatively higher power or status within the organization;
- Sexual solicitation or romantic advances or propositions made by a person in a position to confer or deny a benefit or advancement to acceptance is an explicit or implied condition of receiving such benefit or advancement; or
- Unwanted physical touching.

**Workplace Violence** refers to:

- The exercise of physical force by a person against a worker in the workplace which causes or could cause physical injury to the worker
- An attempt to exercise physical force against a worker in the workplace that could cause physical injury to the worker.
- A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker in a workplace that could cause physical injury to the worker.

Examples of workplace violence include, but are not limited to:

- Verbally threatening to attack an employee;
- Leaving threatening notes or sending threatening emails;
- Shaking a fist in an employee’s face;
- Hitting or attempting to hit an employee;
- Throwing an object at an employee;
- Sexual violence against an employee;
- Kicking an object the employee is standing on, (i.e. a ladder); or
- Slamming a door with the intent to intimidate a staff member.

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	<p>Assault, damage, and/or stalking are considered criminal harassment and are dealt with by the Criminal Code.</p> <p>For workplace violence to occur, a person must apply, attempt to apply, or threaten to apply physical force against a worker. However, they do not need to have the intention or capacity to appreciate that these actions could cause physical harm.</p> <p>If an incident of workplace violence occurs or is likely to occur, an employee must immediately contact management.</p>
<p><b>Roles &amp; Responsibilities</b></p>	<p>Every employee must accept personal responsibility to co-create and maintain a respectful workplace. That includes complying with the Policy on a personal level but also:</p> <ul style="list-style-type: none"> <li>• Encouraging others to do so;</li> <li>• Not tolerating discrimination, violence, bullying, or harassment by others and reporting it if necessary;</li> <li>• Cooperating in any investigation and/or remedial actions; and</li> <li>• Reporting violent incidents or risks of violence in the workplace to management.</li> </ul> <p>Management is responsible for ensuring that they do not discriminate or harass employees based on the Protected Grounds and for ensuring that the work environment is free from discrimination, harassment, bullying, and violence as defined in the Policy. If management suspects that discrimination, harassment, bullying, or violence is occurring, they must take steps to address the issue.</p> <p>Employees that are found to be engaging in behaviour that breaches the Policy will be supported to change behaviour so that it conforms to Policy expectations and may also be disciplined. Employees that are unwilling or unable to amend behaviour, or are found responsible for serious breaches of the Policy, will be subject to discipline which could include termination of employment.</p>
<p><b>Conditions</b></p>	<p><b>Protection of Complainant:</b></p> <ul style="list-style-type: none"> <li>• Individuals are not to be penalized or disciplined for reporting an incident or for participating in an investigation.</li> <li>• An employee who has filed a complaint must be guaranteed freedom from any forms or retaliation or threat of retaliation (including use of social exclusion of the employee or any of their supporters) by the alleged perpetrator.</li> <li>• There must be no interference with the proper conduct of an investigation, such as trying to influence witness' evidence.</li> <li>• Breach of this requirement will result in disciplinary action.</li> </ul> <p><b>False or Bad Faith Claims:</b></p> <ul style="list-style-type: none"> <li>• Any employee found to have made a false or bad faith claim of discrimination, workplace violence, bullying, or harassment will be subject to discipline up to and including termination.</li> <li>• Employees should be particularly aware that a supervisor's criticism of performance or conduct will normally not be considered harassment, provided it is not done in an offensive or humiliating manner.</li> </ul>

	<ul style="list-style-type: none"> <li>• The Policy is not intended to limit or constrain the reasonable exercise of management function in the workplace.</li> </ul> <p><b>Confidentiality:</b> All complaints will be kept confidential by the complainant, the respondent, the Employer, and the witnesses.</p> <p><b>Reporting:</b></p> <ul style="list-style-type: none"> <li>• If an employee sees others behaving in a way that is contrary to the Policy, the employee may, if they feel comfortable doing so, speak respectfully to the Respondent. However, in cases of serious breach of the Policy, it is mandatory to bring the matter to the attention of management.</li> <li>• Employees can report incidents or complaints of workplace harassment, discrimination and/or bullying verbally or in writing; however, a written complaint will be required when an investigation is done.</li> <li>• Employees will be asked to disclose:             <ul style="list-style-type: none"> <li>○ The name and position of the person(s) involved in the bullying, harassing, or discriminating;</li> <li>○ The names of any witnesses or other persons with relevant information to provide about the incident(s);</li> <li>○ The existence of documentary evidence (i.e., texts, emails, posts to websites)</li> <li>○ Details about the alleged incident(s) including the date(s), frequency and location(s).</li> </ul> </li> <li>• Incidents or complaints should be reported as soon as possible as this allows the incident to be investigated and addressed promptly.</li> <li>• A complainant has the right to file a complaint under the Human Rights Code.</li> </ul> <p><b>Complaints against the Executive Director or systemic issues/multiple complaints:</b> If an employee’s complaint is about an Executive Director, they can contact the HR Department or the Chair of the Board of Directors.</p> <p><b>Informal resolution:</b> A complainant may try to informally resolve their complaint with the assistance of a supervisor, staff representative, or mediator. If the complainant is satisfied with the outcome reached at this point, the complaint is resolved.</p> <p><b>Investigation:</b> Until a harassment complaint is resolved, the Employer may take interim measures, including separating the complainant and respondent.</p>
<p><b>Procedures</b></p>	<p><b>Prevention:</b></p> <ol style="list-style-type: none"> <li>1. The Employer will provide a copy of Policy 1.1: Respectful Workplace to all new employees upon hiring.</li> <li>2. Employees will be required to acknowledge in writing or by email that they have received and read the Policy and any amendments.</li> <li>3. The Employer’s Policy 1.1: Respectful Workplace will be placed in a prominent location where all employees will see it and have regular access to it. The Employer will provide direction and supervision to affected employees, offering training on</li> </ol>

managing difficult situations, or imposing workplace arrangements to minimize the risk of bullying and harassment.

**Complaint Resolution:**

1. In less serious cases, the Employer may offer the complainant the option of informal complaint resolution, typically involving facilitating a resolution of the problem with the respondent.
2. If the complainant requests a formal resolution (or in cases of serious misconduct) a formal investigation can be undertaken if management determines the complaint falls within the Policy. The investigation will be undertaken by an appropriate employee or external resource as determined by the Employer.
3. Depending on the nature of the complaint, the investigation may entail interviewing the complainant, witnesses, and the respondent, and a review of documents or other evidence. In some cases, interim protective measures may be taken during the investigation, i.e., arranging for the complainant and respondent to work in separate areas.
4. To protect the interests of everyone involved, confidentiality must be maintained throughout the complaint resolution process. Information that must be shared, particularly in an investigative process, will be disclosed only as necessary to protect employees, to investigate the complaint or incident, to take remedial action or as otherwise required by law. In most cases, it will be necessary to disclose the details of allegations of misconduct and often this will effectively disclose the source of information to the respondent to allow them to respond to the allegations. Both the complainant and respondent, as well as co-workers, must not discuss the complaint, allegations or evidence. Breach of this requirement will lead to discipline up to and including termination.
5. At the conclusion of an investigation, the Employer will determine whether any remedial action such as discipline is warranted and share the key findings and remedies of the investigation with the complainant and respondent.

Note: Privacy rules, as well as other considerations, will limit the extent of disclosure of details of the investigation to all participants.



## Privacy Policy

Name of Medical Practice	Address
Telephone	Webpage

This policy outlines how we protect the personal information we collect about you. Personal information is any identifying information about you, including your physical and mental health. We value patient privacy and are committed to being accountable for how we treat your personal information. Everyone working for this office is required to adhere to the protections described in this policy.

This policy was developed in compliance with the British Columbia *Personal Information Protection Act* (PIPA). PIPA sets out rules for how organizations such as our office can collect, use, disclose, store and retain your personal information. If you have any questions regarding our privacy practices, please contact your physician or one of our staff.

### Collection, Use and Disclosure of Personal Information

#### What personal information do we collect?

We collect the following personal information:

- Identification and contact information (name, address, date of birth, telephone number, emergency contact, etc.)
- Billing information (provincial plan and/or private insurer)
- Health information (symptoms, diagnosis, medical history, test results, reports and treatment, record of allergies, prescriptions, etc.)

#### Why do we collect your personal information?

We collect your personal information for the purposes of identifying you, providing you with care, administering the services that we provide and communicating with you. We collect only the information that is required to fulfill those purposes. We do not collect any other information, or allow information to be used for other purposes, without your express (i.e., verbal, written or electronic) consent - except where authorized to do so by law.

#### When and to whom do we disclose personal information?

##### Implied consent for provision of care:

By virtue of seeking care from us, your consent is implied (i.e., assumed) for your information to be used by this office to provide you with care, and to share with other health care providers involved in your care.

##### Disclosure to other health care providers:

Your implied consent extends to us sharing your personal information with other providers involved in your care, including (but not limited to) other physicians and specialists, pharmacists, lab technicians, nutritionists, physiotherapists and occupational therapists.

##### Disclosures authorized by law:

There are limited situations where we are legally required to disclose your personal information without your consent. These situations include (but are not limited to) billing MSP, provincial health plans, reporting infectious diseases and fitness to drive, or by court order.

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**Disclosures to all other parties:**

Your express consent is required before we will disclose your information to third parties for any purpose other than to provide you with care or unless we are authorized to do so by law. Examples of disclosures to other parties requiring your express consent include (but are not limited to) third parties who are conducting medical examinations for purposes not related to the provision of care, enrolment in clinical (research) trials and provision of charts or chart summaries to insurance companies.

**Withdrawal of consent:**

You can withdraw your consent to us collecting your personal information or having your information shared with other health care providers or other parties at any time by giving us reasonable notice, except where the collection or disclosure is authorized by law. However, please discuss this with your physician first so we can explain the possible consequences of withdrawing consent.

## Patient Rights

### How can records be accessed?

You have the right to access your record in a timely manner. You may request a copy of your record, for a minimal fee. If you wish to view the original record, one of our staff must be present to maintain the integrity of the record, and a minimal fee may be charged for this access. Patient requests for access to your medical record can be made verbally or in writing to your physician or the staff (see office address at top of Policy).

### Are there limitations on access?

In extremely rare circumstances you may be denied access to your records, for example if providing access would create a significant risk to you or to another person.

### What if the records are not accurate?

We make every effort to ensure that all of your information is recorded accurately. If an inaccuracy is identified, you can request that the information be corrected, and a note will be made to reflect this on your file.

## Office Safeguards

### How secure is your personal information?

Safeguards are in place to protect the security of your information. These safeguards include a combination of physical, technological and administrative security measures that are appropriate to the sensitivity of the information. These safeguards are aimed at protecting personal information against loss or theft, as well as unauthorized access, disclosure, copying, use or modification.

### What is our communications policy?

We protect personal information regardless of the format. Specific procedures are in place for communicating by phone, email, fax, and post/courier.

### How long do we keep personal information?

We retain patient records for a minimum period of 16 years, or as otherwise required by law and professional regulations.

[ORGANIZATIONAL LOGO]

### How do we dispose of information when it is no longer required?

When information is no longer required, it is destroyed in an irreversible and secure manner, in accordance with set procedures of the College of Physicians and Surgeons of BC that govern the storage and destruction of personal information.

### Complaints Process

If you believe that this office has not replied to your access request or has not handled your personal information in a reasonable manner or in accordance with PIPA, please first contact our office at the number above to discuss your concerns. You may also choose to make a complaint to the College of Physicians and Surgeons of BC or the Information & Privacy Commissioner for BC.

Physician signature: \_\_\_\_\_ Date: \_\_\_\_\_

# 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](#) to support some of the policies below.

## Table of Contents

- EMPLOYMENT POLICIES ..... 2
- VACATION & HOLIDAYS POLICIES ..... 5
- ABSENCE FROM WORK..... 6
- STANDARDS OF PROFESSIONAL CONDUCT ..... 9
- WORK ENVIRONMENT POLICIES ..... 12
- TRAVEL & EXPENSE POLICIES ..... 14
- OCCUPATIONAL HEALTH & SAFETY POLICIES..... 15
- SAMPLE REMOTE WORK POLICY ..... 18

## 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 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 see 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.

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](#).

## 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	British Columbia Day
Family Day	Labour Day
Good Friday	Thanksgiving Day
Easter Monday*	Remembrance Day
Victoria Day	Christmas Day
Canada Day	Boxing 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](#). Examples of possible policies to include are below. See the [Leading Teams](#) section of [Business Pathways HR 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](#). 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](#). More information on Bullying and Harassment policy requirements is available from [WorkSafeBC](#).]

### 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](#).

[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](#) 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.

## 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. 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 dedicated 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, [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's policies as well as local, provincial, and federal regulations. Be sure to consult an attorney familiar with employment 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.

New Employee Training Plan

Activity	Resource	Status	Comments/Notes
<b>Week 1</b>			
<b>Week 2</b>			
<b>Week 3</b>			
<b>Week 4</b>			

## Health and safety orientation checklist

Name of employee: Enter name

### SAFETY RESPONSIBILITIES OF EMPLOYEES

I understand I am responsible for:

- Understanding workplace health and safety requirements.
- Inspecting the workplace and equipment regularly and being alert for hazards.
- Immediately reporting unsafe work practices and hazards to my manager.
- Reporting accidents, near accidents, injuries, or illnesses immediately to my manager.
- Following safe work practices and procedures.
- Cooperating with others on matters relating to occupational health and safety.
- Reading [ORGANIZATION]'s policies and procedures on occupational health and safety.
- Reading the *Workers Compensation Act*, Section 22 (General duties of workers).

### INCIDENT REPORTING & INVESTIGATION

An incident is defined as “an accident or other occurrence which resulted in or had the potential for causing an injury or occupational disease.”

I understand I am responsible for:

- Reporting all incidents or near misses to my manager, regardless of severity
- Reporting my injury or illness to my manager.
- Completing and submitting the WSBC Form 6A: Worker Report of Injury to [ORGANIZATION] if requested.
- Assisting the investigation team as necessary.

### JOINT OCCUPATIONAL HEALTH & SAFETY COMMITTEE & WORKER SAFETY REPRESENTATIVE

All BC workplaces with 20 or more workers require a JOHS Committee; and those with 9-19 workers, a Worker Safety Representative. A JOHS Committee is a team of both managers and employees that monitor workplace health and safety.

I understand I am responsible for:

- Knowing who is on the JOHS Committee and where the meeting minutes are kept.
- Knowing who is the Worker Safety Representative.

### FIRST AID

I understand I am responsible for:

- Knowing who is the First Aid Attendant and how to contact them.

**NOTE:** Please include this form in the employee's personnel file along with any supporting documentation.



[ORGANIZATION LOGO]

- Knowing where the First Aid room and/or supplies are located.
- Calling 9-1-1 if there is an emergency and the First Aid Attendant is not available.

EMERGENCY RESPONSE & PREPAREDNESS

I understand I am responsible for:

- Understanding and following the Emergency Preparedness and Response Plan including emergency procedures.
- Participating in emergency drills and emergency preparedness activities.

WORKING ALONE OR IN ISOLATION

I understand I am responsible for:

- Consulting with my manager, as necessary, to schedule work done in isolation and to maintain communication during these periods.
- Using [ORGANIZATION]'s check-in procedures while working alone or in isolation.

VIOLENCE IN THE WORKPLACE

I understand I am responsible for:

- Knowing how to recognize the potential for violence.
- Understanding and following the policies, procedures and work arrangements in place to minimize the risk to employees, including procedures for working alone.
- Knowing how to appropriately respond to incidents of violence and how to obtain assistance.
- Reporting all incidents of violence to my manager.

BIO-HAZARDOUS MATERIALS

I understand I am responsible for:

- Knowing the biohazards of the workplace.
- Understanding and following the Exposure Control Plan.
- Using any required personal protective equipment (PPE) as instructed.
- Reporting any unsafe conditions or exposure incidents to my manager.

Signature: Enter employee signature

Date: Enter date

Signature: Enter manager signature

Date: Enter date

NOTE: Please include this form in the employee's personnel file along with any supporting documentation.

## Payroll requirements

As the employer, you are responsible for ensuring you understand and follow each step involved in the payroll process:

- Register and maintain a Payroll Deductions account
- Ask each employee for his/her social insurance number (SIN)
- Have each employee complete a TD1 Form: Personal Tax Credits Return
- Calculate and deduct Canada Pension Plan (CPP) contributions, Employment Insurance (EI) premiums and income tax, and keep deducted amounts in a separate bank account
- Remit payroll deductions with your share of CPP and EI
- Report employee deductions on T4 or T4A slip by the end of February each year
- Complete a Record of Employment (ROE) upon employee departure
- Keep all records

For more information, see the Canada Revenue Agency's Payroll Information for a New Small Business video series.

### TIPS FOR CHOOSING A PAYROLL SERVICE PROVIDER

#### **What do you need?**

- Consider what you need your payroll service to include such as direct deposits, basic tax/salary calculations, tracking abilities.

#### **Is support available?**

- Ensure you can access the adequate level of support from the service provider or software based on your needs.

#### **Have you asked your colleagues?**

- Speak to your peers to see what services they use and how satisfied they are.

#### **Is it easy to stay up-to-date?**

- It should be easy for your payroll system to stay up to date whether changes in your business or tax laws.