



KANESATAKE HEALTH CENTER INC.

POLICY AND PROCEDURES MANUAL	SECTION: Personnel	Effective date: September 20, 2021
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CONFIDENTIALITY POLICY

1. CONFIDENTIALITY

It is essential for the credibility of the Kanesatake Health Center and for the respect of its clients that all matters related to clients be kept in the strictest of confidence. Confidentiality reflects traditional teachings about respect and honor for the individual. It is also an ethical and legal obligation for the Health Center to uphold based on an individual's rights to the protection of personal information. Confidentiality fosters a climate of trust which is essential for the Health Center in its goal to promote positive and respectful relationships with all community members.

Any unauthorized breach of confidentiality will result in disciplinary action that could include dismissal.

2. OATH

2.1 Signing

All employees whether permanent or temporary, students, volunteers and contracted workers are all required to sign the Kanesatake Health Center Oath of Confidentiality upon commencement of their duties. (See Oath of Confidentiality in appendix to this policy).

2.2 Duration

This Oath remains in effect even when the employee is no longer associated with the Health Center. A breach of confidentiality by someone no longer in the employ of the Health Center will be dealt with legally.

2.3 Disclosure

Employees shall not disclose any information verbatim, implied or written, about an individual to anyone who has not signed the Kanesatake Health Center Oath of Confidentiality without that person's express authorization (using a release of information form – see in appendix).



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2.4 Release of Information

Employees shall not receive information verbatim, implied or written about an individual from anyone who has not signed the Kanesatake Health Center Oath of Confidentiality without that person's express authorization (release of information form).

3. INFORMATION

3.1 Duty

Employees have a duty to hold in strict confidence all information concerning the business and affairs of a client acquired in the course of the professional relationship, and should not divulge such information unless disclosure is expressly (or implied to be) authorized by the client or otherwise required by law.

3.2 Communication

KHC care teams cannot render effective service to clients unless there is full consent and proper communication between them about the matter at hand. At the same time, clients must feel completely secure and entitled to proceed on the basis that without any express request or stipulation on the client's part, information disclosed to the member will be held confidential.

3.3 Secrecy

KHC employees owe a duty of secrecy to every client without exception, regardless of whether it is a continuing or casual client. As such KHC employees will:

1. Not disclose having been retained by a client unless the nature of the matter requires such disclosure or the client has expressly given the member the authority to disclose such information (release of information form);
2. Not repeat any gossip about the clients' business or affairs that was overheard by or recounted to the member;
3. Treat all client information as confidential,



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4. Understand and comply with any obligations that may be imposed on them under applicable privacy legislation;
5. Avoid disclosure to one client of confidential information concerning or received from another client, and refuse another job that might require such disclosure.

4. USE OF INFORMATION

Employees shall not use, in any manner, information obtained of a confidential nature except for legitimate and authorized reasons that pertain to their job functions and legal requirements.

5. EXCEPTIONS TO USE OF INFORMATION

5.1 Wellness Plan

Information may be exchanged between Health Center staff in secure and private surroundings when it is appropriate or necessary to contribute to a client's wellness plan and to improve upon the quality of the intervention within a multi-disciplinary team approach.

5.2 Signed Release of Information

When the client has signed a release of information form which states what information will be released (or received) and to whom (or by whom), for what purpose, and within what time-frame.

5.3 Suspected Child Abuse

In cases of suspected child abuse, staff are to follow the policy and procedures for signaling (follow youth protection guidelines or Kanesatake signaling protocol).

5.4 Harm

In cases where an individual presents a clear and imminent danger to him/herself or others, employees should notify the appropriate resources (i.e., Executive Director, police, fire department, emergency technicians).



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5.5 Subpoena

Upon subpoena to court and at the discretion of the judge, employees are required to testify. However, employees have the option of advising the court that the information is confidential and ask that the information not be published or that the publication be restricted.

Other than subpoena, Health Center employees should not offer testimony in a court of law which relates directly to a client (past or present) without the written informed consent of the client in question.

5.6 Other Requests

A request for information which does not meet the above criteria or is unclear to any employee is to be referred to the Executive Director.

6. ACCESS TO CLIENT FILES

Access to client files and information on clients is restricted and is only accessible for the purpose of treatment planning and/or supervision and only by client care staff, consultant, or the Executive Director. Client files are protected by the Kanesatake Health Center policies regarding Medical Records.

7. BREACH OF CONFIDENTIALITY

Any unauthorized breach of confidentiality will result in disciplinary action that could include dismissal. The sanction will be determined by the Executive Director and the employee's Manager with full respect to due process.



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DISCIPLINE POLICY AND PROCEDURES

1. EMPLOYEE CONDUCT

The goal and obligation of all programs and services under the Kanesatake Health Center Inc. is to serve all members with respect in a caring and professional manner. For this reason, employees are required to sign and respect a Code of Ethics and a Code of Conduct.

An obligation rests with every employee to render an honest, efficient and courteous performance of his / her duties. Every employee is responsible for adhering to all Kanesatake Health Center Inc. policies, directives, and procedures including those of the Social Media policy.

Health Center employees must maintain impartiality and neutrality to be able to perform their duties effectively. Those employees, whose actions, whether in the work place or outside, or through social media, negatively affect the credibility of the organization, its relationship with other services, its ability to network, or adversely affect their ability to perform their jobs, may be subject to disciplinary action or termination of employment.

2. DISCIPLINARY ACTION

2.1 General

A disciplinary system should not be thought of solely in a negative or punitive sense. Quite often a disciplinary action can be thought of as a very positive measure taken by the employer to correct a wrongdoing or the shortcomings of an otherwise fully satisfactory employee.

The employee, as well as the Manager, should think of all disciplinary action in a serious manner both being responsible for its implementation. Each case should be judged on its own merits. The system should have a certain amount of flexibility for extenuating circumstances.

Every employee must be given the opportunity to present his / her case to the person responsible for the disciplinary action taken, or by using the grievance procedures outlined in section 4 of this policy.



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2.2 Steps to be taken

Generally, there are five steps to be taken in disciplinary cases: verbal reprimand, written reprimand, probation following a reprimand, suspension with or without pay and termination. It may be necessary, depending on the seriousness of the offence, to bypass one or several of these steps.

The nature and seriousness of each situation, the employee's past performance record and the Manager's assessment will determine what disciplinary methods are used. All employees are subject to this code of discipline and all have recourse to the grievance procedure.

2.3 Interviews

Disciplinary interviews must always be conducted in private. Interviews are held to hear all the facts, review the action taken, stress the importance of the action, and to seek a solution to the problem.

2.4 Records

All employees must be advised of any disciplinary action that is documented in their personnel file. All disciplinary letters must be filed in the employee's file with the Human Resources and Accreditation Coordinator.

- Managers will use the Discipline Checklist to keep a record of all disciplinary measures for the employees on his/her team. This checklist will be used in Performance Evaluations.
- The Manager will take notes of all verbal reprimands that will be placed in the employee's personnel file by the Human Resources and Accreditation Coordinator.
- Written reprimands whether signed by the employee or not, must be filed in the employee's file by the Human Resources and Accreditation Coordinator.
- A notification of suspension with or without pay should be signed by the Executive Director.

2.5 Acknowledgement

A standard letter of reprimand must include a provision for acknowledgement on the part of the employee. A letter of reprimand should be handed in person to the concerned employee.



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Every employee should be encouraged to acknowledge having read and understood the contents of a written reprimand by completing and signing the section reserved for that purpose. It is understood that this does not necessarily indicate the employee's agreement with the contents. A space will be provided on the letter of reprimand for the employee to include comments with his/her acknowledgement.

2.6 Follow-up

Managers must undertake periodic follow-ups to ensure and to document that the employee has taken corrective / appropriate measures.

3. APPLICATIONS OF DISCIPLINARY ACTION

3.1 Verbal Reprimand

A verbal reprimand is the first level of intervention in the disciplinary process. It is used to make the employee aware of the problem, to emphasize the need for improvement and to plan for corrective behaviour. An employee is given a verbal reprimand in a private interview with his / her Manager and the Human Resources and Accreditation Coordinator. There is a note-to-file record made in the employee's personnel file of verbal reprimands. These can be the subject of discussions during the annual performance evaluation process.

While the verbal reprimand is the least severe of the disciplinary actions, the employee should recognize it as a signal to correct his / her shortcomings or wrong doings to prevent a more severe disciplinary action. The Manager should also acknowledge any corrective action undertaken by the employee.

3.2 Written Reprimand

If the verbal reprimand has not had the desired effect after a reasonable period of time, the employee then receives a written reprimand during, or following an interview with his/her Manager and the Human Resources and Accreditation Coordinator. The objective of the written reprimand is to caution the employee to improve his / her behaviour on the matter, which has not been corrected following the verbal reprimand. In specific cases, a written reprimand, without a verbal, will be given immediately in an interview with the employee as the first level of disciplinary action, due to the severity of the case.



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3.3 Probation following Reprimand

For repetitive offences or wrong doing, the Manager and the Human Resources and Accreditation Coordinator may decide to recommend to the Executive Director to put an employee on probation as per provisions of the Performance Evaluation Policy.

A probation meeting will be held with the employee which will include the employee's Manager, the Human Resources and Accreditation Coordinator and the Executive Director.

Furthermore, an employee who has been suspended may be reintegrated into his / her employment, on a probationary basis, for a pre-determined period not exceeding three months.

3.4 Suspension

Suspension is an enforced, temporary absence from duty with or without pay and is recorded in the employee's personnel file. A suspension usually applies when the employee has not responded to the verbal or written reprimand, and based on the recommendation of the employee's manager and the Human Resources and Accreditation Coordinator

The duration of a suspension will be determined according to the nature of the offence and the required follow-up.

In cases where the offence is serious, suspension may be imposed immediately by the Executive Director, without the need for previous verbal or written reprimand, and be applied with or without pay.

Where allegations have been made but there is not sufficient evidence to weigh the case, the Executive Director may decide to suspend the employee with pay until there has been time for an appropriate inquiry or until charges have been laid.



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Under other circumstances, the Executive Director may decide to only remove an employee from his/her regular duties for a given period of time.

Where a serious situation occurs, the Executive Director may choose to suspend the employee without pay. The fact that an employee's livelihood is affected by a loss of pay demonstrates the seriousness of the disciplinary action.

The Executive Director may also use the option of transferring and/or demoting rather than suspending an employee as a result of a reprimand.

In some circumstances, suspension without pay may be the first step of a process for dismissal.

3.5 Dismissal and Termination

Usually, an employee is dismissed only after a thorough and unbiased investigation of the facts regarding a very serious offence presented by the Manager and Human Resources and Accreditation Coordinator. Nonetheless, dismissal can also be the result of a failure to fulfill the conditions of a written contractual agreement, or based on results of a performance evaluation.

The Executive Director may be obligated to immediately act on serious violations that occur in relation to an employee's responsibilities, or that relate to policies that seriously affect the welfare of the organization. In such cases, the Executive Director would immediately put the employee on suspension without pay or terminate his/her employment.

The termination of employment may also result from an unsuccessful probation following a reprimand.

4. GRIEVANCE

4.1 Application

The Grievance process is to provide an appropriate mechanism for an employee to seek redress for a perceived act of unfairness from his Manager, or the Executive Director or for a dispute with a fellow worker.



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The purpose of a grievance is to promote and encourage a better communication between employees and employers, and to demonstrate a desire to treat all employees fairly. An effort should be made by the concerned individuals, with the assistance of the Human Resources and Accreditation Coordinator, to reach solutions with mutual satisfaction before undertaking the grievance process to solve differences.

4.2 Grievance involving Employees and Managers

If solutions are not reached through individual efforts and attempts by the Manager and Human Resources, the grievance is addressed in writing to the Executive Director who may refer to an outside expert, or decide to set up a Grievance Committee to review the issue with the concerned parties. All grievance processes must be completed within 45 days from the date of receipt of the complaint addressed to the Executive Director.

4.3 Grievance involving Executive Director

If a grievance is made by a Manager against the Executive Director, it must be directed in writing with appropriate documentation to the Board of Directors with a copy to the Executive Director. The Board of Directors will acknowledge receipt of the grievance letter.

The Board of Directors may decide to create an Ad Hoc Committee to study and make recommendations on the appeal, or to request an opinion from an outside expertise on the matter. Following this, the Board will deliberate on the issue, and will render a final decision within the prescribed delay of 45 days. Such a final decision will be binding on all parties.

4.4 Documentation Required

When a grievance is due to a perceived unfair disciplinary process, the following documentation is required:

- Definition and specific reasons why an employee believes he / she is not guilty of misconduct or that the disciplinary action is too severe.
- Evidence of prejudice or biases on the part of the person or persons responsible for the actions against him / her.
- Evidence of any other injustice or unfairness related to the disciplinary action.

The Manager and/or Executive Director are required to document the steps followed in a disciplinary action, and the reasons why the disciplinary action was taken.



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For grievances concerning a dispute between employees, both parties must document in writing the reasons for the dispute. The Manager must document all attempts made to solve the dispute before referring the matter to the Executive Director.

RELATED POLICIES AND PROCEDURES

Performance Evaluation Policy
Disciplinary Checklist for Managers
Template for Letter of Reprimand



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DRESS CODE GUIDELINES

The Kanesatake Health Center Inc. expects employees to dress appropriately and professionally in attire of a casual nature. Our work environment encourages employees to dress comfortably for work. Please do not wear anything that other employees might find offensive or that might make coworkers uncomfortable. This includes clothing with profane language statements or clothing that promotes causes that include, but are not limited to, politics, religion, sexuality, race, age, gender, and ethnicity.

Our goal is to provide a workplace environment that is comfortable and inclusive for all employees. We expect that your work attire, although casual, will exhibit common sense and professionalism, and a neat and clean appearance.

Because all casual clothing is not suitable for the Health Center, these guidelines will help you determine what is appropriate to wear to work.

1. Clothing that works well for the beach, yard work, dance clubs, exercise sessions, and sports contests may not be appropriate for a professional, casual appearance at work.
2. Clothing that reveals too much cleavage, your back, your chest, your stomach or your underwear is not appropriate for a place of business.
3. In a work environment, clothing should be pressed and never wrinkled.
4. Torn, dirty, or frayed clothing is unacceptable.
5. While open-toed sandals and most summer footwear is acceptable, flip-flops are not.
6. Although jeans and casual clothes are considered appropriate; short shorts, mini-skirts, halter tops, cropped tops, muscle shirts, plunging necklines and cut-offs are not.



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7. As some employees or clients may be allergic to the chemicals in perfumes, the Health Center is a scent free work environment. Therefore, all employees are requested to abstain from the use of perfume or other scented products while at work.

Employees are expected to demonstrate good judgment and professional taste. Courtesy to coworkers and your professional image to coworkers should be the factors that are used to assess that you are dressing in professional attire that is appropriate.

Employees who are unsure about any clothing should consult with their manager before wearing it at work.

Employees who wear work attire that is deemed inappropriate in this workplace will be dealt with on an individual basis rather than subjecting all employees to a more stringent dress code for appropriate professional attire.



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GENERAL CONDITIONS OF WORK

1. HOURS OF WORK

1.1 Office Hours

The Health Center office hours are from 8:00 a.m. to 4:00 pm, on Monday to Friday. The standard lunch period for employees will be from 12:00 noon to 1:00 pm, unless the Manager or the Executive Director authorizes an exception. All staff are required to sign in/out at the reception desk.

However, since the Health Center must remain open during the lunch period, administrative support staff will adjust their lunch hour to cover the reception and other essential areas on a rotating weekly schedule. During regular work hours, there must at all times be two employees in the building. Staff who work flexible hours must comply with the directives stipulated in their respective programs.

1.2 Working Hours

The standard workweek hours for all regular, full-time staff is thirty-five (35) hours. However, the work hours for some staff may vary depending on the nature of the position, and are normally stipulated on the hiring slip or job posting.

Administrative and support staff shall work within the regular office hours based on a pre-set schedule as agreed with the Manager.

The thirty-five (35) hour standard workweek does not include the one-hour lunch period, but does include two scheduled 15 minute breaks.

An employee may not work through lunch in order to leave earlier in the afternoon unless requested to do so by their Manager.

All breaks, meal and rest are scheduled and based on the Health Center's operating hours and work schedules.



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1.3 Flexible Hours

The concerned Manager can permit flexible hours for staff that, by the nature of their activities, have to work beyond office hours. The Manager must approve the work schedule of the employee.

The flexible hour schedule must not compromise the operational requirements of the health center. These employees are required to complete their weekly hours within the regular pay period, and must not cause any unnecessary overtime by such a schedule.

1.4 Summer Hours

The Executive Director may decide to change the standard office hours for the summer months, however the standard number of working hours must remain at 35 hours per week, and Managers must ensure that programs and services are covered. Staff working programs with flex hours will not be affected by summer hours.

1.5 Temporary Shutdown

When the office must close due to a temporary power failure or a serious maintenance problem, and provided that the employees have not been asked to report to work in another facility, then the employees will be given pay for these hours.

In such a case, if there has not been an advance notice of closing given to the employees, it is understood that the leave is only paid to those employees who report for work at the start of the work day.

2. OVERTIME

Overtime is compensated as equivalent time off for up to 5 (five) pre-approved extra hours worked above the regular work week of 35 hours. After working 40 hours, an employee is then entitled to be compensated at the rate of one and a half hours for each hour worked. Additionally, more than ten (10) hours worked in any one day is paid at a rate of one and half for each hour worked.

2.1 Approval of Overtime

Overtime is considered only in exceptional circumstances and must be preapproved by Managers. The approval of pre-authorized overtime must be reflected on the time sheet.



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If the overtime has not been pre-approved by the employee's Manager, then the hours will not be considered as overtime for any form of compensation or time off.

Overtime cannot be applied for working through lunch or scheduled breaks which are already considered as part of the regular work week.

Managers must ensure that staff schedule clients within their regular working hours.

2.2 Time Off

Extra hours worked above the regular 35 hours, but not exceeding 40 hours, must be compensated in equivalent time off. This time cannot be banked or carried over into the next fiscal year.

The employee must be given the opportunity to take this extra time off as close as possible to the week in which it was earned. However, the employee's Manager must approve the scheduling of time off.

2.3 Time Off for Training

When training is at the expense of the employee, the Manager must still approve the time off with consideration to workload. Therefore, the employee must submit a request in writing at least two weeks before the scheduled training.

2.4 Hours for Travel

Employees who must travel out of town for a meeting or training purposes should travel as part of their regular hours.

2.5 In Lieu of Overtime

If required by the Executive Director and/or Manager staff may from time to time be asked to adjust their work hours in lieu of resorting to or obliging the employee to work overtime.

2.6 Workshops and Conferences

Extra work hours resulting from attending workshops or conferences including travel time must not be considered as overtime since the employee is already benefiting directly from the conference or workshop, and the employer is paying for the associated travel costs.



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2.7 Refusal to Work Overtime

An employee may not refuse to work overtime in the event that the nature of the work to be carried out by the employee is considered urgent, and which, if not completed would have an impact on the operations of the Health Center.

3. ABSENCE/LATENESS

3.1 Absence

A staff members are obliged to personally inform their Manager in the case of their absence or to leave a message with their Manager if they are not able to work due to unforeseen circumstances, all within at least one (1) hour of scheduled starting time.

Employees who do not notify the Manager as required may be considered to be absent without reason, and may have their salary deducted for the length of their absence.

Employees must ensure that an adequate notice of 48 hours is given prior to a planned absence, in order to find a replacement or to cancel.

A medical certificate is required for any employee who is absent for more than three (3) consecutive days. Failure to submit a medical certificate will be considered an unjustified absence from work.

3.2 Lateness

Employees who are going to be late for work must notify their supervisor within thirty minutes of the starting time. The employee must provide his/her Manager with an indication of when they expect to arrive at work.

4. TIMESHEETS

4.1 Timesheets

All employees must use administrative forms, referred to as time sheets, to record the hours of daily work for the Health Center. The time sheets will pertain to the previous week hours, and must be detailed to reflect the necessary breakdown of the employee's remunerated time, including worked hours, vacations and other leaves, all as detailed on the form.



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The time sheet must be completed and signed by the employee, submitted to the Manager by 10:00 am, approved by the concerned Manager, and regularly submitted to the Executive Assistant and Administration Manager on Fridays before noon.

Failure to submit a time sheet or to submit within the required deadlines will result in a delay of the payment of wages for these hours until the next pay period.

4.2 Leave of Absence Form

A Leave of Absence form must be completed and submitted to the employee's manager for approval prior to taking time off for vacation, personal days or overtime hours. See in Appendix.

4.3 Exception to Submission of Time Sheet

The Executive Director reports directly to the Board of Directors and as CEO of the corporation is not required to complete a timesheet except to record vacation leave.

5. CONDITIONS OF EMPLOYMENT

All temporary, permanent, and contractual employees are required to sign and abide by a Code of Ethics, Code of Confidentiality, Code of Conduct and Conflict of Interest guidelines. Refer to related policies on confidentiality, conduct, ethics and conflict of interest.

All employees must have a vulnerability sector check on file, and must renew the vulnerability sector check every 5 years.

6. REPORTING

All employees report to their Manager, and all Managers to the Executive Director as the line of authority.

Employees are expected to follow the established policies, guidelines and procedures in all matters, and to conduct themselves accordingly.

The Executive Director reports directly to the Board of Directors of the Corporation.



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7. OFFICE PROCEDURES

7.1 Use of Equipment

Employees are not permitted to use office equipment for personal use. The use of office equipment such as the computers, printers, photocopier, fax and telephones must be handled in a cautious and productive manner, with respect to the value of the equipment being handled and to the confidentiality of the information being dealt with.

7.2 Use of Materials

Office supplies and other materials are to be used in a cost efficient manner. It is not permitted to remove materials or technical references from the office without the express permission of Management.

7.3 Locking Up

Employees are requested to ensure that files and other important/sensitive materials are safely locked away before leaving the offices. Staff working late should also ensure that the building is locked up before leaving.

7.4 Keys and Electronic Access Codes/Passwords

Employees entrusted with keys are not permitted to lend the keys to anyone else without the authorization of the Executive Director. To do so could result in a severe reprimand.

The Executive Director is considered to be the custodian of all records and documents on behalf of the Kanesatake Health Center Inc. In this capacity, the Executive Director shall;

- ensure confidentiality, security of and appropriate access to all client files, KHC personnel records, program activity documentation and/or any other KHC business documentation to appropriate KHC Managers, personnel and Board Members;
- have copies of all keys for all programs and services whether they are in the Health Center building or in an exterior building as well as all computer access codes and passwords for KHC information management systems.

No employee has the right to change locks for any doors, files, cabinets or cupboards and/or security passwords on computers without the permission of the Executive Director.



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7.5 Workplace Environment

To provide a harmonious work place environment, courtesy and respect is expected at all times during work hours towards clients, fellow workers and administrators. (see Workplace Health and Safety Policy)

Employees wishing to voice an opinion or disagreement are expected to do so in a constructive manner using the proper channels. In the same manner, it is expected that clients will show respect and politeness to the Health Center employees.

7.6 Dress Code

Employees are asked to dress properly for work at the Health Center. This requirement is necessary to maintain a professional working environment. Details are provided in appendix.

8. PERSONNEL RECORDS

8.1 Personnel Files

Personnel files will be kept by the Executive Director for all employees of the Health Center. These files can only be accessed by the Executive Director, the Executive Assistant and Administration manager, the Human Resources and Accreditation Coordinator and the employee. The employee's Manager may request information from the file on previous evaluations, training certificates or contact information.

8.2 Personnel Records

Each personnel file will contain a Document Control Sheet that will be used as a checklist for each type of document in the file.

These files will include among others such documents as the original job posting, the employee's current job description, the employee's CV, certificates if applicable, letter of confirmation of employment, signed oaths of confidentiality, ethics, conduct and conflict of interest, hiring slip, list of training and workshops attended, performance review, reprimands, commendations, and salary adjustment forms.

8.3 Access

Employees have the right to have access to their personnel file in the presence of the Executive Director, the Executive Assistant and Administration Manager or the Human



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Resources and Accreditation Coordinator. In addition, employees have the right to copies of any of the contents of their personnel files.

8.4 Confidentiality

All employee personnel files and their contents are confidential, and access to these files is privileged under the terms of this policy. Any employee who breaches confidentiality is subject to disciplinary measures, which could include dismissal.

RELATED POLICIES AND PROCEDURES

Leave of Absence Form

Dress Code Guidelines

Code of Confidentiality Form and Policy

Conflict of Interest Guidelines

Code of Ethics Form and Policy

Code of Conduct Form and Policy



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LEAVE OF ABSENCE

1. STATUTORY HOLIDAYS

1.1 Applicable Holidays

The Health Center Offices will be closed for the following fourteen (15) statutory holidays:

New Year's Day	July 11
January 2	Labour Day
Good Friday	National Day for Truth and Reconciliation
Easter Monday	Thanksgiving
Victoria Day	Remembrance Day
Aboriginal Day, June 21	Christmas Day
St-Jean Baptiste	Boxing Day
Canada Day/Family Day	

The Health Center is closed during the Christmas holidays for an additional seven (7) paid work days for non essential service staff. The dates are to be determined by the Executive Director.

1.2 Entitlement

After thirty days (30) of employment, permanent and temporary replacement employees are entitled to, and shall be granted a holiday with pay, proportional to the normal daily hours worked, for the fourteen (14) statutory holidays.

The Statutory Holiday is applicable only if it falls within the employee's regular workweek. Permanent part-time employees will be granted a holiday with pay according to their usual week schedule and work hours.

1.3 Restrictions

To be entitled to a paid statutory holiday, an employee must not be absent from work without the employer's prior authorization or without valid cause on the day preceding, or on the day following, a statutory holiday. An example of prior authorization would be an employee who is on vacation or another pre-approved leave.



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If an Employee was not entitled to wages for at least fifteen (15) days during the thirty (30) days immediately preceding a holiday she/he is not entitled to any holiday pay unless the reason she/he did not work at least fifteen (15) days is because of the terms and conditions of their employment. In this case, instead of regular pay, the Employee would receive 1/20th of the wages earned during those thirty (30) days preceding the holiday.

1.4 Holiday on Non-Working Day

Unless otherwise decided by the Board of Directors, if the holiday falls on a Saturday, then he/she is entitled to a holiday with pay on the Friday preceding the holiday. If the holiday is on a Sunday, then he/she is entitled to a holiday with pay on the Monday immediately following the official holiday.

1.5 Request to Work on Statutory Holiday

Since the Health Center provides some clinical and family services, there may be occasions where some staff may be required to work on a statutory holiday. However, since some of the Health Center employees are not working in a continuous operations facility, a request for work to be carried out on a designated statutory holiday must be made in writing by the Manager with a copy to the Human Resources and Accreditation Coordinator.

1.6 Remuneration for Working on an Official Holiday

Employees will be granted an alternative day off during the following three weeks, if they work on an official holiday. In this case, the employee will be paid at the normal rate of pay during the official holiday.

If another day off is not given as compensation, then according to the Normes de Travail, the employee will receive their wages for that day worked plus an indemnity of 1/20 of their salary from the previous four (4) weeks.

1.7 Refusal to Work

An employee who is normally scheduled to work on a holiday, and who refuses to work, or fails to report to work, will not be paid the hours for the statutory holiday.



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2. LEAVE OF ABSENCE WITHOUT PAY

2.1 Leave of Absence for Permanent Employees

A Permanent Employee requesting a Leave of Absence must submit a letter to the Manager a month in advance, who will provide comments, and forward the request to the Human Resources and Accreditation Coordinator for review by the Executive Director. **A Leave of Absence may or may not be granted at the discretion of the Executive Director.**

Where there has been a replacement worker hired, an employee who is granted a Leave of Absence is required to provide written notification of a return to work thirty days in advance, or at the discretion of the Executive Director.

2.2 Leave of Absence Benefits

An Employee who is granted a Leave of Absence without pay will accumulate vacation benefits only for the period during the twelve (12) consecutive months that she/he works, e.g.: If an Employee is entitled to fifteen (15) working days' vacation for working 12 consecutive months, but that Employee has taken six (6) months Leave of Absence, that Employee will be entitled only to 7-1/2 days of paid vacation.

2.3 Contributions

The Employer's contributions towards Employment Insurance and other benefits, as well as their seniority, will be suspended during the Leave of Absence period, unless otherwise required by law.

2.4 Leave of Absence for Temporary Employees

Temporary Employees are by the nature of their position not eligible for a Leave of Absence.

3. PERSONAL TIME OFF

Personal time off includes both an employee's paid vacation and sick/personal days which are both accumulated according to seniority. The employee has the right to use these days as he/she needs during the course of a fiscal year for time away from work for illness, personal needs or vacation. However, a Leave of Absence form must be completed for all time away.

Personal Time Off (PTO) = total of paid vacation days + paid sick/personal days.



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Personal time off is not carried over, and must be used before the end of the fiscal year. Nevertheless, once an employee has used up their personal time off (PTO) for that fiscal year, they will be deducted wages for any other time away.

Any owed vacation days out of PTO will be paid if the employment is terminated, but sick/personal days are not paid out.

4. VACATION DAYS

The KHC only recognizes the F.I.Q. vacation entitlement for nurses and licenced practical nurses. For more information refer to F.I.Q. (Fédération interprofessionnelles de la santé du Québec)

4.1 Vacation Days Entitlement

All permanent employees are entitled to vacation days based on earned vacation benefits. Employees must work a full year from their start date to be eligible for the full two weeks of benefits, starting on April 1st after the year is completed.

4.2 Calculations

Entitlement for Vacation Days with pay for Employees is as follows:

Years of Service as of March 31st	Vacation	Vacation pay
Less than one year of service	1 day per month completed, maximum 10 days.	4%
1 year to less than 3 years	2 weeks	4%
3 years to less than 10 years	3 weeks	6%
10 years to less than 15 years	4 weeks	8.33%
15 years to less than 20 years	5 weeks	10.64%



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20 years and over	6 weeks	13.04%
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4.3 Vacation Pay with Termination of Employment

An employee who is terminated or laid off is eligible to receive two weeks' pay plus a vacation pay based only on unused vacation weeks, prorated to account for any leaves of absence taken by the employee.

4.4 Substitute Day for a Holiday

When a statutory holiday falls during an employee's personal time off for vacation, and if the employee is entitled to that day, then a substitute day may be taken at a time agreed upon with the Manager, which can include extending the time off by one day.

4.5 Vacation Leave Request and Approval

Employees must still submit a written request at least four (4) weeks prior to her/his intended use of personal time off for vacation to their Manager. A Leave of Absence Form must be completed and signed by the employee's Manager when requesting any leave. See in appendix.

The Manager will authorize vacation based on the seniority and the position of the Employee, bearing in mind the need to ensure the provision of services in an efficient manner during an Employee's absence.

The Manager will send all vacation leave requests to the Executive Assistant and Administration Manager who will prepare a schedule.

The Executive Director will notify the Board of Directors in writing of his/her own planned vacation leave.

4.6 Limitations

An employee may only take a maximum of 25 consecutive workdays of PTO for vacation. Any exception will have to be requested to the Manager, with approval by the Executive Director.



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5. SICK/PERSONAL LEAVE

An employee is granted sick/personal days with pay as part of his/her personal time off when he/she is unable to perform duties because of illness, injury, family commitments or personal circumstances.

5.1 S/P Entitlement

Sick/personal days are advanced at the beginning of the fiscal year as part of an employee's personal time off. The entitlement is two (2) weeks according to the employee's regular work week.

No days are retained at the end of any calendar year and no payment of unused sick days will be made upon termination of employment.

5.2 Medical Certificate

A medical certificate is required if more than three consecutive days are taken for reasons of illness. The medical certificate should be attached to the time sheet before being submitted to the Manager for approval of the timesheet. The medical certificate is removed by the Executive Assistant and Administration Manager and placed in the employee's personnel file.

If the sick leave is for a period longer than the employee's balance of personal time off, then wages will be adjusted for Employees who do not have days left to cover their absences.

5.3 Leave of Absence Form

A Leave of Absence form must be completed and signed by the employee's Manager when any leave is taken.

6. EXTENDED SICK LEAVE

If the physician requires that the employee be absent for an extended period of time, the employee may request to use his remaining PTO days before going on short and then long-term disability under the group insurance plan. The employee is required to use a specific number of PTO days before going on short-term leave. The employee should see the Human Resources and Accreditation Coordinator for specific information.



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An employee who is on an extended leave is required to provide written notification of a return to work thirty days in advance, and to provide a medical certificate stating that the employee is capable of returning to work.

7. COMPASSIONATE LEAVE

7.1 Immediate Leave

Immediate leave can be given when the Manager feels that the employee is unable to continue to work due to stressful events at work, or personal situations that require the employee to be home. This compassionate leave encourages the employee to take time at home so that they can come back to work refreshed.

The Manager will notify the Human Resources and Accreditation Coordinator of the employee's leave.

7.2 Wellness Days

The Executive Director, on the recommendation of the Manager, has the discretion to approve wellness days for permanent staff that require a mental health break due to an abnormal or stressful work overload. These days are exceptional, and are limited to a maximum of five (5) per year for an employee. An employee cannot apply for these days.

7.3 Compassionate Care Leave

In Quebec, under the Normes du travail, an Employee can request the following leaves:

- up to sixteen (16) weeks of Compassionate Care Leave to provide care and support to a gravely ill family member or for whom the employee acts as a caregiver;
- up to thirty-six (36) weeks, if the gravely ill family member is a minor child;
- up to twenty-seven (27) weeks if the seriously ill person suffers from a potentially fatal illness.

A certificate is required from a qualified medical practitioner.



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8. BEREAVEMENT LEAVE

8.1 Entitlement

All Health Center employees shall be entitled to bereavement leave with pay, for the work days that fall within the 10 consecutive calendar days immediately following the day of the death of an immediate family member.

8.2 Immediate Family Members

Immediate family members entail: parents, spouse, brothers, sisters, grandparents, and children of the employee; as well as immediate in-laws defined as father-in-law, mother-in-law, brother-in-law and sister-in-law.

8.3 Extended Family and Close Friends

In some specific cases, upon a valid request, the Manager may also permit the time for an individual employee to attend the funeral of an extended family member or a close friend.

8.4 Funerals in the Community

In some cases, the Executive Director may decide to close the offices for part of the day for the funeral of a staff member, council or board member or an Elder of the community.

9. MATERNITY LEAVE

9.1 Conditions

An Employee who becomes pregnant is entitled to leave without pay in accordance with Normes de travail. The conditions for maternity leave are those as currently stipulated under the Normes de travail.

The maternity leave is for a duration of **eighteen (18) continuous weeks**.

The employee may spread the maternity leave before or after the date of delivery. The maternity leave may not begin before the 16th week preceding the expected date of delivery and shall end not later than 18 weeks afterwards.

The employee is requested to refer to their Manager for further information. The Employer's contributions towards Employment Insurance and other programs will be suspended during the period of Maternity Leave unless otherwise required by law, or



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unless otherwise specified in said programs or plans, provided that any such arrangements are made in advance of the Maternity leave.

Seniority and years of service continue to accrue during maternity leave, as this is not considered a break in the employment period. The employee does retain the same vacation benefits based on the amount of salary earned during that reference year. Contributions to other benefits continue to be paid as long as the employee continues to be responsible for their portion while on maternity leave.

The previous paragraph regarding seniority and benefits does not apply to parental leave.

9.2 Notification of Maternity

The employee must give a notice of three (3) weeks before taking a maternity leave or unless a medical certificate states otherwise. The notice must include the start and end date of the leave. The employee must also provide a medical certificate attesting to the pregnancy and the expected date of delivery.

9.3 Notification of Return from Leave

The employee must advise the Manager at least thirty days before returning to work from a maternity leave. The Normes de travail does not provide for extending a maternity leave beyond the date announced in the notice given to the employer.

It should be noted that an employee who does not return to work on the date of return stipulated in the notice is assumed to have quit her job.

10. PATERNITY LEAVE

10.1 Entitlement

According to the Normes de travail, an employee is entitled to a leave without pay for five consecutive weeks at the birth of his child. The parental leave may be added to the paternity leave.

This paternity leave may begin no earlier than the week of the birth of the child and end no later than 52 weeks later. The employee must notify his employer in writing at least 3 weeks before the start of his leave by indicating the anticipated starting date of the leave



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and the date of his return to work. This notice period may, however, be shorter if the child arrives before the expected date of birth.

This leave cannot be interrupted without the authorisation of the employer or in specific cases mentioned in the Law. This leave cannot be transferred to the mother or shared with her.

This leave may be:

- suspended following agreement with the employer, if the employee's child is hospitalized and a temporary return to work is possible
- extended, if the health of the child requires it. The employee must then provide a medical opinion from the physician before the end of the initial leave.

In certain very specific cases, at the request of the employee, the leave may be divided into weeks if his child is hospitalized or if the employee is absent because he himself or one of his close relatives is sick.

10.2 Benefits

Under the Québec Parental Insurance Plan, benefits are paid to support the income of an employee who is absent from work because he is a new father.

Seniority and years of service continue to accrue during paternity leave, as this is not considered a break in the employment period. The employee does retain the same vacation benefits based on the amount of salary earned during that reference year. Contributions to other benefits continue to be paid as long as the employee continues to be responsible for their portion while on paternity leave.

The previous paragraph regarding seniority and benefits does not apply to parental leave.

10.3 Return to Work

At the end of the paternity leave, the employer must reinstate the employee in his former position and give him the wages and the benefits to which he would have been entitled had he remained at work.

If his position has been abolished, the employee retains the same rights and privileges that he would have enjoyed had he remained at work.



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However, these provisions must not give the employee an advantage that he would not have enjoyed had he remained at work.

An employee who does not return to work on the stipulated date is considered to have quit his job.

11. PARENTAL LEAVE & ADOPTION LEAVE

11.1 Entitlement

Each parent of a newborn or a newly adopted child is entitled to a parental leave without pay of up to **52 weeks (up to 65 weeks as of January 1, 2021)**. A person who adopts the child of his spouse is also entitled to this leave.

The parental leave cannot begin before the week of the birth of the newborn or, in the case of an adoption, before the week when the child is entrusted to the employee. Nor can it begin before the week during which the employee leaves work to travel outside Québec to obtain custody of the child.

The parental leave is in addition:

- to the maternity leave lasting 18 weeks
- to the paternity leave lasting 5 weeks.

The parental leave may end no later than 70 weeks after the birth or, in case of adoption, 70 weeks after the child was entrusted to the employee (78 weeks as of January 1, 2021).

Following agreement with the employer, the leave may be:

- suspended, if the employee can return to work temporarily while his child is hospitalized
- extended, if the health of the child requires it. The employee must then provide a medical opinion from the physician before the end of the initial leave.

In certain very specific cases, at the request of the employee, the leave may be divided into weeks if his child is hospitalized or if the employee is absent because he himself or one of his close relatives is sick.



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11.2 Notice

The parental leave must be preceded by a notice of at least 3 weeks indicating to the employer the dates when the leave begins and ends. This notice period may be shorter if the employee's presence is required sooner with the newborn or the newly adopted child or with the mother, due to their state of health.

The employee may resume his work on a part-time or intermittent basis during his parental leave if his employer gives his consent.

Unlike the maternity leave and the paternity leave, the parental leave has an impact on the calculation of the vacation days.

11.3 Return to Work

At the end of the parental leave, the employer must reinstate the employee in his former position and give him the wages and the benefits to which he would have been entitled had he remained at work. If his position has been abolished, the employee retains the same rights and privileges that he would have enjoyed had he remained at work. However, these provisions must not give the employee an advantage that he would not have enjoyed had he remained at work.

The employee may return to work before the date mentioned in the notice that he gave his employer before leaving. He must then send the employer, 3 weeks ahead of time, a new notice indicating the date of his return.

An employee who does not return to work on the stipulated date is considered to have quit his job.

12. BIRTH LEAVE

Both parents may be absent from work for **five 5 days** at the time of the birth or adoption of a child. The first two (2) days of the leave are paid.

If the mother is already on maternity leave, she cannot benefit from this leave.

The leave must be taken within 15 days of the child's arrival at the employee's home.

The employee must notify his Manager of his absence as soon as possible.



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13. MARRIAGE LEAVE

An employee who has completed at least twelve (12) months of continuous employment is granted one day with pay for Marriage Leave. Should this fall on a working day, the leave will be taken on the wedding day. Should the wedding day of the employee not fall on a working day, then, he/she is granted one day with pay immediately before or after the wedding day.

14. EDUCATIONAL LEAVE

Employees may be granted a long-term leave for professional upgrading and the development of professional skills. Such upgrading must however be pertinent to the employee's duties. A compensation of time off up to twelve (12) months could be allotted, all depending on the employee's eligibility, the Health Center priorities and workload.

The Employer's contributions towards Employment Insurance and other programs will be suspended during the period of educational leave, and the employee will not continue to acquire seniority during the leave.

A written request must be submitted to the Manager three (3) months in advance. The Manager will forward the request to the Executive Director and the Human Resources and Accreditation Coordinator with their recommendations. The Executive Director will make the final decision on the request.

Further details are provided under the policy on Training.

15. COURT LEAVE

Employees shall be entitled to Court Leave with pay only if they receive a subpoena to testify in court or if they must attend jury selection. A photocopy of the subpoena must be submitted by the employee to the Manager to be kept in the employee's personnel file by the Human Resource and Accreditation Coordinator.

If the employee must serve on a jury, and considering that there is court pay, then the employee should request a leave of absence without pay. In some cases, where jury duty may be a long process, the matter should be referred to the Executive Director.



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16. VOTING LEAVE

Employees who are eligible to vote in their own communities or in federal or provincial elections will be allowed sufficient time to vote, either according to the applicable federal or provincial regulations, or in the case of a community election, the amount of time necessary to travel to their respective community to vote.

17. LONGTERM LEAVE WITHOUT PAY

A permanent employee may, after three years of service, request a leave of absence without pay to the Manager. The duration of the absence may be up to a maximum of one full year. The Manager would forward the request to the Executive Director and the Human resources & Accreditation Coordinator with his/her comments.

The Executive Director would make a decision on the request based on the circumstances, and the workload at the Health Center offices. A Leave of absence may or may not be granted at the discretion of the Executive Director.

In all cases, an employee who receives a long-term leave of absence without pay does not receive benefits or continue to acquire seniority during the period of the absence. The Employer's contributions towards Employment Insurance and other programs will be suspended during the period of the leave.

18. ATTENDANCE CONTROL PROGRAM

18.1 Database Program

Each Employee's bank of Sick and Personal days, vacation, statutory holidays and overtime is monitored by entering the information from the Employee's time sheets and Leave of Absence forms into a computerized data base program.

18.2 Monthly Report

A monthly Director's attendance control report is issued to the Executive Director. Copies of time sheets are issued to each Manager specifically for their team members.

18.3 Start-Up

At the end of each fiscal year, the remaining balances from the Health Center Employees' files are transferred to Start-Up Total forms, identifying the entitlements and applicable carry over for the next fiscal year.



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REMUNERATION

1. PAYMENT OF SALARY

All employees will be paid a salary according to the rate quoted on their hiring slip. The disbursement of salary will be done through payroll in the form of a cheque or through direct deposit. Payroll will be completed every two weeks based on the submission and approval of time sheets.

2. SUBMISSION OF TIME SHEETS

2.1 Regular Submission of Time Sheets

Employees must submit their time sheets to their Manager by 10:00 am on Friday. The Manager must approve and submit the time sheets to the Executive Assistant and Administration Manager on Friday before noon. Time sheets will pertain to the hours of the previous two weeks, and must be detailed to reflect the necessary breakdown of the employee's remunerated time, including worked hours, vacations and others, all as detailed on the form.

Any Leave of Absence forms pertaining to the two weeks covered by the time sheet must be attached to the time sheet when submitted.

2.2 Exceptions to Regular Submission

In some exceptional cases, time sheets will be submitted on another day. The exceptions are as follows:

- When a statutory holiday falls on a day which directly affects the processing of payroll, the Finance Department will notify the Managers and the employees of the Health Center by means of email, at least two workdays prior to the required date.
- Vacation pay will be released with the regular payroll according to the pay cycle, unless an advance vacation pay is requested on the Leave of Absence Form.

2.3 Modifications of Time Sheets

Any changes to a time sheet, after the time sheet has been submitted, must be done and approved by the employee's Manager before noon on the Monday of the pay week. If necessary, pay or benefits may only be adjusted on the next scheduled pay.



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2.4 Incomplete or Missing Time Sheets

Any time sheet that is considered incomplete, is not approved or is missing may result in pay being withheld till the following payroll date, pending completion of all requirements or submission of the missing time sheet.

3. PAYROLL PROCESSING

3.1 Schedule

Payroll is processed every two weeks. The payment of salaries, including benefits such as holidays, Personal Time Off (PTO) and other applicable benefits, will always reflect the preceding two workweeks.

3.2 Pay Information

Pay information will be provided to employees with every pay. This will include information on the amounts paid and applicable deductions.

4. REMUNERATION UNDER CONTRACTS

Depending on the established agreement between the Kanesatake Health Center Inc. and the contractual employee, remuneration is paid either through payroll or through accounts payable. In both cases, contractual employees who are remunerated on the basis of an hourly or weekly rate, and on a pre-established number of hours for their workweek, must submit a time sheet.

5. REMUNERATION FOR CASUAL HELP

5.1 General

The hiring of casual help must be occasional and remain limited to a minimal number of hours or days. A casual help employee does not have the same benefits as a Temporary Replacement Employee.

A Casual Help Form will be issued for Casual Help, and must be duly completed by the Human Resources and Accreditation Coordinator, and approved by the Executive Director, prior to the issuing of a payment.

The Casual Help Form will assist the Manager to document the worked hours, and will be submitted to the Executive Director by the Human Resources and Accreditation Coordinator for approval for payment.



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5.2 Rates

Casual help will be remunerated using an established rate for this type of employee.

5.3 Method of Payment

The remuneration of Casual Help will be paid through accounts payable. The maximum number of hours paid will be limited to the information included on the Casual Help Form.

6. REMUNERATION FOR STATUTORY HOLIDAYS

Statutory Holidays will be paid according to the number of hours worked and to a maximum of 14 days.

Permanent employees who are requested to work on a statutory holiday, and who are not given another day as compensation, are entitled to be paid their regular working hours plus one and half hours for each holiday hour worked.

7. SALARY ADVANCES

Under no circumstances will any type of advances be permitted other than a vacation pay.

8 REMUNERATION FOR VACATION PERIODS

Employees will receive their vacation pay with the regular payroll unless a request for advance vacation pay is made using the Leave of Absence form.

8.1 General

Paid vacations are awarded by fiscal year, and are advanced at the beginning of each fiscal year. The remuneration relating to vacation leave is budgeted and awarded on the basis of fiscal year calculations.

8.2 Calculations

The vacation pay varies with the employee's seniority, and is calculated on the basis of a percentage of the gross salary earned during the fiscal year. For an easy reference, the vacation pay corresponds to 2% for every vacation week earned, with the exception of Nurses. Details on the vacation periods are covered under the Leave of Absence policy.



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9. COMPENSATION FOR OVERTIME

9.1 Standard Compensation Method

Up to five additional hours worked over the regular work week may be compensated in time off based on the written approval of the Manager. Overtime taken in time off will be proportionally awarded on the basis of regular time.

9.2 Exceptions to Standard Compensation Method

Pre-approved overtime hours over 40 work hours is paid at a rate of one and a half hours at the hourly rate for each hour of overtime earned. Additionally, more than ten hours worked in any one day is paid at a rate of one and half hours at the hourly rate based on the written approval of the Manager.

10. WORK PERFORMED OUTSIDE OF REGULAR SCHEDULE

There are occasions when Health Center employees are asked to be available and ready to work beyond their regular duties should the need arise, or are asked to work in addition to their regular hours. The following applications apply in these situations.

10.1 Call-In

A minimum of three (3) hours salary is offered to an employee who is requested to come in after regular hours for an emergency or a technical situation where the employee’s personal time is disturbed by the call. The calculation of time starts from when the employee receives the call.

10.2 On-call

A Manager can make a request to the Executive Director for on-call hours for an employee that has to be on stand-by outside of regular work hours due to exceptional circumstances. On-call availability should not exceed 24 hours. Stand-by hours are compensated but should not to be considered as time actually worked.

The compensation for being on-call or stand-by would be calculated based on the rate of 15 minutes for every hour of requested on-call time. Hours actually worked during the on-call time would be accumulated as overtime hours.

10.3 Compensation

Both on-call and call-in hours are compensated in time off unless they exceed five hours. Any hours over 40 hours will be paid at a rate of time and a half.



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10.4 Holiday Services

Workers who have to provide stand-by services during a holiday period such as Medical Transportation, are paid 15 minutes for every hour of stand-by, and regular pay for hours actually worked during office hours (8am – 4 pm).

11. COMPENSATION FOR EXTRA RESPONSIBILITIES

From time to time employees are requested to assume additional responsibilities above their regular workload, or which are not part of the regular job description for that job type. The following applications apply to these situations.

11.1 Acting Pay

An acting pay is a compensation above an employee’s regular pay that is given for assuming responsibilities outside of his/her regular job to either fully replace the incumbent who is absent, or to assume additional extra duties for a specified period of time. Acting pay reflects additional responsibilities that are for the short-term.

11.2 Payment Method

If the employee assumes limited responsibilities in addition to his/her own workload, then an acting pay increase will be added to the employee’s regular salary. However, if the employee assumes the full responsibilities of a position while the incumbent is absent, then the employee should be paid an acting pay that reflects the salary for that position adjusted according to his/her own qualifications and experience.

12. SALARY LEVELS

The salary is determined at the time of hiring, based on acceptable salaries in similar positions in other Health Centers, and the health field, and must be reflected on the hiring slip. Salary scales are used to standardize the salary paid for the various positions.

The KHC only recognizes the F.I.Q. salary levels for nurses and licenced practical nurses. For more information refer to F.I.Q. (Fédération interprofessionnelle de la santé du Québec).

With the exception of the Nurses who have their own salary scale, a percentage increase, based on the levels of funding available to the Kanesatake Health Center Inc., may be budgeted by the Executive Director for the next fiscal year.



KANESATAKE HEALTH CENTER INC.

POLICY AND PROCEDURES MANUAL	SECTION: Personnel	Effective date: September 20, 2021
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13. WITHHOLDING OF SUMS OWED

The money owed for unused travel advances, or over payment of PTO, or for any similar sum owing will be deducted from the employee`s pay.

14. ISSUING A RECORD OF EMPLOYMENT

The issuing of a Record of Employment (R.O.E.) will be done by the Desjardins Payroll Services. The R.O.E. will be based on information that is provided by the Human Resources and Accreditation Coordinator on the layoff slip.

15. CASHING BENEFITS

The cashing-in of vacation days is an exception, and is at the discretion of the Executive Director.

16. ENTITLEMENTS UPON TERMINATION

Upon his/her termination of employment, the employee will only receive the balance of the earned salary, the payment of earned and unused vacation and that of unused overtime hours.

RELATED POLICIES AND PROCEDURES

- Leave of Absence Policy
- Travel Policy
- Casual Help Form
- Time Sheet
- Hiring Slip
- Standards for Nurses