

# **Policies and Procedures Manual**

**Inclusion NWT**

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## **Section 1 - About This Manual**

### **About this Manual**

This manual outlines the personnel and general operational policies and procedures for employees and, where noted, clients of Inclusion NWT. It is to be used as a resource for all personnel decisions.

This manual complies with the NWT Employment Standards Act, Workers Safety & Compensation Act, NWT Safety Act, Human Rights Act of the NWT, Personal Information Protection and Electronic Documents Act and other relevant legislation.

This manual may change from time to time as required by Inclusion NWT or as changes are made to the policies and legislation respecting employment in the NWT. If changes occur, employees will be advised.

A copy of this manual is available in the main office of Inclusion NWT for employees to review at any time. Each employee is required to read the Personnel Policies and Procedures Manual and sign the acknowledgement form as part of their Job Offer and when significant manual updates are done.

Concerns or questions should be discussed with your Manager at the earliest possible opportunity.

### **Definitions**

**Management** refers to the Executive Director and Managers.

**Supervisor** refers to the person that an employee reports to on a day-to-day basis.

**Immediate Family** refers to the employee's spouse or common-law partner; the employee's father and mother and the spouse or common-law partner of the father or mother; the employee's child(ren) and the child(ren) of the employee's spouse or common-law partner; the employee's grandchild(ren); the employee's brothers and sisters; the grandfather and grandmother of the employee; the father and mother of the spouse or common-law partner of the employee and the spouse or common-law partner of the father or mother; and any relative of the employee who resides permanently with the employee or with whom the employee permanently resides.

**Common-law partner** means a person who has been cohabiting with an individual in a conjugal relationship for at least one year, or who had been so cohabiting with the individual for at least one year immediately before the individual's death.

## **Years of Service**

- For determining vacation pay and long service recognition: hire date with the Inclusion NWT
- For determining RRSP contributions: start date as a permanent full time or part time, assuming continuous permanent status
- For determining wage steps: for those who work full-time permanent, the adjustment in step comes after their anniversary date (365 days of service or 366 in a leap year). For part-time and casual staff, the next step is effective after each 1950 hours worked. When a person moves to a higher pay level, the start day at that level becomes their new anniversary date.

## **Section 2 - Inclusion NWT Information**

### **Mission**

To help people with intellectual and other disabilities, and their families, enjoy meaningful lives in a supportive community.

We carry out our mission through:

- Research into intellectual disabilities and related matters
- Direct services to clients
- Advocacy
- Public awareness and education
- Developing mutually supportive partnerships with other organizations
- Providing consultation services to other organizations and interest groups

### **Our Beliefs**

Inclusion NWT is guided by the following beliefs:

- All people are entitled to respect
- All people have inherent dignity
- All people have the right to make major life decisions and these decisions are honoured and supported
- All people have equal worth
- All people have the capacity for growth and expression
- Every person has the right to be nourished physically, intellectually, socially, emotionally, and spiritually
- All people have the right of equal access to services and programs provided to citizens of Canada

## **History and Present Status of the Inclusion NWT**

Inclusion NWT was founded in 1963 by a group of Yellowknife parents who were seeking supports for their children with intellectual disabilities. In 1965 the Abe Miller School opened, named after a man from Edmonton who had offered support and direction to the Yellowknife parent group.

By 1974 the public school system began including children with disabilities in school classrooms and the focus of the association gradually transitioned to providing adults with intellectual disabilities life skills, land skills, basic literacy skills, job coaching and pre-employment training including work experience with local businesses. This became known as the Abe Miller Workshop. Specific activities included ceramics, office work including paper shredding, courier, laminating, binding, some housekeeping, yard maintenance and snow shoveling, as well as ice fishing and trapping trips.

As the need for these services for adults with intellectual disabilities grew, it became clear that a larger building was needed. The Board undertook a large fundraising effort. With help from the Lions Club, construction on a building began in 1989 and the Abe Miller Building opened later that year.

In the mid 1990's, governments across Canada changed the way they provide services to people with disabilities. They began to favour community inclusion and a more healthy approach for those with disabilities, their families and the community. In 1995, the association also adopted this inclusion approach and launched the Skills Training & Inclusion Program.

Today Inclusion NWT is directed by a volunteer Board of Directors and provides services to children, youth, and adults with disabilities and their families.

Inclusion NWT promotes awareness and education about disabilities and the importance of being included in community life. It also provides information to government, community organizations, and businesses to improve conditions and opportunities for those with disabilities.



## **Section 3 - Standards of Conduct**

### **Code of Conduct**

All employees are expected to:

- provide the highest quality of service possible to individuals and families by following the mission statement and upholding the association's values and beliefs;
- conduct themselves in a friendly, courteous, and professional manner when interacting with individuals, families, interested citizens, fellow employees, outside organizations, government, and business;
- ensure that information regarding all persons with a disability and the organization is held in trust and confidence;
- report irregular activities and practices such as theft or the misuse of an individual's or the association's property to their Supervisor;
- report suspected abuse and/ or neglect to their Supervisor who will report it to the Executive Director; if warranted, the Executive Director will report to authorities;
- present themselves in a professional manner in behaviour and appearance while performing their Inclusion NWT duties or attending Inclusion NWT functions;
- abide by the Policies and Procedures Manual of Inclusion NWT.

### **Human Rights in the Workplace**

All employees of Inclusion NWT have the right to be treated with dignity and respect within an efficient and safe work environment.

Inclusion NWT and its employees will not discriminate against any person on the basis of race, colour, ancestry, nationality, ethnic origin, place of origin, creed, religion, age, disability, sex, sexual orientation, marital status, social condition, and conviction for which a pardon has been granted as stated in the Northwest Territories' Human Rights Act.

Harassment by any Inclusion NWT member or employee while engaged in Inclusion NWT business is not acceptable. Similarly, employees have the right to expect a workplace free from harassment.

The Employee Conflict Resolution Policy provides a process for resolving these types of issues if they arise.

### **Conflict of Interest**

All employees must remain free of interests or relationships which are detrimental or appear to be detrimental to the association's integrity or best interests.

While employed by Inclusion NWT, an employee must not:

- gain or appear to gain improper advantage or benefit by being employed by Inclusion NWT. Examples are:
  - unethical business dealings with a person with a disability or families,
  - substantial gifts from a person with a disability,
  - financial interest in another company that supplies goods and services to Inclusion NWT;
- engage in an activity which may impair or appear to impair his/her judgement or objectivity;
- engage in an activity which may reduce the efficiency or effectiveness of Inclusion NWT;
- use or divulge privileged or confidential information unless authorized to do so by the Executive Director;
- convey the impression that he/she is acting as an authorized agent or is representing the position or point of view of Inclusion NWT, without the approval of the Executive Director.

Employees have the duty to disclose any possible conflict of interest to the Executive Director immediately.

Prior to accepting appointments, offices, or other employment outside of the Inclusion NWT, employees must discuss this with their Manager to ensure that there is no potential conflict with their role in Inclusion NWT.

### **Employment of Relatives**

Inclusion NWT hires for each position on the basis of merit. Where an employee's relative applies for a position, this potential conflict of interest should be disclosed to the Executive Director. Steps will be taken to ensure that any hiring process is free from real or perceived bias.

### **Staff Communication**

Inclusion NWT:

- encourages communication which enhances the morale and efficiency of employees, the quality of service, and the reputation of Inclusion NWT;
- encourages the accessibility of Managers for employee discussion of issues and suggestions;
- uses meetings, newsletters, bulletin boards, interviews, social events and the website to encourage an environment of open communication;
- commits to listen, consider, and respond to employee ideas and recommendations.

### **Staff / Board Contact and Communication**

Employees must not discuss Inclusion NWT business, issues or concerns directly with Board members. Information or concerns should be shared with Managers. Ultimately all communication to the Board must be through the Executive Director to the President.

Inclusion NWT recognizes that employees may have social, personal and other connections with Board members and/or may have work assignments directly associated with an individual who is a Board member or the relation of a Board member.

It is appropriate to discuss support issues with a family member who is also a member of the Board of Directors. For example, a person providing respite support to a Board member's family should discuss needs of the individual with the family as needed.

### **Statements to Media**

Inclusion NWT works to present key messages consistently to all media. Any statements made to the media must be clear, concise, and reinforce the key messages of Inclusion NWT.

No employee should speak to the media on behalf of Inclusion NWT without prior approval from the Executive Director. If media approach any employee directly, the employee will refer the request to the Executive Director. In some circumstances the President provides input on the key messages to be communicated.

Inclusion NWT will not use images of clients, staff or family members without a signed written consent or generic photo release.

### **Contacting Senior Government Officials / Funders**

Employees shall not have direct contact with senior government officials or funders unless they have prior permission from the Executive Director to be the representative for Inclusion NWT in a particular matter.

While Inclusion NWT supports employees' efforts to be part of their community and involved in a variety of activities and organizations outside of work hours, it is important that employees respect the confidentiality of information obtained in a work setting and do not present themselves as representing Inclusion NWT in their personal activities.

If an employee is unsure of a potential conflict between their involvement with an individual or organization and their work at Inclusion NWT, they are expected to discuss this with their Manager or the Executive Director.

## **Political Activity**

Inclusion NWT will, from time to time, develop a comprehensive and coordinated approach to a political issue or electoral campaign. This will be coordinated by the Board and messages will be consistent with the mandate and philosophy of the organization. Specific individuals will be designated to speak on behalf of Inclusion NWT.

Inclusion NWT respects each employee's right to be involved in local and territorial issues and politics. When engaging in a political or lobbying activity, employees are encouraged to ensure that their statements and involvement are not seen as representing Inclusion NWT.

## **Employee Conflict Resolution Process**

Inclusion NWT requires that relations among staff members and between staff members and their supervisors are professional and respectful in manner and application.

Inclusion NWT recognizes that a productive work environment depends upon employee problems and concerns being resolved as fairly and quickly as possible. The Employee Conflict Resolution Process is a progressive, step-by-step approach encouraging the appropriate resolution of the concern.

Nothing in this process shall be deemed to restrict the authority of managers in performance evaluation, disciplinary action or other appropriate interactions between employees and supervisors.

## **Definitions**

### **Harassment**

Harassment means any improper behaviour by a person that is directed at, and is offensive to, any other employee of Inclusion NWT which that person knew or ought to have known would be unwelcome. It comprises objectionable conduct, comment, or display made on either a one-time or continuous basis that demeans, belittles, or causes personal humiliation or embarrassment to an employee.

### **Sexual Harassment**

Sexual harassment means any conduct, comment, gesture, or contact of a sexual nature, whether on a one-time basis or in a continuous series of incidents that:

- might reasonably be expected to cause offence or humiliation to any employee or;
- the employee might reasonably perceive as placing a condition of a sexual nature on employment or on an opportunity for training or promotion.

### **Abuse of Authority**

Abuse of authority is a form of harassment which occurs when an individual improperly uses the power and authority inherent in his or her position to endanger an employee's job, undermine the performance of that job, threaten the economic livelihood of the employee, or in any way interferes with or unduly influences the career of the employee. Some examples include intimidation, coercion, threats or blackmail.

### **Dealing with a Complaint Other than Harassment, Sexual Harassment or Abuse of Authority**

The following steps are taken when a complaint or concern occurs:

- Communication takes place regarding the issue between or among staff members affected using informal channels of communication to attempt to resolve the issue and address misunderstandings;
- If the issue persists, the staff involved should keep a record of all related information and discuss the issue with their supervisor to develop mutually agreed upon strategies to resolve the issue;
- If the issue continues, the supervisor discusses the issue with management including the Executive Director;
- A meeting is held with management, the supervisor and the staff affected to further discuss the issue;
- If the conflict continues, the Executive Director takes additional steps to address the situation as they deem necessary.
- The Executive Director issues a written response which is final and binding on all parties

### **Dealing with Allegation of Harassment, Sexual Harassment or Abuse of Authority**

The following steps are taken when **Harassment, Sexual Harassment, or Abuse of Authority** is alleged to have taken place:

- The complainant who is alleging harassment should, if possible, immediately tell the alleged harasser that the behaviour is unacceptable and ask that it be stopped immediately. If the behaviour continues, the complainant keeps a record of all related information surrounding the alleged harassment.
- Harassment complaints are brought to the attention of the Executive Director. The Executive Director conducts or appoints someone to conduct an informal review of the situation and determine the seriousness of the harassment by meeting with the complainant and the alleged harasser. The informal review will remain confidential.
- An attempt is made to mediate all complaints before proceeding to a formal investigation.

- A formal investigation may be initiated if the Executive Director determines that there is a substantive issue and mediation has not resolved the issue. The complainant must concur with this initiative and provide a full written description of the complaint. The Executive Director then appoints someone to investigate the complaint.
- The formal investigation will involve interviewing the complainant, the alleged harasser and all witnesses. The report will include a formal written record of the incident(s).
- The investigator provides a written report that outlines recommendations for action. The Executive Director takes action based on the investigator's recommendations.
- If the allegations are found to be in bad faith, the appropriate discipline will be taken against the complainant.
- If the alleged harassment or abuse of authority is from the Executive Director, the procedures remain the same except that the complaint is brought to the attention of the President of the Board.

## **Section 4 - Recruitment and Hiring**

### **Employee Categories**

#### *Probationary*

A probationary employee is one who is serving the required probationary period of three months based on initial appointment to a position or on promotion or transfer to another position.

#### *Full Time*

A full-time employee works 35 or more hours a week all year and has satisfactorily completed the required probationary period for their job.

#### *Part-Time*

A part-time employee is one who works less than 35 regularly scheduled hours per week and has satisfactorily completed the required probationary period for their job.

#### *Casual*

A casual employee is one who does not work regularly scheduled hours or who has been hired with regularly scheduled hours but on a temporary (less than 4 months) basis.

#### *Term*

A term employee is one who is scheduled to work full-time or part-time hours for a definite period of time.

#### *Permanent*

A permanent employee is one who is scheduled to work full-time or part-time hours and there is no defined end date for the job.

#### *Volunteers / Practicum Students*

Volunteers are individuals who assist with the operations of Inclusion NWT but are not paid for their time. Practicum students work for Inclusion NWT to gain experience related to their field of study and are not paid.

### **General Hiring Practices**

Inclusion NWT tries to recruit and employ qualified persons who will support and promote the purpose and philosophy of the Association when carrying out their duties.

Inclusion NWT will not discriminate against any person for reasons of age, sex, race, creed, colour, marital status, national origin, sexual orientation or political or religious affiliation.

## **Internal Hiring Priority**

Vacancies are advertised internally first and filled by promotion or transfer from within Inclusion NWT whenever possible. The decision to not advertise internally first must be approved by the Executive Director. If a suitable internal candidate is not identified, a vacancy will be advertised externally.

Any employee (full-time, part-time or casual) may apply on internal postings.

## **Job Postings**

The job description is reviewed and the job posting is prepared based on the job description. All job postings / advertisements are approved by the Executive Director.

## **Interview Process**

Candidates are interviewed by the Executive Director. Interviews can be for a single position or for overall suitability for a position within Inclusion NWT. Following the initial interview, candidates may be asked to a second discussion with a Manager or to a practical part of the interview which involves a paid full or partial shift with Inclusion NWT.

## **References**

Where there are questions, the Executive Director may request at least two employment references including the most recent employer. References have become of little use so this step is optional.

## **Letter of Offer**

- Employment is offered contingent upon the successful completion of a criminal record check.
- A letter of offer outlining the conditions of employment and benefits is provided to each new employee.
- The letter includes the title of the position, the Supervisor for the position, starting date, probationary period, salary, hours of work, a statement regarding the criminal record check, and where to find details on the other conditions of employment.
- The job description is included as an attachment with a statement in the letter that the attachment forms part of the letter of offer.
- By signing this letter and the attached job description the candidate agrees to the conditions outlined therein.
- The Executive Director approves and signs all letters of offer.
- A copy of the signed letter of offer is filed in the employee's personnel file and a copy is given to the employee if they request it.



**Applicant Notification**

All people interviewed who are not selected will be notified. Applicants for full time positions who are not selected will be advised in writing or email.

**Engaging Contractors**

Inclusion NWT delivers its services primarily through staff members in each service. Occasionally, there are short-term projects that require a particular expertise or where staff are not available. In these cases, a contractor may be hired with approval from the Executive Director.

## **Section 5 - Conditions of Employment**

### **Employee Orientation**

An orientation is given for all new employees. The purpose of orientation is to assist the new employee:

- In understanding the philosophy, values and beliefs of Inclusion NWT and how this is reflected in their work with persons with disabilities;
- By providing information about the association, its services, staff, and sites;
- By reviewing Inclusion NWT's Personnel Policies and Procedures;
- By reviewing any Service-specific Policies and Procedures;
- By reviewing the job description, expectations, and reporting requirements.

The direct Supervisor and the employee are responsible for ensuring completion of the orientation prior to the end of the probationary period.

### **Probationary Period**

The initial probationary period for all new employees and employees promoted or transferred to new positions is three months.

The purpose of the probationary period is to allow for a period of orientation and evaluation for both Inclusion NWT and the employee. During this period any concerns expressed by either the employee or the Supervisor will be discussed with management in a timely manner and a plan of action developed to address these concerns.

A probationary review, involving the employee and their direct Manager, takes place before the end of the probationary period.

### **Confidentiality and Privacy Protection**

The operations of Inclusion NWT are confidential. This information remains confidential after the individual leaves the employment of Inclusion NWT.

### **Maintaining Client Confidentiality**

All staff of Inclusion NWT are required to sign Confidentiality Standards and Guidelines upon their appointment to a position within Inclusion NWT.

Employees' responsibilities in maintaining client confidentiality include:

- physically protecting confidential documents including locking up, marking confidential, and shredding written material about clients when discarding;
- preventing disclosure of confidential information;

- reporting to the Executive Director any attempt by unauthorized individuals to obtain confidential information;
- not discussing activities of individuals or families outside of Inclusion NWT;
- maintaining confidentiality after leaving the employment of Inclusion NWT;
- consulting with the Executive Director before sharing any information outside of Inclusion NWT about a client or client family.

Examples of when employees may be asked to share information beyond Inclusion NWT include:

- developing supports such as in goal planning, seeking employment, renting apartments, etc.
- photographs and quotes to be used in pamphlets, media reports, or Inclusion NWT newsletters;
- reports to funders.

Client files are retained for five years after they have left all services offered by Inclusion NWT. After this time, the files are shredded. Electronic files are archived.

### **Privacy Protection for Employees**

Inclusion NWT strives to balance employees' rights to the privacy of their personal information with the need of Inclusion NWT to collect, use, or disclose personal information for legitimate purposes.

Personal information of employees includes age, name, Social Insurance Number, income, driver's license and abstracts, criminal record checks, disciplinary actions and, in some cases, medical records. Personal information does not include the name, title, business address, business telephone number or business email of an employee of Inclusion NWT.

Should employees believe that their private information has been misused, they may register a complaint with Inclusion NWT and/or the Office of the Privacy Commissioner of Canada. Inclusion NWT commits to investigate all privacy complaints received using the Employee Conflict Resolution Process and to take appropriate measures where necessary to correct private information handling practices and policies. Employees are notified of the outcome of investigations and actions clearly and promptly.

Employees' payroll records (T-4's, Records of Employment) are retained for fifty years or until the individual is deceased. Personnel files are retained for fifty years or until the individual is deceased from the date of employee termination. Old records are stored electronically.

## **Access to Personnel Files**

Personnel files are secured and treated with the strictest confidentiality.

Disclosure of employee information to individuals other than the employee is restricted to the Executive Director, Managers or Finance Manager. A Supervisor must request permission from management to view the personnel file of staff they supervise.

Employees may access their own personnel file.

Persons with disabilities may access their own personnel file. Parents or caregivers of persons with disabilities under 18 or legal guardians of those 18 or over are also given access to the files. Persons with disabilities' files are accessed as necessary by employees providing services to them, either to verify information or add new documents.

## **Job Descriptions**

All employees have job descriptions that reflect the responsibilities of their position. Staff are expected to perform the duties outlined in their job description. All job descriptions are written in Inclusion NWT's standard format. Job descriptions form part of the letter of offer and are attached to it.

Job descriptions are periodically reviewed by management.

From time to time, a staff member may be asked to carry out additional responsibilities not itemized in their job description to meet the needs of Inclusion NWT.

## **Scheduling**

Each employee's standard schedule is outlined in the letter of offer. Where there is an expectation of some flexibility in work hours, that is in the letter of offer and the employee accepts that flexibility in signing the letter.

Supervisors may reschedule an employee's working days or hours as long as:

- A scheduled work day is ten hours or less with at least a half hour unpaid lunch break after five consecutive hours of work;
- Employees have a minimum of one day off every seven days;
- Where an exception occurs, the majority of the employees involved agree and an order has been issued by the Employment Standards Officer, Department of Education, Culture and Employment, Government of the NWT (S.11, Employment Standards Act).

## **Attendance and Lateness**

Inclusion NWT strives to maintain maximum effectiveness and quality service to individuals through full employee participation.

Employees are expected to attend work regularly and on time as scheduled.

## **Absences/Sick Call-In**

Employees who are late or unable to report to work for any reason are required to notify their supervisor by telephone or text as soon as possible prior to the scheduled start time. Leaving a voice message is acceptable notice as well.

Unreported absences or lateness will be subject to remedial action and may lead to progressive discipline.

## **Driver's License and Abstract**

There are very few positions within Inclusion NWT that do not require someone to have the ability to drive clients. For an employee to drive an association vehicle, they have to be approved by the insurer of Inclusion NWT. This involves a driver's abstract being requested. Paperwork is done through the finance office. Abstracts are updated every three years.

If the driver's abstract shows driving offences, a determination will be made by the Executive Director whether the record would prohibit the individual from driving for Inclusion NWT. In some cases, this will be grounds for termination on probation. In other cases, a follow-up abstract, paid for by the employee, will be required in six months and repeated offences will be considered grounds for termination.

It is the employee's responsibility to inform Inclusion NWT through their Manager of any driving offences which impact their ability to drive immediately.

## **Criminal Record Check**

Every person working for Inclusion NWT is required to provide a clear criminal record check, including a vulnerable sector check. New employees can begin work without the check but will never be left alone with clients until the clear check is received. Since many staff work or volunteer with other organizations where criminal record checks are required, a current criminal check that is no more than three months old will be accepted.

Updated criminal record checks will be requested every three years. If there is a change in an employee's criminal record status, they must immediately advise the Executive Director.

If a criminal record check identifies a record, the Executive Director will determine if it is grounds for termination.

## **Drug and Alcohol Consumption and Impairment**

We operate in a safety sensitive environment given the vulnerable nature of our clients. The use of non-medicinal drugs including cannabis in any form or alcohol while on the job is strictly forbidden. If an employee arrives at work and is showing signs of drug or alcohol consumption or that they are not fit for duty while on the job, they will be asked to leave and appropriate action will be taken by their Supervisor in consultation with management.

All employees are role models for those we serve. While attending Inclusion NWT events, behaviour consistent with the Code of Conduct is expected.

## **Employee Review**

### **Probation Review**

The purpose of the probation review is to go over the employee's job performance and confirm their suitability for the position. The probation review takes place between the employee and their Supervisor. This review takes place within three months of the employee's start date.

### **Annual Review**

The purpose of the annual review is to ensure that both employee and employer feel we are working towards a common purpose in service of our clients. The review provides an opportunity to explore what has been successful, and what could be improved. The annual review takes place between an employee and their Supervisor.

Employees are encouraged to participate in the annual review process through self-reflection prior to the meeting with the Supervisor.

In the case of the Executive Director, the President of Inclusion NWT conducts the annual review.

### **Progressive Discipline**

Progressive discipline deals with problems related to employee's performance, conduct, attitude or attendance using progressive steps of disciplinary action in order to achieve change and improvements when other measures have not been successful.

All disciplinary actions are discussed with the Executive Director before being discussed with the employee. Disciplinary actions are documented in the employee's personnel file.

As each situation varies in its seriousness, its effect on staff morale, and on client satisfaction, the Executive Director reserves the right to determine the number of verbal or written reprimands before termination results.

Steps of progressive discipline are as follows:

Step 1	Verbal Warning	<ul style="list-style-type: none"> <li>○ The employee is verbally advised by their manager that their conduct is not acceptable and is provided with guidance as to what is expected.</li> </ul>
Step 2	Verbal discipline	<ul style="list-style-type: none"> <li>○ The employee is told by their manager that this is more than a warning and that they are being disciplined.</li> <li>○ Details are provided as to acceptable conduct</li> <li>○ The manager records the date of the meeting and the matters discussed.</li> </ul>
Step 3	Written discipline	<ul style="list-style-type: none"> <li>○ The employee's manager documents and informs the employee of the areas of job performance which are to be improved.</li> <li>○ Performance goals and objectives are established which can be realistically achieved within set time frames.</li> <li>○ The employee is provided with coaching, and may be provided with additional training in order to achieve these objectives.</li> <li>○ If the goals and objectives have not been reached then further discipline may result.</li> </ul>
Step 4	Suspension	<ul style="list-style-type: none"> <li>○ If the goals and objectives in step 3 have not been met then the employee is suspended for five (5) working days without pay.</li> </ul>
Step 5	Dismissal	<ul style="list-style-type: none"> <li>○ If the above attempts have failed to improve the employee's performance, their employment with Inclusion NWT will be terminated.</li> </ul>

Letters of reprimand and discipline are removed from the employee's file twelve months after the incident occurred provided that job performance in the interim has been satisfactory.

### **Investigations (Internal)**

The Executive Director conducts investigations as necessary on internal staff matters and determines appropriate action. The Executive Director advises the Chair of the Board of Directors when the investigation is complete. The staff being investigated is advised of the results by the Executive Director.

### **Investigations (External)**

Where an external investigation is deemed appropriate, the Executive Director is responsible for obtaining an external investigator. The final results are reported to the Executive Director who advises the Chair of the Board of Directors of the results and any follow-up action to be taken. The staff being investigated is advised of the results by the Executive Director.

If an investigation is required to which the Executive Director is the respondent, the Chair of the Board obtains an external investigator and makes decisions regarding the results of the investigation.



## **Section 6 – Wages and Other Compensation**

### **Remuneration Approach**

Inclusion NWT believes in providing employees with fair compensation for their work. Within budgetary constraints, every effort is made to provide wages that are fair and equitable among positions within the organization as well as competitive with similar positions in other community service organizations in the Territories.

### **Wages**

Wages are set by the Board on recommendation from the Executive Director. The wage grid has five steps which provide an increase after each completed year of service to a maximum of five years.

Changes to the wage grid must be approved by the Board of Directors including any cost of living adjustments.

### **Wage Adjustments**

Wage adjustments are based upon the length of service and performance review. For those who work full-time permanent, the adjustment in step comes after their anniversary date (365 days of service or 366 in a leap year). For part-time and casual staff, the next step is effective after each 1950 hours.

When a person moves to a higher pay level, the start day at that level becomes their new anniversary date.

Where there are performance issues, an annual wage adjustment may be denied. The supervisor must make a request to the Executive Director, accompanied by appropriate documentation.

### **Wage Adjustment on Involuntary Reassignment**

If a position is eliminated and the employee is retained in a position with a lower wage, the employee's prior rate of pay will continue for three months and then revert to the step of the new position closest to but not under the prior rate of pay.

### **Payroll Administration**

On hire, employees provide necessary personal information to the Finance and Human Resource Manager to process the payroll. A Payroll Action Form is completed with all new employees. Throughout their employment, any change in pay, position or personal information requires the completion of a new Payroll Action Form.

Employees of Inclusion NWT are paid on the final working day of each month or the proceeding Friday if the final working day is on a weekend/statutory holiday. Each pay covers payment from

the 26<sup>th</sup> of the previous month to the 25<sup>th</sup> of the current month. There are no exceptions resulting in early pay dates.

Inclusion NWT deducts the required statutory deductions including income tax, employment insurance, and Canada Pension Plan. Also deducted from the pay cheques are the premiums for the benefit insurance and the registered retirement savings plan payments.

Employees are encouraged to keep a copy of their pay cheque stubs. Employees may request information about their pay cheque from the finance office.

### **Timesheets**

Employees are responsible for completing their time sheet by the 25<sup>th</sup> of each month showing the actual hours worked, sick hours/days, vacation hours/days, lieu time earned or taken, time off without pay, and on call days/hours.

Employees are responsible for turning their signed time sheet in to their Supervisor. Supervisors check the accuracy of time sheets and sign them. Supervisors are responsible for forwarding time sheets to Managers and the Executive Director. Management reviews and approves time sheets and forwards them to the Finance and Human Resource Manager.

### **Advances for Employees**

Permanent employees may request a mid-month pay advance. Advances are issued on the 15<sup>th</sup> of the month or closest preceding working day that is not a weekend. The amount cannot exceed what that employee earned between the previous pay period and the advance payment date. Requests for pay advances are made to the Finance and Human Resource Manager, and approved by the Executive Director.

### **On Call**

Employees required to be on-call for clients or other staff will be compensated if they are called out to work while being on call. Only hours worked will be paid.

### **Call-out**

Call-out time which requires the employee (not on-call) to return to the worksite will be recorded at four hours or the actual time required, whichever is longer.

### **Overtime**

Overtime may be required from time to time. Employees will receive as much advance notice as possible of the need to work overtime and have the right to decline this work.

All overtime must be approved by management prior to being worked. In emergency situations between 11 pm and 7 am involving direct need by an individual client, overtime will be approved by on-call and reported to management the next day.

Hours worked in excess of the hours outlined in the letter of employment are considered overtime. Where the letter of offer indicates the need for flexibility in hours in a day, managers will ensure that employees do not work more than their weekly number of hours in that week.

Some services have flexible hours to meet the needs of individuals served. It is the practice of Inclusion NWT that employees do not work more than 40 hours during a seven day period. Hours of work over 40 hours beginning at 0:00 Sunday to 23:59 Saturday are considered overtime. In cases where clients' needs are better met through an extended work day or week, an order under the Employment Standards Act is in place.

Overtime is paid out for casuals. For permanent staff except Management, overtime can be paid out, or recorded as earned lieu time at time and a half.

Management do not earn overtime but are eligible for lieu time at straight time rather than time and a half. All lieu time for Managers must be approved in advance by the Executive Director.

### **Use of Lieu Time**

Use of lieu time earned must be approved by the appropriate Manager. Every effort must be made to use lieu time earned in the year it is earned.

Employees are encouraged to use earned lieu time within the month when it is earned. Lieu time is to be used prior to fiscal year end (March 31). Generally, if there is unused earned lieu time at year-end, Inclusion NWT will pay out this amount. Carry-overs may be allowed in exceptional circumstances and must be approved by the Executive Director by March 1.

### **Acting Duties**

When staff are required to carry out responsibilities associated with a Supervisory level position for at least a four day period, compensation will be provided. This compensation is generally equivalent to the difference between the employee's current pay and the lowest rate of pay for the Supervisory position they are temporarily filling.

### **Confidentiality of Pay Information**

Information related to individual employee pay is treated as confidential. Employees have access to their own information only. Managers may access information for the staff they supervise. The Executive Director, Finance and Human Resource Manager, and Finance and

Human Resource Officer can access as necessary to ensure the effective operations of Inclusion NWT.

### **Lost cheques**

When an employee or client loses their cheque and requests a replacement, the Finance and Human Resource Manager will arrange for a stop payment on the original cheque. There will be a charge to the employee or client equal to the bank's stop payment charge.

### **Cheque Pick-up by Third Party**

Cheques can be mailed or picked up by the individual named on the cheque. If another individual will be picking up someone's cheque, Inclusion NWT must have a form on record signed by the employee being paid that clearly identifies the individual getting the cheque on their behalf.

## Section 7 - End of Employment

### Resignation/Retirement

Employees who resign their employment Inclusion NWT or retire are expected to notify their Manager in writing which can be email or letter at least two weeks (2) prior to the effective date of resignation/retirement.

After 6 months of inactive employment, an employee may be deemed to have resigned.

Employees resigning their position are encouraged to arrange an exit interview with the Executive Director.

### Layoff

Inclusion NWT may be required to terminate an employee's employment for reasons unrelated to job performance such as a re-organization, funding shortage, or end of a service.

Minimum written notice of early termination for reasons unrelated to job performance is based on length of service. See chart below:

Length of Service	Length of Written Notice
Less than 90 days	Not required
90 days up to three years	Two weeks notice
Three up to four years	Three weeks notice
Four up to five years	Four weeks notice
Five up to six years	Five weeks notice
Six up to seven years	Six weeks notice
Seven up to eight years	Seven weeks notice
Eight or more years	Eight weeks notice

If it is not possible to provide the appropriate length of written notice or the Executive Director approves this option, employees receive pay in lieu of notice equal to the number of weeks of notice outlined above. The payment in lieu is an amount equal to the wages and benefits to which the employee would have been entitled if the employee had worked his or her usual hours for each week of the period for which notice would otherwise be required.

It is possible to combine the written notice with payment in lieu of notice. For example, a person working for seven and half years with Inclusion NWT may receive three weeks advance written notice of termination and four weeks of pay in lieu of notice. The Executive Director makes the final decisions regarding termination and only after a full review of all alternatives.

Pay in lieu of notice for employees who work less than 25 hours per week will be based on their last three month's average weekly pay.

A term employee whose employment contract does not exceed 365 days does not require notice of termination or pay in lieu of notice.

### **Termination on Probation**

Where it has been determined that there is not a good fit between a new employee and Inclusion NWT during the probation period, the employee will be terminated.

### **Termination for Just Cause**

Employment can be terminated without notice or without pay in lieu of notice where there is reason which constitutes just cause.

Definition of just cause includes but is not limited to client abuse, incompetence, theft, dishonesty, wilful negligence, breach of confidentiality, violent behaviour, and excessive absenteeism.

Generally the progressive discipline policy has been followed and an opportunity to correct the unacceptable behaviour before employees are terminated for just cause. Where an action by an employee is deemed to put clients at risk, termination for cause with no notice may take place.

Discussion occurs amongst the Supervisor, Manager and Executive Director before the decision to terminate for just cause is made. The final decision to terminate for just cause is made by the Executive Director. The Chair of the Board of Directors makes the final decision to terminate the employment of the Executive Director for just cause.

Employees terminated for just cause receive a letter outlining the reasons for the termination. Employees have the right to have a termination for just cause reviewed through the Employee Conflict Resolution Process.

## **Section 8 - Employee Leave and Benefits**

### **Statutory Holidays**

An employee is entitled to be paid in respect of a statutory holiday if they meets the following conditions:

1. where they reported to work on that day after having been scheduled or called to work on that day;
2. where they has worked for the employer a total of 30 working days in the 12 months immediately preceding the statutory holiday;
3. where they reported for work on both their last regular working day preceding and following the statutory holiday unless the employee has permission from the employer to be absent; or
4. where the employee is not on pregnancy, parental or compassionate leave.

If the employee meets the conditions and is not required to report to work on the statutory holiday, they are entitled to a regular day's pay.

If the employee meets the conditions summarized above and is called to work on the statutory holiday, they are entitled to either another day off work with pay or a day's pay plus 1.5 times the regular rate of pay for the actual time worked on the statutory holiday. The 1.5 payment provision for work performed on a statutory holiday does not apply to management positions.

The following days are designated paid statutory holidays each fiscal year:

New Year's Day	January 1
Good Friday	(Holiday designated as Good Friday)
Victoria Day	May (Holiday designated as Victoria Day)
Aboriginal Day	June 21
Canada Day	July 1
Civic Holiday	First Monday in August
Labour Day	First Monday in September
Thanksgiving Day	October (Holiday designated as Thanksgiving)
Remembrance Day	November 11
Christmas Day	December 25

### **Agency Days**

Agency days apply to permanent full and part-time employees. The requirements for qualifying for an agency day is the same as the requirements for statutory holidays.

The Executive Director may grant up to six agency days off each fiscal year for permanent full or part-time staff who regularly work providing that operational requirements are met. These may include:

- half or full day on December 24;
- Monday through Fridays between Christmas Day and New Year’s Day for permanent Monday to Friday scheduled staff;
- Easter Monday;
- One weekend day between Christmas Day and New Year’s day for permanent weekend part-time staff;
- Shifts between December 24 and January 1 for permanent sleep staff.

Total maximum agency days to be grants in a fiscal year are

- six days for permanent full or part-time staff who regularly work Monday to Friday;
- one day for permanent weekend part-time staff;
- two days for permanent sleep staff.

If a permanent full- or part-time employee is required to work on an agency day, the employee may request an equal amount of time off at an alternate time by filling out a Request for Leave form.

**Leave**

The following procedure applies to all types of leave with the exception of sick and bereavement leave.

- When requesting leave, the employee submits a request for leave form to their manager as far in advance as possible, normally at least 14 days in advance of time requested;
- The manager may indicate alternate dates or may indicate that the leave cannot be approved for operational reasons.
- The managers forward the request with their recommendation to the Executive Director who reviews the request and either approves or denies the leave.

**Vacation Leave**

Employees are entitled to the following vacation leave

<b>Employee Type</b>	<b>Number of Years of Service</b>	<b>Annual Vacation Allotment</b>
All staff except Management	Hire date to 3 completed years	4 percent
	4th year	6 percent



	After 4 completed years	8 percent
Management	Hire date to 3 completed years	6 percent
	Over 3 completed years	8 percent

Vacation scheduling is done to ensure operational requirements can be met. There are early annual calls for leave requests for the peak times of December/January and summer.

Continuous vacation time may not exceed six continuous calendar weeks.

Employees are strongly encouraged to use all of their vacation leave each year. A maximum of one year's vacation leave may be accumulated at a time. Employees will be asked to immediately use vacation leave that exceeds one year's entitlement within two weeks if operationally feasible; otherwise, the leave entitlement beyond one fiscal year's earned leave will be paid out.

Employees may request extended vacation time that includes both paid vacation, accumulated lieu time, agency days, and leave without pay. All vacation time and lieu time must be used before leave without pay days are used. Requests for vacation where leave without pay is needed to cover more than 20% of the vacation period will be denied.

**Sick Leave**

Each full time permanent/term employee will accrue sick leave at the rate of one day per month worked. For permanent/ term part-time workers, the accrual is 5% of hours worked. A maximum accrual of twenty (20) days will be banked for any employee.

An employee may use their accumulation of sick days to care for/attend medical appointments with Immediate Family members.

A doctor's certificate may be requested at any time. After three consecutive sick days, the employer usually requests a doctor's certificate.

Sick time may be advanced up to a maximum of five (5) days at the discretion of the Executive Director in exceptional cases. If an employee does not have enough sick time, earned vacation or lieu time will be used; otherwise it will be treated as leave without pay.

Sick time is not paid out and there is no cash value associated with this benefit.

### **Bereavement Leave**

When there is a death of an Immediate Family member of the employee, leave with pay for up to five consecutive working days may be granted by the Executive Director.

If additional leave is required, the employee can make a request to the Executive Director. Leave with pay of up to 5 additional bereavement days or leave without pay may be granted.

### **Compassionate Care Leave**

An employee may request up to six months of leave without pay from Inclusion NWT if they need to provide care and support to an Immediate Family member who has a serious medical condition with a significant risk of death. The request requires approval from the Executive Director and generally is linked to application for EI benefits under the compassionate care program.

### **Jury and Witness Duty**

Paid leave is granted to any employee who is required to serve on a jury or receives a subpoena or summons to attend as a witness in any proceeding held as authorized by law. Any fee received for loss of wages must be reimbursed to Inclusion NWT. A copy of the summons or subpoena is provided with the request for leave.

A written request to voluntarily appear as a witness in any proceeding held as authorized by law is required in advance. Each request is considered on an individual basis by the Executive Director.

### **Medical and Dental Appointments**

Employees are expected to make all attempts to arrange appointments when they are not scheduled for work. Appointments should be scheduled at the beginning or end of the employee's scheduled work time when they cannot be arranged outside of working hours.

If appointments take place during scheduled work hours, employees need to discuss specific arrangements in advance with their Supervisor. Employees are expected to use lieu time or sick leave in order to attend appointments.

### **Leave to Vote**

Any full time employee who is eligible to vote may have time off if their shift with Inclusion NWT on voting day prevents them from having three consecutive hours of paid time to cast his or her vote in a territorial or federal election.

The Executive Director may grant time off for eligible employees to vote in a municipal election or plebiscite.

### **Leave Without Pay**

Leave without pay may be granted for any purpose at the discretion of the Executive Director. Leave is not granted if it interferes with the efficient operation of Inclusion NWT.

### **Special Leave**

Special leave, with pay, may be granted to employees at the discretion of the Executive Director. A written request is required in advance. Each request is considered on an individual basis.

### **Maternity and Parental Leave**

#### **Entitlement**

An employee must have been employed for one year prior to the requested maternity or parental leave. A written request along with a signed medical certificate must be submitted no less than six weeks prior to commencement of maternity or parental leave.

#### **Length of Maternity and Parental Leave**

The parent carrying the child is entitled to maternity leave without pay for fifteen consecutive weeks surrounding the time of birth. The parent carrying the child is entitled to a maximum of 52 weeks of combined maternity and parental leave without pay. The parent not carrying the child and adoptive parents are entitled to 35 weeks of parental leave without pay.

#### **Extension of Parental Leave**

Parental leave may be extended to a maximum of sixty one weeks.

#### **Reduction of Maternity Leave**

Maternity leave time may be reduced with the consent of the employer.

#### **Leave without Notice**

An employee who has not applied for maternity leave shall be automatically granted maternity leave if, due a medical condition arising from the employee's pregnancy, she is not able to perform her normal job requirements and two weeks after the commencement of the leave, she provides a medical certificate which also states the expected date of arrival.

#### **Benefit and RRSP during Maternity and Parental Leave**

Enrollment in the benefit plan may continue uninterrupted, if requested, for maternity or parental leave. Employees make their monthly premium payments before the leave commences either by:

- deduction from pay cheques; or
- by providing monthly post-dated cheques.

An employee is permitted to continue to contribute to the RRSP program during maternity and/or parental leave. This will be at a flat rate equal to their last full month's contribution prior to beginning their leave.

If an employee continues to make contributions to the Benefit and/or RRSP programs, Inclusion NWT will also continue to pay the association portion. The employee will be required to give a return of service of six months or the amount paid by Inclusion NWT will be recovered.

### **Returning Date Maternity/Parental Leave**

The employee shall state his/her intention to return to work and the date of return in writing prior to taking leave.

### **Reinstatement**

When an employee returns to work from maternity/parental leave, he/she shall be reinstated in the position occupied by him/her at the time such leave commenced. If that is not possible, he/she is placed in a comparable position with not less than the same wages and benefits. This leave is included in the calculation of time serviced for the purposes of continuous employment.

### **Resignation**

The employee shall give two (2) weeks notice in writing if it is his/her intention to resign during, or at the end of his/her maternity/parental leave.

### **Benefit Plan**

Inclusion NWT offers an insurance plan which is available to permanent employees who have been employed for at least three continuous months. The plan includes the following benefits:

- Life insurance;
- Accidental death and dismemberment;
- Long term disability;
- Critical illness;
- Dental plan; and
- Extended health.

Employees receive the details of enrollment in the insurance plan from the Finance and Human Resource Manager. Employees can opt out of the dental and extended health care portions of the plan.

The employee pays half of the premiums and Inclusion NWT pays the other half.

## **Registered Retirement Savings Plan**

All permanent employees of Inclusion NWT are eligible to join the RRSP after six months of continuous permanent employment with Inclusion NWT. The Finance and Human Resource Manager provides application forms and administers the RRSP.

Participating staff contribute to the plan on a monthly basis based on the table below:

<b>Number of Years of Continuous Employment</b>	<b>Percentage of Monthly Gross Pay</b>
Date of hire to 3 completed years	2 percent
4th year	4 percent
After 4 completed years	6 percent

Inclusion NWT contributes an amount equal to required employee contributions. If employees are on an extended absence from work due to disability, leave, other absence or temporary lay-off, all contributions cease during such periods.

There are absences from work such as pregnancy/parental leave where employees are permitted to continue contributing to the plan. The Finance and Human Resource Manager can provide employees with further details.

### **Changing Status (Casual to Permanent or vice versa)**

When an employee moves from a permanent or term position to a casual position, they are no longer eligible for the benefit plan or the registered retirement savings program, they no longer earn sick leave, and vacation is paid out on each pay day.

### **Employee Professional Development and Training**

Inclusion NWT encourages continuing education. Cross-service training opportunities will form part of the professional development offered by the Association.

Inclusion NWT may provide mandatory or optional professional development workshops, either in-house or through other providers. Alternative arrangements will be made to address the needs of clients to allow staff to attend.

Professional development required by Inclusion NWT is scheduled as much as possible during regular working hours. If this is not possible, the Manager, in consultation with the Executive Director, may identify an option for compensation for training outside of working hours.

Staff may identify opportunities for professional development through courses, workshops or conferences, for themselves or others in the organization. These requests will be reviewed in light of operational requirements and learning relevance.

In some cases, an employee may wish to pursue specific professional development. The Executive Director may approve partial reimbursement (up to 40%) of tuition/course fees initiated by the employee and completed on their personal time where

- the course is applicable to the employee's work; and
- the employee provides evidence of successful completion of the course.

Request for reimbursement must be made prior to beginning the course and reimbursement will be paid after proof of successful completion is provided.

Approval for professional development is based on job performance, relevance, usefulness of the course to the current position and Inclusion NWT, the cost of the course, and Inclusion NWT's financial position.

### **Position Specific Training**

Some services have training requirements which may include first-aid/CPR, and non-violent crisis intervention.

For first aid/CPR, Inclusion NWT will pay for the course for permanent staff. For casual employees, Inclusion NWT will cover the cost after an employee has worked 40 hours. If an employee takes a first aid course after signing a letter of offer but before completing 40 hours of work, they need to pay for the course themselves and retain the receipt. Once they have completed 40 hours of work, they may submit the receipt, along with their certificate of successful completion, for reimbursement.

### **Professional Development Training Travel Days**

Employees are compensated for up to one day of pay when travelling to and up to one day when returning from conferences or professional development opportunities. No lieu time is accrued during travel.

### **Recognition of Long-Term Employment**

Employees will be recognized for each consecutive five years of completed service from the date of hire.

Recognition will be as follows:

- 5 Years of service - \$50 cash or gift certificate
- 10 Years of service - \$100 cash or gift certificate
- 15 Years of service - \$150 cash or gift certificate

- each subsequent 5 Year anniversary after 15 years will be recognized with an additional \$50 contribution

The Finance and Human Resource Manager notifies the Executive Director of anniversaries in the previous year one month prior to the November board meeting.

## **Section 9 - Health & Safety**

### **General**

Inclusion NWT is committed to:

- providing a safe and healthy environment for employees, clients, volunteers and visitors;
- preventing injury to employees, clients, volunteers and visitors;
- developing safe work procedures and ensuring all employees are appropriately trained and comply with these procedures.

### **Smoking and Vaping (of any kind)**

Workers are not permitted to smoke or vape in the workplace, while working with a client somewhere in the community, or within a 30 foot (9 metre) radius of the entrances of the workplace. Employees who work in a client or family home are prohibited from smoking or vaping in the home. An employee has the right to refuse to be matched with a client or family who smokes or vapes.

When a client is transported in an employee's vehicle, the vehicle is considered part of the workplace.

### **Accidents**

When an accident occurs involving employees, clients, volunteers, visitors, or equipment during the employee's work hours, the following steps are to be taken regardless of whether an injury has happened:

1. Obtain first aid or health care as required;
2. Inform the Manager immediately, whether medical treatment is required or not;
3. The Manager ensures that clients continue to be supported after the accident;
4. The Manager informs management as soon as possible;
5. Management files a Worker's Compensation Report within 72 hours of being informed of the accident;
6. The employee involved in the accident fills out a Worker's Compensation Report, attaches a medical report if there has been medical attention given, and provides the WSCC and medical report to management as soon as possible. Management submits the employee's report to WSCC within 72 hours of being informed of the accident.

If an employee injured in a work place accident is advised by their doctor that they can do any "light duty" or modified work, management will make arrangements so the employee does not lose any time from work.



## **Motor Vehicle Accidents**

If there is a motor vehicle accident during work hours, the employee involved must ensure that insurance information on the pink card is exchanged and a report is made to the RCMP as soon as possible. The employee must also immediately advise their Manager.

## **Emergencies**

For emergencies requiring ambulance, poison control, or fire department, the employee calls 873-2222 immediately and then notifies on-call or their Manager.

For emergencies requiring RCMP, the employee calls 873-1111 immediately and then notifies on-call or their Manager.

## **Critical Incident**

### **Definition**

An incident is defined as an occurrence involving a client which may cause danger to the individual and/or staff or damage to Inclusion NWT assets. An incident may be deemed an emergency or a non-emergency. Critical incidents are categorized as:

- Life-threatening injury or medical condition;
- Non-life threatening injury or medical condition;
- Fires, break and enters or situations which have a major negative impact on Inclusion NWT's assets;
- Non-emergency threats to assets;
- Non-emergency situations which may result in publicity or to which the Executive Director may need to respond.

An incident is an occurrence which needs to be brought to the attention of management who may decide to take further action.

## **Reporting Requirements**

Critical incidents which occur during regular working hours are to be reported to the appropriate manager immediately.

After hours critical incidents are to be reported as follows:

- for Services without “after hours coverage”, to management.
- for Services with “after hours coverage”, to the staff carrying the oncall phone. This staff person will report the situation to management as required.

Non-emergency incidents are to be reported the next working day to the manager.

All critical incidents are reported to the Executive Director on the next working day.

## **Reporting**

Reporting includes a verbal report of the critical incident which is then followed up with a written report, submitted to their Manager. The purpose is:

- to ensure that critical incidents and situations are documented;
- to ensure the critical incidents and situations are dealt with in an appropriate and timely manner;
- to ensure that appropriate personnel are informed of all critical incidents and situations that Inclusion NWT may need to respond to including reporting situations that may result in enquires from the public or from funders;
- to ensure there is sufficient documentation of critical incidents to assist Inclusion NWT in making service adjustments and addressing liability concerns.

Reports (both verbal and written) must contain the following information:

- Service
- Staff person reporting and contact information
- Client name
- Description of incident
- Action taken to date and any further planned action
- Who has been informed of the incident
- Others present who may be able to provide further information
- In the case of written reports, who has received a copy of the report

## **Section 10 - Inclusion NWT Equipment and Technology**

### **Use of Computers**

Computers are provided to allow for effective communication and service delivery. Access to computers is intended for work purposes, not for personal use.

Staff can use computers in areas directly related to the employee's service where they have the prior approval of their Supervisor. This would include online purchasing, social networking sites such as Facebook, media, discussion forums, chat rooms, etc.

### **Access to Computers, Email, and Other Technology-based Communication**

Computer passwords are confidential to the employee to whom it is assigned and to Inclusion NWT Management. A record of all passwords is kept in a secure location by the Communication and Administrative Officer. Unauthorized use of other employees' computers to gain access to sensitive or personal data is prohibited.

All e-mail, voice mail, documents, images, or other electronic information stored on Inclusion NWT equipment is the property of the Inclusion NWT. Management may, at any time, access emails, voice mails and other electronic information stored on Inclusion NWT equipment.

Streaming and use of videos is very data intensive and should be used with supervisory approval and consideration for the associated cost.

### **Personal Use of Electronic Mail and Phones**

As much as possible, employees are encouraged to refrain from personal phone calls, e-mails and texts during working hours. An occasional call, e-mail or text is permitted within reasonable limits, provided it does not interfere with the work requirements. Supervisors can provide direction on what are reasonable limits.

### **Prohibited Uses of Inclusion NWT Computers**

The use of Inclusion NWT email accounts for personal online purchasing is prohibited.

Inclusion NWT computers may not be used to access or download any material that may be seen as insulting, disruptive, or offensive, including any message or graphic that may be construed to be disparaging of others based on their race, colour, ancestry, nationality, ethnic origin, place of origin, creed, religion, age, disability, sex, sexual orientation, gender identity, marital status, family status and other characteristics protected under the NWT Human Rights Act.

## **Software Management**

Inclusion NWT attempts to provide access to computers for working purposes that are safe and secure, with the necessary software in place. All software belongs to Inclusion NWT.

Unauthorized installation of software is prohibited. If additional software is required, Managers will confirm what is required. Unauthorized downloading of programs from the Internet is prohibited.

## **Data Safety**

All computers will have association-standard virus software. Any downloads are to be carried out with caution.

## **Communication Devices in Vehicles**

Inclusion NWT employees and volunteers are not permitted to operate electronic devices such as cell phones and hand-held music players when driving a vehicle for Inclusion NWT business. This action can be the grounds for immediate dismissal. If a call or text is coming in, employees are expected to not answer the call or view the text until the vehicle is pulled to the side of the road and stopped.

## **Repairs and Maintenance**

If repairs are required on any Inclusion NWT equipment, employees should identify the problem to their Manager. Requests for technology support are made through the Communications and Administrative Officer to the Finance and Human Resource Manager or Executive Director.

## **Technology Standards**

Inclusion NWT has standards for the purchase and use of hardware and software. Deviation from these standards required the Executive Director's approval.

## **Section 11 - Administration and Finance**

### **Financial Approval Limits**

The maximum amount a Managers may spend without prior approval on a purchase is \$250. Amounts exceeding \$250 must be approved in advance by the Executive Director or the Finance or Human Resource Manager.

### **Prior Approval of Expenditures**

All purchases by staff must be pre-authorized by management. Staff will generally be asked to purchase an item and a dollar limit given. As much as possible, purchases are made using gift cards or Inclusion NWT gas or credit cards. Once purchases are complete, receipts and other supporting documentation must be returned with the card.

### **Credit Cards**

Credit cards are used for Inclusion NWT expenditures within the financial approval limits. Credit cards must be logged in and out through the front desk or finance office. The receipt showing GST and the credit card must be returned as soon as possible after the purchase is made.

### **Petty Cash**

Petty cash is available through authorized personnel. It is used for the purchase of small items to a maximum of \$50. Receipts must be provided for each purchase. A reconciliation is done before the petty cash is replaced.

### **Gift Cards**

Inclusion NWT maintains a supply of gift cards at local businesses that we use on a regular basis. Cards can be signed out at the front desk and must be returned (even if empty) with the accompanying receipt.

### **Personal Points Cards**

Personal points cards are not to be used when making purchases on behalf of Inclusion NWT.

### **Cheque Requisitions**

On some occasions, a cheque may be required to make a purchase. A completed Cheque Requisition form must be completed and signed by management. The completed form is then submitted to the Finance and Human Resource Manager.

### **Reimbursements for Purchases**

All reimbursement requests require advance management approval. Personally paying for Inclusion NWT purchases and requesting reimbursements should be avoided whenever possible. When reimbursement is required, the receipt(s) and documentation recording the service to be charged, who paid and purpose is submitted to the finance office through the Manager.

### **Property Damage Charge-Back**

Where there is significant damage to property belonging to Inclusion NWT (buildings, equipment or furnishing) by a staff member or client, an incident report will be prepared and a determination made as to whether the damage was done with intent. Where there was intent and the cost to repair exceeds \$100, the individual who caused the damage will be invoiced for the cost of repairs.

### **Transactions Between Services**

When one Inclusion NWT service uses the ‘services’ of another Inclusion NWT service, there is a transfer of funds from one service/project to another.

- Arrangements for all business transactions between services will be documented in writing and must include date and work to be provided
- Email arrangements are acceptable and must be printed and provided to the Finance and Human Resource Manager.

### **Cell Phone Provision**

There are some positions within Inclusion NWT that are provided with cell phones. The cell phones are intended to be used for phone calls related to the work of Inclusion NWT.

The need for additional cell phones is determined by management on an as-requested basis. Management may authorize a stipend for employees who use their personal cell phone for Inclusion NWT business. A stipend may be authorized if at least two of the following criteria are met:

- The job function requires considerable time outside of the employee’s assigned office or work area;
- The job function requires the employee to be accessible outside of scheduled or standard (8:30 – 5:00) working hours;
- The job function requires the employee to supervise clients outside of a Inclusion NWT office or programming area.

A permanent/term employee must also be prepared to have their personal cell number available on the Inclusion NWT internal phone list to be eligible for the stipend. The stipend is \$15 per month for full-time staff and \$10 per month for part-time staff.

### **Use of Inclusion NWT Vehicles**

Inclusion NWT provides vehicles for various services to transport persons with disabilities and carry out work related duties. Vehicles are either assigned to a home of individuals the association supports or are part of the general pool.

Vehicles in the general pool are signed out and in at the front office. Keys are returned after each use. Drivers are expected to fill in a trip report in the binder in the vehicle and note any issues.

Anything unusual with the vehicle should be reported to the employee's Manager and the Communications and Administrative Officer so it can be addressed.

Gas cards and a log book for recording the cost are available for sign-out to fill up the vehicles. Vehicles should never have less than a half tank of gas.

### **Use of Taxis**

Inclusion NWT maintains taxi vouchers with local companies to support travel by staff with and in support of clients. Vouchers must be signed out and the pink copy returned after the trip is completed.

### **Transporting Clients in Private Vehicles**

Wherever possible, staff should use Inclusion NWT vehicles. Employees may use their own vehicle for work related duties with permission of management. To be able to transport clients, employees must meet three conditions:

- valid NWT driver's license,
- written permission from management, and
- proof of \$2,000,000 insurance on vehicle to be used.

Employees are compensated for the distance travelled while using their own vehicles. The rate of compensation is \$0.50 per kilometer. Rules for a safe workplace, including smoking and vaping, will apply to the personal vehicle when it is being used to transport clients.

The Transportation Reimbursement Form is submitted monthly to the employee's Manager with the time sheet. The form requires the date, reason for transportation, and distance including starting and ending kilometers.

### **Travel and Business Expenses (Work Related Travel)**

Where accommodation and travel are arranged at the time of booking, it is generally done through Inclusion NWT and paid directly by Inclusion NWT. Approved travel is arranged by the Communication and Administrative Officer.

Where the employee completes the booking, Inclusion NWT will reimburse relevant travel and accommodation costs.

For meals, a \$66/day per diem is provided:

Breakfast	\$12.00
Lunch	\$18.00
Supper	\$36.00

This covers breakfast, lunch and supper where not otherwise provided. No incidentals amount is provided. Staff can request an advance of the per diem.

Based on prior approval, staff could also claim:

- mileage at \$0.50 per km which must be documented
- private accommodations at \$50.00 (this is not B&B but is when an employee stays with a family member or friend).

Additional costs such as hotel internet, phone and movie charges will not be reimbursed.

### **Inclusion NWT Parking**

Inclusion NWT has energized parking stalls at 53<sup>rd</sup> street (Abe Miller building and Community Living building). All of the stalls at the Abe Miller building and some at the Community Living building are for the Inclusion NWT's vehicles. Vacant spots are rented publicly and are offered to staff first at the public rate. Arrangements to rent a parking stall are made through the finance office.