Policies And Procedures – Human Resources

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The Salvation Army

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Human Resources |
|  |  |
| Date Created: | November 2008 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Absenteeism

**Policy:**

In order for our team to function effectively, it is important that every team member be present and fulfilling the duties of their position description as much as possible. It is the policy of this agency to keep track of absenteeism and address any problems that arise regarding attendance.

**Procedure:**

Justifiable absences must be reported to the immediate supervisor prior to the normal start time. This notification may be done via voicemail or text message if necessary.

The employee is responsible to cancel any client appointments, meetings or groups that will occur during their absence. If for some reason, it is impossible to do so, the employee must contact either the Director or another staff member and ask them to attempt to notify the appropriate people.

The Director has the right to request a doctor’s certificate for any absences.

Excessive absenteeism will be addressed at supervision and may be reflected in the employee’s performance review.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Human Resources |
|  | Also in Volunteers |
| Date Created: | May 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Abuse

**Policy:**

The Women’s Counselling Centre is committed to providing a working environment in which all individuals are treated with respect and dignity, and where equal opportunity is promoted and discriminatory practices are prohibited. The Salvation Army has an official policy of zero tolerance for abuse.

**Procedure:**

During their orientation, all employees, students and interns are required to read the Territorial Abuse Policy. Employees are also required to read the Territorial Abuse Prevention Manual and to complete Online Abuse Prevention training early in their employment.

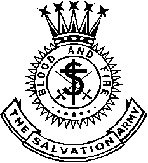
Once the above documents have been read, the person will be required to sign a statement indicating that they have read the applicable documents. This acknowledgement sheet will be kept in the person’s personnel file. Once the above training has been completed, a copy of the certificate of completion will be kept in the person’s HR file.

If an employee, student, or intern has a complaint of Abuse, they are to follow the guidelines outlined in the Territorial Policy.

Confidentiality will be maintained throughout the investigation process. All records of complaints, including contents of meetings, interviews, results of investigations and other relevant material will be kept confidential.

A copy of the Territorial Abuse Policy follows this document. A copy of the Territorial Abuse Prevention Manual is on the WCC server.

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**THE SALVATION ARMY**  
**CANADA AND BERMUDA TERRITORY**  
  
  
**POLICY AND PROCEDURES ON ABUSE**  
  
  
**January 1997**  
  
**(Revised May 2006)**

*"As a Christian organization, The Salvation Army is committed to upholding the standards of Christ, of love, care, protection and respect for the whole person in all relationships. Recognizing that the Christian church is no stranger to abuse, and understanding the profound emotional and spiritual damage resulting from abuse, The Salvation Army Canada and Bermuda Territory will not tolerate or condone abuse within its operations."*

**FOREWORD**

The Policies and Procedures of The Salvation Army Canada and Bermuda Territory on abuse are contained within this document. It is written in response to increased concern expressed by Officer and lay Human Resources about the potential for abuse within our ministries and the need for a mechanism for response by The Salvation Army.  
  
The policy focuses significantly on the spiritual ministry that must be provided by the evangelical community to the complainant, the accused, congregations and ministries affected by abuse. An integral part of this document is a training program which will be the responsibility of the Territorial Abuse Advisor.  
  
Extensive legal counsel was provided throughout the development of the policy.  
  
I commend this policy to you, believing that its development was directed by God, who provided the discernment and sensitivity needed in writing the policy and procedures. Any comments or concerns about the document should be addressed to the Secretary for Human Resources at Territorial Headquarters.

Issued by the Territorial Commander  
Commissioner M. Christine MacMillan  
Territorial Headquarters, Canada & Bermuda Territory  
May 2006

**Policy under Collective Agreement**  
  
Where a local Abuse policy (required under the terms of a collective agreement) is in place, it will be necessary to ensure it meets the standards of this policy. If changes are desired, these will need to be negotiated upon renewal of the collective agreement.  
  
**Harassment Policy**  
  
It must be noted that The Salvation Army's Human Resources Policy on Employment-Related Harassment is distinctly different from the Territorial Policy and Procedures on Abuse.  
  
The Harassment Policy is meant to cover ongoing discriminatory attacks or behaviour in the workplace against staff (officers, employees, and volunteers).  
  
The Abuse Policy covers situations in Salvation Army facilities and Corps which are extreme, and if taken outside of this policy to the legal realm could result in criminal charges. The Abuse Policy covers abusive behaviour against officers, soldiers, staff, clients, customers, and congregants, as defined in the Glossary of Terms.  
  
If there is doubt as to which policy applies to the situation, clarification should be sought from the Director of Employee Relations or from the Territorial Abuse Advisor.

**SECTION 1**  
**THEOLOGICAL BASIS**

The policy of The Salvation Army in the Canada and Bermuda Territory on **ABUSE** is set in the context of its **MISSION STATEMENT** which states *The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world*.  
  
Despite its mission to be part of the body of Christ in the world, The Salvation Army is painfully aware that there is potential for abuse within its ministry. It is a human organization comprised of individuals with strengths and weaknesses and who are vulnerable to sin.  
  
Based on the belief that every relationship is a sacred trust, our commitment is to embrace the teachings of Christ in all our dealings with people. We are called to be responsible and to respect each other as individuals created in the image of God. Should abuse occur within its ministries, The Salvation Army will make a clear and just response.  
  
**The Salvation Army believes, as stated in our first doctrine1, in the biblical principles of repentance, forgiveness and redemption. It also recognizes that scripture commands that Christian brothers and sisters seek to resolve conflicts within the body of Christ, rather than appealing to an outside court or judge. It is in light of these biblical truths that this ecclesiastical process of conflict resolution is being made available to those who are affiliated with or served by The Salvation Army.**  
  
The process outlined in this document is not a legal proceeding. It is an internal ecclesiastical resolution process. Where the law requires that a criminal investigation be conducted, as in child abuse cases, this policy ensures that the legal process is carried out.

1"We believe that the Scriptures of the Old and New Testaments were given by inspiration of God, and that they only constitute the Divine rule of Christian faith and practice." Some supporting scripture references: 2 Chronicles 19:9-12, Luke 18:6-8, Galatians 6:1-10.

**SECTION 2**  
**GLOSSARY OF TERMS**

**Abuse:**

The misuse of power (e.g. positional, physical, strength of personality or will) in interpersonal relationships. It includes, but is not limited to the following:

**Sexual Abuse:**

Sexual abuse occurs when someone engages in repeated incidents (or a single incident of an extreme nature) of unwanted behaviour with sexual overtones with any individual. This may include, but is not limited to:

* + - Sexual touch - "accidental" touch of sexual areas of the body
    - Tickling and playful aggression
    - A prolonged hug when a brief hug is customary
    - Kissing on the lips when a kiss on the cheek would be appropriate
    - Pressing up against the body when hugging
    - Giving an inappropriate gift
    - Innuendo or sexual/suggestive comments
    - Tales of sexual exploits
    - Inappropriate questions about an individual's intimate personal relationships
    - Leering
    - Disrespecting the individual's right to privacy
    - Exhibitionism
    - Sexual intercourse

**Consent**:

Many people believe that sexual relationships between consenting adults do not constitute abuse. However, mutual consent presumes that the parties are on an equal footing with each other, so that one person is not pressured by any consideration of the position of the other person. Officers and all other lay leaders/workers are in a position of trust over those to whom we provide ministry or service. **WHERE UNEQUAL POWER EXISTS, CONSENT DOES NOT EXIST.**

**Physical Abuse:**

Any deliberate or careless action or inaction that causes bodily harm or pain to an individual. This may include, but is not limited to:

* + - Neglect - withholding basic physical needs or reasonable care expected based on the nature of the facility
    - Assault
    - Rough handling
    - Forcible, unauthorized or unnecessary confinement
    - Inappropriate use of restraint

**Emotional Abuse:**

Deliberate or careless actions or inaction that cause or result in repeated humiliation;, emotional trauma, fear, intimidation of an individual, including discouragement of an individual's spiritual journey. This may include, but is not limited to:

* + - Use of derogatory, threatening, derisive, or demeaning language
    - The denial of appropriate privacy
    - Constant inappropriate and/or unwarranted criticism that is not constructive
    - Misuse of spiritual authority

**Discipline:**

Where a complaint is substantiated in whole or in part, appropriate disciplinary action will be taken. The level of discipline will be in keeping with all relevant factors, including the nature of the abuse which has been substantiated. Disciplinary action could include, but is not limited to, a verbal or written warning, removal from rolls, continued suspension without pay/allowances, return to probationary status, transfer, termination/discharge for cause.

**Supervisory Responsibilities:**

The normal exercise of supervisory responsibilities according to established policies and procedures, including training, counselling and progressive discipline does not constitute abuse, unless there is strong evidence to the contrary.

**External Investigation:**

An external investigation may be conducted by police, professional regulatory, government and/or funding body. Where an external investigation is initiated in which an Officer is accused the Officer under investigation, or any other Officer who has knowledge of the investigation, is required to report this immediately to the Secretary for Human Resources.

**Hurting Community:**

The hurting community consists of those individuals who may be affected as members of the congregation or agency staff of the complainant/abuser or those who are accused of violating positional power by perpetrating abuse. Continuing support of the hurting community through pastoral care would be beneficial.

**Investigations:**

For each Abuse Policy case where an internal investigation is necessary, two investigators will be appointed. The investigators are chosen by the Territorial Abuse Advisor with the approval of the Secretary for Human Resources. An investigator can be a Salvation Army Officer or a lay professional affiliated with The Salvation Army. All investigators sign a pledge of confidentiality prior to assuming this role. It is the job of an investigator to interview, document, and analyze all investigative work within the parameters of his/her task as assigned by the Territorial Abuse Advisor. The investigator will also be a member of the Review Committee.

**Involved Parties:**

The involved parties are the recipient/s of the initial disclosure/s, complainant/s and alleged abuser/s.

**Officer Review Board:**

The purpose of the Officer Review Board is to consider and make recommendations to the Territorial Commander on officer-related matters, including abuse investigations as provided by the Territorial Abuse Advisor. The goal of the board is to fairly consider each situation on its own merit while, at the same time, being consistent with similar situations.

**Pastoral Care:**

The Secretary for Human Resources or Territorial Abuse Advisor, will arrange for pastoral care and counselling to the complainant/abuser and their immediate family members. Pastoral care will include coming along-side the complainant/abuser in a spirit of love, acceptance and caring. Pastoral care may involve professional counselling where required.

**Recipient of Disclosure:**

Any person in a position of trust within the organization may be the recipient of a disclosure. This would include Officers, Local Officers, and those responsible for Corps, recreational, educational, or social service programs. All disclosures must be forwarded to the Territorial Abuse Advisor for further instruction.

**Skilled Designate:**

A person skilled in interpersonal relationships and knowledgeable of local culture.

**Suspension:**

When suspension is authorized for the period of the investigation, it is done for the protection of all parties involved, and does not assume guilt. It may involve the relinquishing of appointments/employment responsibilities, leadership activities and/or public participation. Officers/employees on suspension may continue to receive full allowances/salary benefits, pending the outcome of the investigation.

**Territorial Abuse Advisor:**

The Territorial Abuse Advisor is responsible to the Secretary for Human Resources at Territorial Headquarters to administrate the Abuse Policy. This individual is academically and professionally qualified to serve as an advisor on abuse issues. The Abuse Advisor will be available to help and guide leaders throughout the investigative process of interviewing, reporting and documenting abuse; to conduct interviews and request/review relevant information from Salvation Army files; to coordinate the communication between all parties in the case; to relay information between the Secretary for Human Resources and internal or external investigations; to provide update on actions taken to the Secretary for Human Resources and officials who have reported cases; to act on behalf of administration with department heads and divisional commanders where officers (or lay persons) are involved; and to ensure that an official Review Meeting is convened to review investigative findings and formulate recommendations to facilitate the resolution of the case (in the case of employees, volunteers, members - where an Officer is the alleged abuser, a complete report will be provided to the Secretary for Human Resources).

**Vulnerable Adult:**

Persons who, because of their age, a disability or other circumstances, whether temporary or permanent, are in a position of dependence on others; or are otherwise at a greater risk than the general population of being harmed by persons in a position of authority or trust relative to them or may have difficulty ensuring their own safety and protection. This includes but is not limited to children, the elderly, those who are ill, mentally and physically disabled, or those who are vulnerable because of life circumstances.

**SECTION 3**  
**1.0 Policy Statement**

As a Christian organization, The Salvation Army is committed to upholding the standards of Christ, of love, care, protection and respect for the whole person in all relationships. Recognizing that the Christian church is no stranger to abuse, and understanding the profound emotional and spiritual damage resulting from abuse, The Salvation Army Canada and Bermuda Territory will not tolerate or condone abuse within its operations.

**SECTION 3**  
**1.1 Underlying Principles**

A. Any allegation of abuse will be taken seriously.

B. The Salvation Army recognizes that the act of disclosure results in anxiety and vulnerability.  
  
C. The Salvation Army will be governed by legislation related to abuse.  
  
D. The protection of children is a moral, ethical and legal responsibility.  
  
E. The Salvation Army is obligated to fully consider and, where appropriate, investigate all allegations. The Salvation Army reserves the right to conduct an internal investigation not withstanding and regardless of the outcome of any other investigation.  
  
F. When a person discloses abuse, immediate and short-term support will be provided by The Salvation Army.  
  
G. The Salvation Army will not impede any investigation, criminal, professional, regulatory or otherwise authorized.2

2In the case of a criminal investigation, confidential files will only be released upon receipt of a search warrant. A request to seal files removed under warrant or requested under subpoena will be made, with request for review by a judge who would assess whether to permit the file to be opened. A request to photocopy all materials given to any investigating body will be made.

**SECTION 3**  
**1.2 Confidentiality**

It should be noted that some provincial laws will override the privilege of confidentiality (including that of clergy and doctors). Such laws indicate that the requirements of the obligation to report supersede the confessional seal. Information received under this policy will be kept in confidence, except to the extent the process of law requires disclosure.

**SECTION 3**  
**1.3 Mechanisms for Response**

A. The Abuse Advisor will be available through Territorial Headquarters to provide advice and serve as a consultant to Divisional Commanders/Department Heads around such matters of abuse as disclosures, investigation, resolution and information.  
  
B. An integral part of the implementation of the Policy & Procedures document is the educational component. This will take the form of ongoing structured seminars for all Officers and lay Human Resources throughout the Territory.  
  
C. Senior Corps Census Locals/Senior Management Staff will be confidentially apprised of the fact that an allegation has been made and the action being taken. When necessary, the soldiers/staff will also be advised of the allegation.

D. Recognizing that loss of respect may occur, the Secretary for Human Resources, in consultation with the Abuse Advisor, will delegate Human Resources, skilled in facilitation and conflict mediation, to go into the ministry/service to initiate the healing process. The work of the delegated person/s will be short-term.

E. In the assessment of complaints (as outlined in Section 2) a process will be followed ensuring that:

* + - If the complaint is found to be invalid or unsubstantiated, effort will be made to assist the restoration of the credibility of the accused and the relationship between the affected persons within the Organization.
    - If the complaint is found to be valid, discipline of the accused will be undertaken. Other appropriate steps will be taken in order to initiate the following:
      * + Protection and healing of the complainant/s
        + Rebuilding of the affected congregation/ministry
        + Restoration of the offending person toward wholeness of life
        + Reclamation of the integrity of The Salvation Army

**SECTION 3**  
**2.1 Adult Abuse by an Adult**

**Policy Statement:**  
  
As a Christian Organization, The Salvation Army is committed to upholding the standards of Christ, of love, care, protection and respect for the whole person in all relationships. Recognizing that the Christian church is no stranger to abuse and understanding the profound emotional and spiritual damage resulting from abuse. The Salvation Army Canada and Bermuda Territory will not tolerate or condone abuse within its operations.  
  
**Procedures:**  
  
**Consent**: Many people mistakenly believe that sexual relationships between consenting adults do not constitute abuse. However, mutual consent presumes that the parties are on an equal footing with each other, so that one person is not pressured by any consideration of the position of the other person. Officers and all other lay leaders/workers are in a position of trust over those to whom we provide ministry or service. **WHERE UNEQUAL POWER EXISTS, CONSENT DOES NOT EXIST**.  
  
A person who considers that he/she has been subjected to abuse is encouraged to bring the matter to the attention of the person responsible for the conduct either individually or with a third party. Where this is not a possibility because of a concern for personal safety, or where such action does not produce a satisfactory result, the complainant should continue with the following steps.  
  
Recipient of disclosure asks complainant to fill out the Disclosure/Allegations Form. The completed form is forwarded to the Secretary for Human Resources (SP) or Territorial Abuse Advisor (TAA). The TAA will inform the Divisional Commander/Department Head (DC/DH) of the complainant(s) and alleged abuser(s).  
  
SP and TAA conduct a preliminary analysis of the allegations to decide on required action in one of the following:

The Territorial Abuse Advisor will review every allegation to determine whether an investigation under the Territorial Policy and Procedure on Abuse is the appropriate response to the situation. If an investigation is deemed warranted the procedure will be as follows:  
  
**I. Internal Investigation**

* TAA or DC/DH will notify alleged abuser of allegations on behalf of the Secretary for Human Resources.
* Pastoral care will be arranged for the complainant/abuser and their families by Pastoral Services at THQ, as appropriate.
* When and where appropriate, the DC/DH and/or designate will meet with the involved parties to outline investigative process.
* Where an investigation is deemed necessary, the TAA will launch a full-scale investigation including a Review Committee Meeting. Investigator(s) will be appointed.
* The SP (for Officer Human Resources) or DC/DH or designate (for non-Officer Human Resources) will be responsible to authorize the suspension of the alleged abuser, where appropriate, on the basis of the allegations during the investigation. The spouse may be requested to absent him/herself from the workplace/appointment, if necessary.
* TAA will ensure that a Serious Occurrence Report has been completed by the facility/ministry unit and submitted, where required, to the appropriate licensing/funding body; and an Occurrence Report has been completed and submitted under confidential cover to the Director of Risk Management at Territorial Headquarters.
* An extended investigation following established guidelines, conducted by the TAA will be completed within 120 calendar days of the initial disclosure.
* Following completion of the investigation, a Review Committee Meeting will take place. An investigation report will be prepared by the TAA, in collaboration with Review Committee members, for presentation to the Officer Review Board (ORB) for Officer Human Resources, or to the appropriate decision-makers or decision-making body for non-Officer Human Resources within 30 calendar days (or as soon thereafter as possible).
* The civil standard of "proof on the balance of probabilities" will be used in making a decision with respect to the allegation/s of abuse and appropriate action, if any, to be taken.
* The alleged abuser will be advised of the decision of the TC or DC/DH, by the SP/designate (for Officer Human Resources) or DC/DH/designate (for non-Officer Human Resources).
* A letter will be sent to the complainant and may be sent to all involved parties by the SP/designate (for Officer Human Resources) or DC/DH/designate (for non-Officer Human Resources).
* As soon as possible, when deemed appropriate, the DC/DH and/or designate will meet with the hurting community to promote reconciliation and healing. Release of information related to the investigation will be in accordance with the privacy legislation and maintaining confidentiality. The statement will be reviewed by legal counsel and prepared by the Secretary for Human Resources or designate.
* File retention will be in compliance with standard Salvation Army guidelines for Human Resources records or as may be otherwise required by law.

**II. External Investigation**

* Where complaint involves criminal activity, an investigation by police is warranted.
* Where a complaint is not necessarily of criminal nature, an investigation may be warranted by an authorized body (professional regulatory, government and/or funding body).
* Where complaint may involve criminal activity, but the complainant is unwilling to go to the police, the TAA will instruct the DC/DH on the legal requirements in reporting the alleged abuse to police.
* Where an investigation is initiated by an external body in which an Officer is accused, the Officer under investigation, or any other Officer who has knowledge of the investigation, is required to report this immediately to the Secretary for Human Resources.
* The Territorial Abuse Policy will be upheld in co-operation with all external investigations.
* Pastoral care will be offered to the complainant/abuser and their families through Pastoral Services at THQ, as appropriate. The DC/DH of the complainants will be advised to give encouragement and emotional support to the complaint/s in the initiation of the external investigation, either personally or through the CO/ED.
* TAA and/or DC/DH will consult with police or other investigation body, where appropriate.
* TAA will ensure that a Serious Occurrence Report has been completed and submitted by the facility and/or ministry unit, where required, to the appropriate licensing/funding body; and an Occurrence Report has been completed and submitted under confidential cover to the Director of Risk Management at Territorial Headquarters.
* The SP (for Officer Human Resources) or DC/DH/designate (for non-Officer Human Resources) will be responsible to authorize the suspension of the alleged abuser, where appropriate, on the basis of the allegations during the investigation and/or trial. The spouse may be requested to absent him/herself from the workplace/appointment, if necessary.
* The Salvation Army reserves the right to do an internal investigation and not withstanding and regardless of the outcome of any other investigation.
* When and where appropriate, the DC/DH and/or designate will meet with the involved parties to outline investigative process.
* A Review Committee Meeting will be held, if needed, to review the findings, if any/available, of the external investigation, and any internal investigation deemed necessary, and make recommendations. An Investigation Report will be compiled by the TAA, if necessary.
* The civil standard of "proof on the balance of probabilities" will be used in making a decision with respect to the allegation/s of abuse and appropriate action, if any, to be taken.
* The alleged abuser will be advised of the decision of the TC or DC/DH by the SP/designate (for Officer Human Resources) DC/DH/designate (non-Officer Human Resources).
* As soon as possible, to promote reconciliation and healing, the DC/DH and/or designate will meet with the hurting community, if helpful, to advise of results of the investigation. A written statement (reviewed by legal counsel) prepared by the SP/designate (for Officer Human Resources) or DC/DH/designate (for non-Officer Human Resources) will be presented.
* As soon as possible, when deemed appropriate, the DC/DH and/or designate will meet with the hurting community to promote reconciliation and healing. Release of information related to the investigation will be in accordance with privacy legislation and maintaining confidentiality.
* File retention will be in compliance with Salvation Army guidelines for Human Resources records or as may be otherwise required by law.

**SECTION 3**  
**2.2 Child Abuse by an Adult**

**Policy Statement**  
  
As a Christian Organization, The Salvation Army is committed to upholding the standards of Christ, of love, care, protection and respect for the whole person in all relationships. Recognizing that the Christian church is no stranger to abuse and understanding the profound emotional and spiritual damage resulting from abuse. The Salvation Army Canada and Bermuda Territory will not tolerate or condone abuse within its operations.  
  
**General Guidelines**  
  
Child abuse of any kind is extremely serious. Any person who suspects that a child has been or may have been, is currently or may currently be, or is at risk now or may in the future be at risk of being abused, should seek the immediate advice of the Territorial Abuse Advisor as to the person's obligations to report to the police or provincial welfare protection authorities.  
  
In order for the investigation to proceed unhindered it is required that only the child protection agency or the police question the complainant or alleged abuser. The child's parent/s or guardian/s should be informed of the alleged abuse complaint by the provincial child welfare protection or police authorities only.  
  
Professionals must comply with the reporting law even though the reported information may be confidential or privileged. The only privilege not subject to the reporting law is that between a solicitor and his/her client in most provinces.  
  
Contact throughout all the events of the case must be maintained with the Territorial Abuse Advisor by the responsible local leaders. The Territorial Abuse Advisor will, in turn, keep all parties informed, as appropriate, of the progress of the situation. Failure to report child abuse can be a serious offence which is punishable by fine or imprisonment.  
  
In all cases where a disclosure of past child abuse is made, and the alleged abuser is presently in a position of trust which might place children at risk, The Salvation Army will take investigative action. This investigation will be the responsibility of the Territorial Abuse Advisor. (Please refer to 'Internal Investigation' procedures in Section 3, 2.1).  
  
**Procedures:**

* Investigations will be conducted by the child protection agency or police. The alleged abuser will be initially approached only by the child welfare protection authorities and/or police.
* The Salvation Army reserves the right to do an internal investigation not withstanding and regardless of the outcome of any other investigation.
* The TAA will keep up-to-date on all events, to the extent possible, as they transpire in order to keep the SP informed and provide support referrals for any fracturing of family, Corps, Institution, etc.
* Suspension of the alleged abuser or removal from current position of responsibility may occur during the investigation and/or trial, as authorized by the SP (for Officer Human Resources) or DC/DH/designate (for non-Officer Human Resources). The spouse may be requested to absent him/herself from the workplace/appointment, if necessary.
* Pastoral support for the complainant/accused and their immediate family members will be offered, as appropriate.
* As appropriate to the investigation, the involved parties will keep informed by the TAA, either directly or through the CO/ED, of the steps being taken within the process.
* A Review Committee Meeting will be held to review the findings of the external investigation, and any internal investigation deemed necessary (not for officers). An Investigation Report will be compiled by the TAA, if necessary.
* The civil standard of "proof on the balance of probabilities" will be used in making a decision with respect to the allegation/s of abuse and appropriate action, if any, to be taken.
* The alleged abuser will be advised of the decision of the TC or DC/DH by the SP/designate (for Officer Human Resources) or DC/DH/designate (non-Officer Human Resources).
* A written response may be sent to all involved parties by the SP (for Officer Human Resources) or DC/DH/designate (non-Officer Human Resources). At the discretion of the SP, a copy of the Investigation Report, if any, may also be forwarded to the complainant and other involved parties.
* As soon as possible, to promote reconciliation and healing, the DC/DH and/or designate will meet with the hurting community, if helpful, to advise of the results of the investigation. A written statement (reviewed by legal counsel) prepared by the SP (for Officer Human Resources) DC/DH/designate (non-Officer Human Resources) will be presented.
* File retention will be in compliance with standard Salvation Army guidelines for Human Resources records or as may be otherwise required by law.Disclosure/Allegations Form

***“Confidential”***

|  |  |
| --- | --- |
| Complainant’s Name |  |
| Address (with postal code) |  |
| Telephone Number(s) |  |
| Connection with The Salvation Army |  |

|  |  |  |
| --- | --- | --- |
|  | **INCIDENT SUMMARY** | (if necessary, use separate form for each incident) |
| DATE(S): |  |  |
| TIME(S): |  |  |
| PLACE(S): |  |  |
| NATURE OF INCIDENT(S) | Sexual 🞎 |  |
|  | Physical 🞎 |  |
|  | Emotional 🞎 |  |
|  | Other (specify) 🞎 |  |
| COMMENT ON THE INCIDENT(S): |  |  |
|  |  |  |
|  |  |  |
| DOES THE ACCUSED KNOW HIS/HER BEHAVIOUR IS UNACCEPTABLE TO YOU? | YES 🞎 | NO 🞎 |
| HAVE YOU CONFRONTED HIM/HER?  IF YES WHAT HAPPENED | YES 🞎 | NO 🞎 |
|  |  |  |
|  |  |  |
| DOES ANYONE ELSE KNOW ABOUT THIS?  Will you share their names? | YES 🞎 | NO 🞎 |
|  |  |  |
| WERE THERE ANY WITNESSES  Will you share their names? | YES 🞎 | NO 🞎 |
|  |  |  |
| WHAT DO YOU WANT ME TO DO WITH THIS INFORMATION? |  |  |
|  |  |  |
| ARE YOU WILLING TO ASSIST WITH AN INVESTIGATION? | YES 🞎 | NO 🞎 |
| ARE YOU WILLING TO PROVIDE A FULL WRITTEN REPORT, IF REQUIRED?\* | YES 🞎 | NO 🞎 |

|  |  |  |
| --- | --- | --- |
| Name of Alleged Abuser: |  |  |
| Current Position: |  |  |
| Relationship to Complainant:  (at time of incident) |  |  |
| Corps Officer 🞎 | Relative 🞎 |  |
| Counselor 🞎 | Other (please specify) 🞎 |  |
| Supervisor 🞎 |  |  |

|  |  |
| --- | --- |
| Signature of Complainant: |  |
| Signature of Recipient of Disclosure: |  |
| Address of Recipient: |  |
| Phone Number of Recipient: |  |
| Relationship to Complainant: |  |
| Date of Report: |  |

\*Only the Abuse Advisor may request a full written report. To be sent to the Territorial Abuse Advisor for forwarding to the Secretary for Human Resources and Divisional Commander/Department Head.

**The Salvation Army**

**Women’s Counselling Centre**

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# Adverse Weather Closing

**Policy:**

It is the policy of the Women’s Counselling Centre to, as much as possible, safeguard the staff and clients who attend our programs. Therefore during winter storms, our programs will usually be cancelled.

**Procedure:**

In the case of a winter snow storm or other serious inclement weather, staff will connect with the Director by phone in the morning, prior to their normal work hours, to make a determination as to whether the Counselling Centre will be closed due to the weather. If it is not possible to reach the Director, staff will use their own discretion as to the canceling of groups and counselling sessions.

Staff will notify all those affected by the closure as early as possible in the day in order to attempt to avoid people coming out in bad weather unnecessarily.

Generally speaking, the weather warnings and police requests for people who don’t have to be on the road to stay home will be used to determine the closure of activities.

When the bad weather happens or is expected to happen late in the day, some programs and counselling sessions may take place early in the day and staff will be expected to report for work as scheduled. As the inclement weather approaches, the Director will make the determination when to close the Centre. If the Director is not in the office and is not readily available by phone, the staff will use their own discretion as to when it is appropriate to close the Centre and cancel programs for the remainder of the day.

When the Counselling Centre is closed and programs / sessions cancelled due to serious inclement weather, staff will be paid their normal pay for the days of the closure.

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# Alcohol / Drugs In The Workplace

**Policy:**

It is the policy of the Women’s Counselling Centre that employees are not permitted to work under the influence of alcohol or illegal drugs.

**Procedure:**

Employees are not to report to work under the influence of alcohol or illegal drugs.

Employees are not to be in possession, consume, or distribute illegal drugs or alcohol at The Women’s Counselling Centre.

Employees found in violation of this policy will be disciplined and may be dismissed from their employment.

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# Anti-Racism / Anti Oppression

**Policy:**

The Women’s Counselling Centre is committed to providing an anti-racism and anti-oppression environment and service to both its employees and clients. In accordance with the Ontario Human Rights Code and the Canadian Charter of Rights & Freedoms, All persons have the right to work in an environment free of demeaning comment and actions based on race, ancestry, place of origin, citizenship, creed, gender and sexual orientation.

Procedure:

The Director will ensure that the work environment at the Women’s Counselling Centre

complies with the above policy.

This policy applies to staff, volunteers, students, interns visitors, and clients.

Any staff member, volunteer, intern or student found to be in violation of this policy will be subject to appropriate disciplinary action.

If the offense is a harassment or discrimination related offence, the procedure of the Workplace Harassment, Discrimination and Violence Prevention Policy will be followed. See that policy for more information.

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# Career and Succession Planning

**Policy:**

It is the policy of the Women’s Counselling Centre to assist Staff, Students and Volunteer with Career and Succession Planning.

**Procedure:**

Staff are encouraged to take courses and training that is relevant to their positions. When budget and fiscal guidelines permit, financial assistance may be provided according to Salvation Army policy.

See the Employee Development policy for more details.

All Salvation Army Job Postings are received by the Director via Lotus Notes. She will forward these to all staff in a timely manner.

Students and Interns are encouraged to develop their skills and abilities through their individualized training programs. They are provided with onsite supervision in order to assist with their development.

See the Student Placement policy for more details. See the Counselling Intern policy in the program section of the Policy and Procedure Manual for more details.

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# Changeover of Supervisory / Management Staff

**Policy:**

It is the policy of the Women’s Counselling Centre that any changeover of Supervisory or Management Staff will be facilitated as smoothly as possible.

**Procedure:**

When there is a change in Management Staff the outgoing Director will leave the following documentation for her successor:

* Farewell Brief
* Policy and Procedure Manual
* Employee Personnel Files
* Health and Safety Documents, Acts etc.
* Relevant Legislative Documents
* Relevant Administrative and Program Files
* Region of Peel Woman Abuse Protocol and any other applicable protocols
* SA Employee Relations Manual
* Accreditation Standards and Worksheets
* Any other material that may be of assistance with the transition of leadership.

Where possible the Director will ensure that all of the above are up to date.

Where possible, all of the above will be in both Hard Copy and electronic format. The electronic format will be stored on the Director’s Computer which will be passed on to the new Director.

Where possible the Director will meet with or facilitate telephone conversations with her successor to assist with changeover of responsibility.

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# Code Of Ethics / Code Of Conduct

**Policy:**

It is the policy of the Women’s Counselling Centre that all employees will maintain professional standards of conduct at all times.

**Procedure:**

The Salvation Army Social Services Department has a Code of Ethics for Officers, Management Staff and Employees and Volunteers working within its ministries. The Salvation Army also has a Code of Conduct for all Employees, Officers, Volunteers, Students and Interns.

The staff, students and interns of the Women’s Counselling Centre will be required to sign the Social Services Code of Ethics and the Code of Conduct both of which will be given to them upon hiring. A copy of the signed acknowledgement sheets will be placed in their Human Resources file.

A copy of the Code Of Ethics is attached. The Code of Conduct is available on the server and is available from the Director. It will be included in the Employee Orientation package.

Staff are expected to maintain confidentiality in all aspects of their work at The Women’s Counselling Centre.

Staff, volunteers, interns and students are expected to sign the agency’s confidentiality statements at the beginning of their employment, placement or volunteering. A copy of the signed statements will be placed in the person’s Human Resources file.

See the Confidentiality policy for more details.

**The Salvation Army Social Services**

## Code of Ethics for Social Service Human Resources

This Code of Ethics is expressive of the principles and the purpose of Salvation Army Social Services ministry providing a framework for the delivery of efficient and effective service.

Responsibility to Clients and Colleagues:

* Respect and protect the civil and legal rights of all persons
* Regard for the dignity and best interests of each person recognizing that he/she has a right and an obligation to take responsibility for personal actions and choices
* Confidential retention of all information and knowledge related to the individual and related parties with disclosure only as properly and legally authorized
* Honest, clear and direct communication
* Commitment to relationships marked by cooperation, courtesy and mutual trust

Responsibility to the Employer:

* Commitment to an effective and efficient service to clients
* Diligent handling of all documentation, records and reports according to policy and procedure
* Conduct worthy of professional staff
* Adherence to all health and safety regulations, standards, policies and procedures which are mandated for the safe and efficient operation of the service
* Use of management practices established by the agency
* Ethical use of resources
* Avoidance of any conflict of interest\*
* Disclosure to the appropriate authority any direct or indirect situation which may lead to a conflict of interest

*\*Conflict of interest exists when the employee uses position, authority or privileged information to:*

1. *obtain an improper benefit, directly or indirectly or*
2. *obtain an improper benefit for a friend, relative or associate or*
3. *make decisions that will negatively affect the organization.*

**Dated \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Employee’s signature

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# Computer Access Policy

**Policy:**

It is the policy of the Women’s Counselling Centre that all Officers, Employees, Interns and Students adhere to the guidelines of the Territorial Computer Access Policy.

**Procedure:**

During their orientation to the Women’s Counselling Centre, all Officers, Employees, Interns and Students will receive a copy of the Territorial Computer Access Policy.

The above named people will be required to read and abide by the Territorial Computer Access Policy.

Once the above people have read the Policy and have had any of their questions answered, they will be required to complete the signature sheet indicating their willingness to abide by the guidelines contained in the policy.

A copy of the signature sheet will be filed in the person’s HR file.

It is rare that a Volunteer will have access to our computer system. However, should this occur at any time in the future, this policy will apply to Volunteers also and they will be required to read the policy and sign the signature sheet.

See the Administration section of the Policy and Procedure Manual for more information.

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# Complaints and Concerns - Employees

**Policy:**

It is the policy of the Women’s Counselling Centre to have a process by which employees can voice suggestions, concerns and complaints to management.

**Procedure:**

Any employee who has a concern or complaint that they wish addressed may speak to the Director regarding the concern.

If the concern is minor, it may be handled on the spot in consultation with the Director.

For more serious or detailed concerns, the Director may request that the staff member put their concern in writing to her on the attached form.

The Director will begin acting on the concern upon receiving it in writing from the staff member.

The Director will keep the staff member informed as to the progress of the action plan.

**The Salvation Army**

**Women’s Counselling Centre**

## Suggestions and Complaint Form

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

Name of Person filing suggestion or complaint: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Program or Staff Member that the suggestion or complaint refers to:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Details of Suggestion or Complaint:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Do you wish to be notified of any follow up to this suggestion or complaint? If yes,

please provide your contact information. Please note that follow up which violates the confidentiality of another person will not be shared with you.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature

For Office Use Only Follow up on suggestion or complaint: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Director of Counselling Services Date

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# Conditions Of Work

**Policy:**

The Salvation Army Women’s Counselling Centre shall comply with the Province of Ontario Labour Laws/Employment Standards Act and any changes in regulations as they occur.

**Procedure:**

The Ontario Employment Standards Act is available to staff of the Women’s Counselling Centre.

Employees will receive a copy of the booklet “Your Rights At Work” which is a shortened version of the Employment Standards Act. A copy of this booklet is also posted on the staff notice board in the kitchen.

See the Employee Relations policy for more details.

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# Confidentiality

**Policy:**

It is the policy of the Women’s Counselling Centre to adhere to both Legislation and established best practices with regards to Agency and Client Confidentiality.

**Procedure:**

All information related to clients and their families is confidential. A “Release Of Information” form must be signed by the client prior to any information being released about that client. No personal or identifying information shall be disclosed to any source by staff members. All client files and anecdotal notes will be stored in locked cabinets and maintained in a confidential manner.

All staff members, students, and volunteers must sign a “Client Confidentiality Form and Agency Confidentiality Form” prior to commencement of association with The Women’s Counselling Centre. Copies of these forms are attached.

Staff members, students and volunteers who do not comply with this policy will be disciplined and may be terminated from their association with The Women’s Counselling Centre.

**The Salvation Army**

**Women’s Counselling Centre**

## Confidentiality Policy

It is a matter of professional ethics, that the strictest confidentiality be maintained regarding any information obtained for and/or about the clients we serve. It is also essential that information pertaining to the business, administrative and financial situation of the Women’s Counselling Centre is also kept confidential. All employees, students, interns and volunteers of the Women’s Counselling Centre must not divulge any information concerning confidential material.

I understand that it is imperative that the confidentiality of our clients be maintained. I further understand that the identities of the Women’s Counselling Centre clients must not be disclosed to the media and/or general public.

Confidential Information Includes but is not limited to the following:

**Client Information**

* Client File Contents and Information
* Client Identifying Information
* Client Treatment Details
* Details regarding Client’s Family Members

**Business and Agency Information**

* Contact Information for Staff, students, interns and volunteers
* Personal Information regarding Staff, Students, Interns and volunteers
* Minutes of Internal Meetings
* Business, Administrative and Financial Information regarding The Women’s Counselling Centre (In the spirit of collaboration, in some cases, exceptions to this clause may be made but only with the prior consent of the Director.)

I understand that other policies are in place governing the appropriate release of information to other professionals with signed consent, research and removal of files from the premises. I agree that my behaviour will be governed by those policies also.

I understand that anyone found to be in violation of this policy will be subject to appropriate disciplinary action.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**AGREEMENT**

I understand the above and agree to total confidentiality of Client, Business and Agency information pertaining to The Salvation Army Women’s Counselling Centre. I understand that a copy of this document will be kept in my personnel file.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Director Date

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# Conflict Of Interest

**Policy:**

No staff shall enter any agreement/exchange of any goods or services with any client or agency for monetary or other personal gain.

**Procedure:**

In keeping with the Territorial Social Services Code of Ethics, and the Territorial Code of Conduct, staff members will not engage in any agreement / exchange with clients which will result in the staff member receiving monetary or personal gain of any kind.

We do not engage in bartering for services provided with clients.

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# Consultation Between Agencies

**Policy:**

Providing the best service and support for the client may require consultation with other agencies. The wishes, circumstances, abilities, and values of the client will be taken into account and honoured. In all instances the client’s right to privacy must be respected.

**Procedure:**

Staff will consult between agencies with the client’s permission. There must be a signed “consent to release information” form.

Staff will inform the client of the benefits and disadvantages of consulting with the particular agency.

As per the Duty to Report legislation, staff will consult with CAS agencies with concerns regarding children with or without the knowledge or consent of the client. It is preferable for staff to do this with the knowledge of the client, however, when there is a child safety concern, it is not always prudent to do so.

If CAS asks the staff not to inform the client because of safety concerns we will honour that decision.

If CAS calls looking for a client, staff will call the CAS worker back to confirm they are working for CAS.

Staff will ask CAS if the client is aware of the call or if the client can be informed of the call. Staff will comply fully with the requests of CAS.

Staff may consult with CAS on a hypothetical situation using non-identifying information to confirm whether this family should be referred to CAS or elsewhere.

If a client lawyer wishes to discuss a past or present client we will need a signed consent to release information form from the client.

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# Content of Consent Form

**Policy:**

It is the policy of the Women’s Counselling Centre to use its own release of information form when having clients sign consent. The exception to this is when another agency requires the use of their own form. (eg. agencies requiring the use of form 14)

**Procedure:**

The consent form must contain the following information:

1. The name and date of birth of the client
2. The specific information to be disclosed
3. To whom the record is to be disclosed (agency, person and address)
4. The period of time for which the consent remains effective
5. A statement directing that the information to be provided is not to be shared by a third party without further specific consent of the parties involved
6. A clause stating that that this consent can be rescinded in writing at any time.

If both agencies are sharing information, two signed consent forms are required, one for each agency unless the form used is a two way consent form.

Client will have informed consent. This means release of information under strict guidelines, attested to by client signatures. Informed consent means the client knows the nature of the request and whether or not she is legally required to comply.

Informed consent also means that the client is aware of the nature of her record, may see her record, knows with whom the data is to be shared, the time frame within which it is to be handled, knows what is to be revealed and why, and is aware of the implications of providing this information insofar as this is predictable, (i.e. expected benefits, material risks and side effects, of providing or not providing the consent to release of information).

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# Criminal Record Checks

**Policy:**

Final hiring of new employees (including student placements and contract employees) who will be providing direct service to vulnerable clients or who will be in positions of financial trust is conditional upon a satisfactory police record search. This policy and the established procedures govern all Salvation Army Officers, employees, students, interns and volunteers within the Canada and Bermuda Territory.

**Terminology**

|  |  |
| --- | --- |
| **Vulnerable Persons** | Persons who, because of their age, a disability or other circumstances, whether temporary or permanent, are in a position of dependence on others; or are otherwise at a greater risk than the general population of being harmed by persons in a position of authority or trust relative to them or may have difficulty ensuring their own safety and protection. This includes but is not limited to children, the elderly, those who are ill, mentally and physically disabled, or those who are vulnerable because of life circumstances. |
| **Financial Trust:** | Dealing regularly with financial transactions. |
| **Criminal Reference Check:** | A check done through the national Canadian Police Information Centre (CPIC) level or through local police stations on individuals to determine whether they have a record of offences. |
| **Statement of Application to Work with Children:** | An internal application is completed in order to work with youth and checked against the Army’s internal house registry. This is only applicable to positions where the incumbent works with children. |

**Procedure**

Requesting a criminal reference check is the last step in the selection process before hiring the applicant into The Salvation Army. As part of the interview process, the Employer must establish (based on the nature of the position) if the candidate requires a criminal reference check.

**Criteria** – Criminal reference checks will be required for those employees and volunteers (including student placements and contract employees) who meet the following criteria:

**Criminal Record Check Policy – Cont’d**

a) works directly with youth and vulnerable persons of The Salvation Army; and

b) works in a position of trust or authority; and/or

c) works in a Ministry Unit that provides services to vulnerable persons and youth.

**Position Requiring Criminal Checks** - For positions involved with stewardship of The Salvation Army’s funds, or positions relating to any vulnerable persons or youth must undergo a CPIC, example, youth pastors, counsellors etc. A police check is only valid for three (3) years and must be repeated every three (3) year intervals.

**Existing Employees and Volunteers** – Where job demands change or a new program is introduced for vulnerable persons or youth not previously serviced, it may be necessary for existing employees to go through a criminal reference check. Appropriate direction will be provided from the Ministry Unit Leader in consultation with Divisional Headquarters when this occurs.

**Verbal Offer of Employment** – If the candidate is offered the position, advise him/her that a criminal reference check must be conducted. Job offers are conditional based on the outcome of a CPIC check.

**Statement of Application to Work with Children (SAWC)** – The potential employee or volunteer (including student placements and contract employees) must complete an internal application in order to work with youth. For any positions in which individuals are working with children, youth and vulnerable persons, they must be checked against the Army’s Internal Abuse Registry. Please call the Human Resources Department.

**Review the Police Check -** In determining whether a record is satisfactory or unsatisfactory, consideration must be given to the risk and relevance of a particular criminal offence to performance of position responsibilities and to the safety and security of The Salvation Army clients.

1. If there is no record of criminal convictions, the employment/volunteer services offer stands.
2. The presence of a criminal record does not necessarily mean the offer of employment is automatically withdrawn provided there is consultation with the Territorial Abuse Advisor.
3. If there is any conviction that involves violence, sexual abuse or misconduct, this will preclude the candidate of working with a vulnerable person within The Salvation Army.

If, after the review, the criminal convictions violate genuine job requirements of the position, the offer of employment must be withdrawn and the candidate advised verbally and in writing by the hiring designate.

**Cost of a Criminal Check** – The cost of a Criminal Records Check varies from place to place. Where a cost is involved, the potential employee is responsible for the payment. In some circumstances the employer may choose to cover the cost of the payment.

**Records** – All information shall be used for its intended purpose. All original applications

are returned to the incumbent. The Salvation Army keeps an electronic database

indicating the incumbent's name, Ministry Unit, clearance or not clearance for

CPIC and SAWC.

**Bonding** - The Salvation Army does not bond employees.

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# Dress Code

**Policy:**

Employees are expected to maintain good personal hygiene standards and to promote such standards throughout the Women’s Counselling Centre. Employees are to model for clients a positive sense of care and concern about one’s appearance.

**Procedure:**

Employees are expected to maintain a professional standard of dress at all times. Employees are not permitted to wear the following clothing: torn clothes, jogging pant/suits, T-shirts with slogans are not permitted.

During the summer time, employees are permitted to wear Capri pants with a length to below the knee and professional looking tops / T-Shirts. Plunging necklines are discouraged. Shorts are not appropriate office attire. No belly shirts are allowed.

Sandals are acceptable. Flip flops are not appropriate for work.

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# Duty To Report Child Abuse and Neglect

**Policy:**

It is the policy of The Women’s Counselling Centre to comply with Bill 6 of the Child & Family Services Act and the section referred to as the Duty to Report.

**Procedure:**

All staff, volunteers, and students have a duty to report a child’s need for protection.

Where there are reasonable grounds to suspect that a child may be in need of protection (the complete list is included following this section), the person must immediately report her suspicions and the information on which it is based to a Children’s Aid Society. **The Duty to Report is a personal duty and cannot be delegated to another.**

**Duty to Report Requirements**

1. Section 72 (1) of the Child and Family Services Act places an expectation on professionals and the public to report a child’s need for protection:

“Despite the provisions of any other Act, if a person, including a person who performs professional or official duties with respect to children, has reasonable grounds to suspect that a child is in need of protection, the person shall forthwith report the suspicions and information on which it is based to a society.”

1. Section 72 (2) of the Child and Family Services Act places an expectation that professionals and the public have an ongoing duty to report a child’s need for protection:

“A person who has additional reasonable grounds to suspect one of the matters set out in subsection (1) shall make a further report under subsection (1) even if he or she had made previous reports with respect to the same child.”

1. Section 72 (3) of the Child and Family Services Act places an expectation that professionals and the public report directly:

“A person who has a duty to report a matter under subsection (1) or (2) shall make the report directly to the society and shall not rely on any other person to report on his or her behalf.”

**Duty To Report Child Abuse and Neglect Policy Cont’d**

The professional’s Duty to Report overrides the provisions of any other Provincial Statute specifically those provisions of other Statues that would otherwise prohibit disclosure by the professional. The only privilege not subject to reporting is that between a solicitor and his/her client.

What must be reported has been broadened to include “patterns of neglect”. The threshold for “emotional harm” has also been lowered from substantial risk to the risk that the child is likely to suffer emotional harm. The list of reportable grounds does not specifically include children who witness violence; however, the sections relating to neglect and emotional harm are important and staff working in the VAW area need to familiarize themselves with these sections. A copy of Section 72 (1) that describes what is abuse and reportable to the CAS is included on the server.

Failure to report is an offence under section 72 (4) of the Act. Any professional who fails to report his/her suspicion of a child’s need for protection is liable on conviction to a fine up to $1000.00. The agency will ensure all staff, volunteer, students and trainees are trained with regard to the agency’s policies and procedures pertaining to child protection reporting.

Where there is a difference of opinion, the professional with the “reasonable grounds to suspect” is responsible to report. This duty takes precedence over all other Agency policies.

**Agency Policy pertaining to Child Protection Reporting and Documentation**

1. Informing the Client
2. At the beginning of service all clients should be informed of the limits of confidentiality including the obligation to report suspected child protection concerns. If a client indicates to you that a child has been abused, explore with the client specifically what she means by abuse. At the time of a suspected child protection matter, every reasonable effort should be made to discuss and fully inform the clients, with sensitivity, of the duty to report. This should be done, preferably, prior to reporting to the Children’s Aid Society. The client should be asked to sign a Consent to Release Information form. Child abuse must be reported to the CAS regardless of whether the mother will sign the release or not.
3. In instances where a prior consultation with a CAS agency may have taken place, the person reporting may be directed by the Society not to inform particular individuals where in the judgment of the Society it puts the child at risk and/or clouds an investigation.
4. Informing the Supervisor

After making a report to CAS, staff will inform their supervisor at the earliest possible time.

Volunteers , interns and students should consult with the Director or another staff member before making a report to CAS. If notifying the Director or another staff member delays informing CAS and puts a child at greater risk, CAS should be informed first.

**Duty To Report Child Abuse and Neglect Policy Cont’d**

1. When in Doubt

***In all cases, where there is doubt or ambiguity, the Children’s Aid Society should be consulted.***

1. Training

The agency will arrange training for current staff and ensure training for new staff is conducted focusing on the Duty to Reportsection of the Act.

1. Documentation

When a report to a Children’s Aid Society is made, information should be recorded in the client’s file. For example:

1. Name, age and date of birth
2. Nature and known details of the information
3. Name of identity of the alleged perpetrator
4. Response of the caregiver(s)
5. Assessment of current risk
6. Content and outcome of discussion with the client
7. Date and time of the report
8. Name of person reported to the Society and the relationship to the child
9. Name and telephone number of the CAS person who received the report
10. CAS response and follow-up to the report

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# Emergency Numbers For Staff

**Policy:**

It is the policy of The Women’s Counselling Centre to maintain an up to date list of staff emergency contact information.

**Procedure:**

Staff must provide an emergency contact numbers to be recorded in their HR file. Emergency numbers are either family members or next of kin or friends to be contacted in the event of either a medical or other emergency situation.

If these emergency contacts change it is the employee’s responsibility to ensure that management has the updated and corrected emergency numbers.

The emergency numbers will be kept in the Human Resources file of the employee in a locked filing cabinet. The Director will also have a copy of the list.

All staff will have the contact numbers of the Director should they need to contact her in an emergency.

When the Director is on vacation or will be out of the office for an extended period of time, staff will be notified as to how to contact her in an emergency or who is the designated management support person.

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# Employee Assistance Program

**Policy:**

The Salvation Army has an established Employee Assistance Program in place for its full time employees and eligible dependents.It is the policy of The Women’s Counselling Centre that all employees will be informed of the availability of EAP Assistance.

**Procedure:**

The Salvation Army’s Employee Assistance Program is called “**TAKING CARE OF YOU AND YOUR FAMILY”.** All permanent employees working over 25 hours / week and their dependents are eligible to participate in this program.

CHC – The EAP Specialists have been contracted as our external professional provider. Our EAP will provide confidential, professional counselling services, and/or referral to appropriate resources in the community. You do not have to talk with your Supervisor or Manager before calling the EAP.  
  
Issues covered include:

* Marital and Family Problems
* Stress Reactions
* Anxiety
* Depression
* Substance Misuse
* Legal Issues
* Financial Issues
* Eldercare Issues
* Childcare Issues
* Career and Work Related Issues
* and any other issue which may be creating distress in your personal or family situation. If in doubt, just call.  
    
  All services are provided by professional psychologists, social workers and addictions counsellors, who have many years of experience in serving employees and their families.  
    
  All services covered by the EAP are paid for by your employer. If further assistance

**Employee Assistance Policy Cont’d**

is required from resources in the community, associated costs are the responsibility of the employee. The EAP counsellor, however, will assist in identifying appropriately priced services should they be required.  
  
The EAP is an important resource to help keep you healthy, happy and productive. Please use it with complete confidence if the need arises, and encourage other eligible individuals you care about to use it as needed.  
  
EAP services can be obtained by calling one of the following telephone numbers:  
  
Canada Wide English 1-800-268-5211  
Canada Wide French 1-800-363-3872  
Telephone Device for the Deaf (TDD) ENGLISH 1-800-363-6270  
Telephone Device for the Deaf (TDD) FRENCH 1-800-263-8035

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# Employee Development

**Policy:**

It is the policy of the Women’s Counselling Centre that ongoing employee development is important to the overall services provided by the centre. It is the policy of this organization to encourage the further development of its employees.

**Procedures:**

Employees will be encouraged to participate in training and education that will enable them to better serve our clients. Relevant education and training opportunities may be proposed by either management or employees.

Approval may be given to a maximum of two concurrent courses, whether by attendance at lectures or by correspondence.

The Director may approve the related educational expenses up to an amount determined by DHQ. Professional Development costs beyond that set amount must be pre-approved by DHQ. The availability of Professional Development assistance is always contingent on budget provisions being available.

Any proposed Professional Development must have the potential to benefit the Women’s Counselling Centre. The employee must also intend to continue their employment with the Women’s Counselling Centre for at least year following the completion of the Professional Development.   
  
Employees who have been approved for Education Assistance must complete and sign the attached **Agreement – Education Assistance for Employees Form.** The form should be completed by applicant and submitted to the Director.

Reimbursement of 75% of the total cost of the course will be allowed when the application has been processed and approved. Upon the successful completion of the course, an additional reimbursement of 25% of the course costs will be approved so that the total expense will be covered. **This final reimbursement of 25% can only be paid after proof of the successful completion of the course has been received by the employer.** **Withdrawal or failure to successfully complete courses will mean that the total sum paid to the employee must be refunded immediately**.

It is the responsibility of the employee to forward copies of transcripts, or other official educational documentation to their Director so that credit can be given on Human Resources records.

## Application For Educational Assistance

Employee's Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Present Position:

Department/Ministry Unit:

Division:

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**General Information:**

**Course Requested:**

1. Course Title and Number:

2. Start Date:

3. End Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. Name of Institution:

5. Mode of Study: Attendance Correspondence

6. Class Schedule (Days and Times):

**Costs:**

Registration/Tuition $ Basic Textbooks $ Total Cost $

**Rationale for Educational Assistance:**

Please describe the proposed benefits resulting from your continued education as they

relate to The Salvation Army.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Please provide us with any additional comments you may have regarding this request.

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**I understand and agree to sign the Educational Assistance Benefits Agreement**

**and to** **the terms set forth by the Educational Assistance Policy**:

Employee Signature:

Dated Submitted:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**APPROVAL**

**DEPARTMENT/MINISTRY UNIT:**

Recommendation: Approved Declined

Comments:

Signed by Executive Director/Corps Officer/

Department Head:

Dated:

**DIVISIONAL HEADQUARTERS:**

Recommendation: Approved Declined

Comments:

Signed by Executive Director/

Department Head:

Dated:



## Educational Assistance Benefits Agreement

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

agree to remain an employee of The Salvation Army for a minimum of one year following the completion of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_at .

This course / conference(s) is held from to at a cost to The Salvation Army of $ .

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

agree to reimburse The Salvation Army if my employment is terminated in less than 12 months after completion of the course(s.

OR

agree to reimburse The Salvation Army if I terminate my studies prematurely.

**Guidelines for Reimbursement**

* Application for tuition reimbursement must be submitted prior to commencement of the course.
* Reimbursement for the cost of the tuition is 75% upon approval.
* Original tuition receipts must accompany final transcript of marks (where appropriate). No reimbursement will be granted in cases where the employee has failed to attain a passing grade in the course.
* Upon successful completion the remainder (25%) of the cost will be reimbursed.
* Part-time or casual employees will not normally be eligible for reimbursement of tuition fees.

**I authorize The Salvation Army to deduct from my final pay, any outstanding monies for my Educational Assistance paid by The Salvation Army within the past year (12 months) preceding my self termination**.

Employee Signature Date

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# Employee Handbook

**Policy:**

It is the policy of the Women’s Counselling Centre to supply each new employee with a personal copy of the employee handbook.

**Procedure:**

Each new employee will receive a copy of the Employee Handbook during their orientation period.

Each employee will be required to sign a statement indicating receipt of the Employee Handbook. A copy of this signed statement will be placed in the employee’s personnel file.

If, after employment, the Employee Handbook is amended, Employees will receive an updated copy of the new Handbook. They will then be required to read the new Handbook and complete a signature page indicating that they have received and read the new Handbook. A copy of the signature sheet will be placed in the employee’s file.

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# Employee Long Term Disability

**Policy:**

The Group Benefit Plan for Employees of The Salvation Army includes Long Term Disability (LTD) coverage as part of the core benefits. This coverage will provide a monthly income to insured employees who are unable to work due to disability which meets with the definitions outlined in the insurance contract.   
  
The following policy has been developed to assist Benefit Plan Administrators in obtaining a better understanding of the requirements of the LTD contract. The employee benefit plan booklet has been simplified and therefore does not include specific contract language and definitions as it did in the past.  
  
If further explanation or clarification concerning the LTD plan is required, the Compensation/Benefits Advisor at Territorial Headquarters (THQ) should be contacted.  
  
**Eligibility**  
Enrollment for (LTD) coverage is mandatory for all permanent employees working 30 or more hours per week (effective July 1997)\*. The LTD coverage is designed to provide income protection in the event an employee becomes 'totally disabled' and is not able to return to work for an extended period*. (See Terms/Definitions in this chapter for descriptions and eligibility.*) LTD benefits will not be paid during a leave of absence including maternity leave.  
  
*\* Permanent employees hired prior to April 1997 will be subject to the terms and conditions of the benefit plan in existence at that time. For example, employees were eligible for LTD coverage if they worked a minimum of 25 hours.*  
  
**Offsets**  
Disability benefits under the LTD plan will be directly reduced by the amount of disability income payable under a government plan, e.g. Canada or Quebec Pension Plans (C/QPP), Employment Insurance (EI) Sickness Benefits, and/or workers' compensation (WCB/WSIB). If the payment under the government sponsored disability plan exceeds the insured's LTD benefit entitlement, no monies are payable from this plan.  
When an application is made for LTD benefit, the employee must also apply for C/QPP disability benefits. For workplace injuries or illnesses, the employee/employer should have already initiated a claim for workers' compensation. Section 16.2, Sick Leave Benefits*,* provides more information about EI Sickness Benefits and C/QPP disability benefits.

**Employee Long Term Disability Policy Cont’d**

**Rehabilitation**

The LTD policy allows for disabled employees to return to active employment prior to full recovery from their disability. The Insurance Carrier will provide a Rehabilitation Consultant to work with the attending physician or health professional and the employer to develop an appropriate rehabilitation program for the disabled employee. The Carrier may give written approval for the rehabilitation program for a qualified employee while s/he is unable to be actively at work at his/her own job.

Every employer must make every effort to accommodate an employee's return to work on a rehabilitation program. If an employee is not willing to participate in an approved rehabilitation plan they may not continue to receive LTD benefits.  
  
*NOTE:**While participation in an authorized rehabilitation program does not jeopardize the employee’s eligibility for LTD benefits, non-participation could. If the employee returns to work but is unable to continue due to his/her disability, the full benefit payable is restored provided written confirmation from the attending health professional is provided.*

When an employee receives rehabilitation earnings, the facility must advise the Compensation/Benefits Advisor at THQ. Details of the employee's employment and earnings are to be included on the Seabury & Smith “Return to Work Form” (refer to Section 16.2, page 8).  
  
The employee may return to work gradually or in a different capacity under a rehabilitation program approved by the LTD Carrier. If s/he receives employment income, the Carrier reduces the LTD benefits by:

50% of the income received from rehabilitation; or,  
the amount required so that the disability plan's income plus the rehabilitation work income is at the same level as the pre-disability take-home pay.

**Rehabilitation Procedure**  
Rehabilitation is applicable to every person who ceases to work as a result of illness or injury. The Salvation Army believes that rehabilitation should commence on the first day of disability. The longer a person is off work, the less confident s/he will be about returning and the more difficult it will be to initiate a successful rehabilitation program.  
  
The rehabilitation initiatives the Insurance Carrier can offer will vary, depending on the individual needs of each claimant. A specialized counsellor assigned by the insurer determines an individual’s potential for rehabilitation and assesses those claims which are appropriate for rehabilitation. If the insured’s potential appears favourable, the counselor will clarify the individual’s needs through more direct contact with him/her, either by letter, telephone or often through personal visits at home. S/he then involves the claimant and his/her employer in the development of a rehabilitation program.   
  
The most effective rehabilitation plans result from meeting with the disabled person. During these meetings the counsellor explains the benefits available and any limiting clauses. Following the visit, the direction of ongoing rehabilitation work varies with each claimant. The Carrier attempts to interpret the insurance benefits contract in the most human terms possible and is prepared to listen to any proposal. The majority of claims submitted do not require financial support other than the LTD benefit itself. The insurer, however, may provide financial assistance if it is felt that this will increase the likelihood

**Employee Long Term Disability Policy Cont’d**

that an individual will eventually return to work. Financial assistance can take on many forms and may include any or all of the following:

payment for taxis to and from work to enable an employee to return to work;   
payment of vocational or psychological assessments;   
payment of moving expenses to help an employee relocate;  
financial help and advice to assist an employee to become self-employed;  
payment of tuition fees and textbooks.

*NOTE:**Before any special expenses are incurred, the insurer would contact the policyholder for approval.*

The nature of disability, the employer’s attitude and ability to employ disabled persons, the medical and paramedical facilities available and the disabled person's morale all influence the steps that can be taken to promote rehabilitation.  
  
The insurer's objective is to review all claims submitted in a fair, consistent and ethical manner. It is their intention to transmit decisions in a timely and clear fashion. To this end, the Insurance Carrier Human Resources will handle appeals, contentious claims, and other disputes as required. A disabled employee can appeal his/her claim to this non-adversarial body.  
  
**Workers' Compensation Claims (WSIB In Ontario)**  
If an employee has not returned to work from a workers' compensation leave after 10 calendar days, the LTD Early Intervention Protocol should be followed. Although LTD benefits are not payable to an employee in receipt of workers’ compensation benefits due to offset, if the claim is approved, the premium for basic and optional LTD and AD&D is waived during the period of total disability. Application for waiver of life insurance premium can be made after an employee has been disabled for an excess of six (6) months.  
  
Workers compensation will only continue to pay benefits for disability directly attributable to the workplace. If the employee recovers from the work related illness/injury but continues to be totally disabled due to secondary illnesses, LTD benefits will be paid (subject to policy definitions).  
  
In the event an employee is injured on duty and is in receipt of workers’ compensation benefits, consideration must be given to the following based on provincial legislation:

benefit coverage continuation; and payment for benefit coverage.

**Relevant Terms / Definitions**  
It is important to understand the terms and philosophy of the LTD insurance. This section provides clarification of the terms used in the insurance policy.  
  
All Source Maximum:Under the all source maximum provision, all direct offsets and applicable indirect offsets will reduce the monthly disability benefit by:

the net amount of non-taxable disability income for which the insured is eligible from all sources which exceeds 85% of the insured's net monthly pre-disability earnings; or the taxable disability income received by the insured, from all sources, which exceeds 85% of the insured's net monthly pre-disability earnings.

The all source maximum could affect the benefit if the insured is receiving any of the following:

**Employee Long Term Disability Policy Cont’d**

disability income from another source including group, personal, government sponsored and auto insurance;  
a retirement income from another source;  
benefits from another source other than a government plan.

Basic Earnings: The employee's salary or wage received from the employer at the time of the disability. This excludesany bonus, commission, overtime, shift differential, call-back pay or other premium pay.  
  
Benefit Level***\*\*:***

Core Plan (Taking Care July 1997): 50% of pre-disability monthly earnings up to a maximum benefit of $3000 per month.  
Option one (Taking Care July 1997): 66 2/3% of the first $2600 pre-disability monthly earnings, 50% of the next $2200 and 45% of the excess, to a maximum benefit of $8,000 per month.  
  
***NOTE****: Under the all source maximum provision, all direct offsets and applicable indirect offsets will reduce the LTD benefit. The net amount of non-taxable disability income received by the insured from all sources must not exceed 85% of the insured's net monthly basic earnings at the time of disability.*

\*\*Employees of some locations remain on the pre-July 1997 benefit package and a review of the relevant benefits booklet will clarify the pertinent details.  
  
Consecutive Periods of Disability or a Recurring Disability: When a disability is considered to be a continuation of the previous disability, the insured is not required to satisfy another elimination period. The amount and the payment of benefit for consecutive periods of disability are determined by the provisions in force on the original disability onset date.  
  
Proof of Disability: The Carrier requires written confirmation throughout the life of the claim from a health practitioner to support the definition of totally disabled.  
  
Exclusions and Limitations:  
No benefit is payable for a disability due to:

not meeting the required frequency of health examinations;  
failure to participate in an approved rehabilitation plan; or  
lawful confinement or imprisonment.

**OR**

If the disability is a result of:

war, insurrection, rebellion, riot or civil commotion;  
purposely self-inflicted injury or self-injury;   
commission of, or the intent to commit a criminal offense;  
alcohol or drug abuse unless the insured is undergoing active professional treatment; or  
a pre-existing condition for which the insured was treated during the 12 months prior to becoming eligible for coverage, and if the disability occurs in the first 12 months following eligibility for coverage.

Health Practitioner: This refers to a physician, chiropractor, or other licensed and

**Employee Long Term Disability Policy Cont’d**

recognized health care provider including drugless therapists.

Forms:

Employee Absence Form/Return to Work Form – to be completed by employer.  
Employee Authorization for the release of medical information – to be completed by employee.  
Physician’s Statement – to be completed by employee’s physician when requested by insurer.

(*for forms refer to Sick Leave Benefits Policy, Section 16.2*)

Payment of Benefit: The monthly disability benefit will be paid:

as long as evidence of the state of health of the employee supports a claim; and  
as long as the employee is under the active and continuous care of a health practitioner; and  
as long as the employee is following the treatment prescribed by the health practitioner for that disability; and, where applicable,  
as long as the employee, disabled for alcohol or drug abuse:

- is confined in a hospital  
- is satisfactorily participating in a rehabilitation program and participation in the program began during his/her qualifying period; or  
- has an organic disease present that would cause total disability even if the use of drugs or alcohol ceased.

Policyholder: The policyholder of the Salvation Army's Group Benefit plan is "The Salvation Army".  
  
Pre-existing Condition: A total disability due to or resulting directly or indirectly from a condition which existed and was treated within the 12 months immediately prior to coverage, will not be covered unless the total disability commenced more than 12 months after the commencement date of the employee’s insurance.

If an employee terminates and subsequently becomes insured again under this policy, s/he will be subject to the pre-existing limitation as if his/her insurance commenced for the first time on the most recent enrollment.

Subrogation: Allows the Carrier to recover loss of income benefits from other insurers when the injury or disease is the legal liability of a third party.  
  
Taxable Benefit: The LTD benefit is not taxable as the employee pays 100% of the premium. This benefit becomes taxable if the employer pays any portion of the premium (as is the case in some facilities).  
  
Termination of Benefits: Benefits will terminate:

upon recovery;  
if insured fails to submit evidence that s/he continues to be totally disabled;  
if the insured refuses to participate in the rehabilitation program as approved by his/her health practitioner and the Carrier;  
if the insured participates in any occupation for remuneration or profit or any educational program other than a rehabilitative program approved by his/her health practitioner and the Carrier;  
the date the claimant retires;  
the date the claimant attains the age of 65; or  
upon death.

An employee's monthly rehabilitation benefit ceases on the earliest of:

**Employee Long Term Disability Policy Cont’d**

20 months following completion of his/her initial waiting period;  
voluntary discontinuance of his/her program;  
withdrawal of Carrier's approval for the program; or  
the employee's 65th birthday.

Totally Disabled for Own Occupation: Totally disabled for an employee's own occupation is the incapacity to perform the regular duties of his/her occupation for a period of up to 24 months. This must be solely due to illness or injury. Thereafter, the employee must be unable to work at any occupation for which s/he is, or may become, qualified through education, additional training or experience.  
  
Totally Disabled for Any Occupation: Totally disabled for any occupation applies after the two-year period noted above. This type of total disability means that the employee cannot perform any equivalent occupation for wage or profit for which s/he is, or may become, reasonably qualified by education, training, or experience. The availability of work in any particular location is a matter that is immaterial in considering the extent of the disability. It is strictly a judgment by a health practitioner that determines whether the employee is fit to do other work or not.  
  
Waiting or Qualifying Period: These benefits begin after the employee has been unable to work for four consecutive months (120 calendar days). During the period before the employee becomes eligible for LTD, the employee may be eligible for:

the Salvation Army’s Self-Insured Sick Leave Plan; or  
Employment Insurance Sickness Benefits.

Waiver of Premium: The employee’s basic and optional AD&D and LTD insurance coverage will continue without the payment of premiums once a LTD claim has been approved. The premium waiver is processed automatically and is effective on the qualifying date and will continue while the claimant meets the definition of totally disabled as defined in the policy.  
  
Basic and optional Life Insurance premiums can also be waived after six months of disability should the disability meet with the definition of total disability stipulated by the Life Insurance Carrier.   
  
Application forms for waiver can be obtained from Seabury & Smith.

**Employee Extended Health and Dental Benefits While Receiving LTD**

On the recommendation of the Cabinet, the Territorial Commander has agreed to the following guidelines regarding employee extended benefits while on medically approved absence:

1. Employees who are unable to attend work due to a medically substantiated disability will be allowed to extend their benefit coverage for the time periods stated below or periods dictated by relevant legislation, whichever is greater.

2. Based on the number of years of employment with The Salvation Army, there will be:

1. an initial period where the employee and the employer will each pay their portion of the insurance premiums;

**Employee Long Term Disability Policy Cont’d**

b) a further period where the employee may continue benefits provided s/he

pays the entire premium charged by the insurer/s and provided medical

evidence supports continued disability absence.

3. The following eligibility schedule will be applied:

|  |  |  |
| --- | --- | --- |
| Years of Service | **Initial Cost-Sharing Period.**  **Upon sustaining the disability:** | **Following the Initial**  **Cost-Sharing Period:** |
|  | Premium\* cost-sharing will reflect that of an active employee | All premiums\* paid by employee |
| Up to five years | One year  (or for a greater period where Worker’s Compensation legislation requires) | One year |
| 5-10 Years | Two years | Two years |
| More than ten years | Four years | For period substantiated by medical evidence or to age 65, whichever is less |

\*Note: Long Term Disability, Voluntary Accidental Death and Dismemberment and Life Insurance premiums will be waived by the insurer/s if the disability meets plan definitions. The employee must apply for these waivers within the timelines specified in these policies. Please contact your local Benefit Administrator for details.

4. Individual Salvation Army units are responsible to communicate this policy as part of the benefit plan orientation for eligible employees.

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# Employee Pension Plan - RRSP

**Policy:**

It is the policy of the Women’s Counselling Centre that eligible employees be enrolled in the Salvation Army Employee Group RRSP

**Procedure:**

**ADMINISTRATION OF PLAN**  
  
The Governing Council of The Salvation Army in Canada is the administrator of the Plan and, as such, negotiates the terms of the contract. Group Retirement Services division of Great West Life holds the Policy for the Group RRSP, Policy: 36053  
  
The local administration of the Plan (e.g. enrolment, remittance of RRSP payroll deductions, etc.) devolves upon the following:

|  |  |  |
| --- | --- | --- |
| a. | the THQ Human Resources Dept.: | for THQ employees; |
| b. | Divisional Commanders (or designate): | for divisional and corps employees; |
| c. | Executive Directors/Administrators, Directors: | for employees under their jurisdiction |

**ELIGIBILITY**  
  
All regular full-time and part-time employees (who are not receiving pension plan contributions) are eligible for enrolment in the Group RRSP plan and Salvation Army contributions on the completion of their probationary period (usually 3 months of service)  
  
**ENROLMENT**  
  
Eligible employees must complete the “Application for Membership in a Retirement Savings Plan” and this form must be submitted and processed by Group Retirement Services prior to submission of contributions to Group Retirement Services.  
  
Employees may choose to make voluntary contributions in addition to the contributions being made by The Salvation Army. Employees wishing to apply for a spousal RRSP must have their spouse complete the

**Employee Pension Plan – RRSP Policy Cont’d**

“Application for Membership in a retirement savings plan” (GRSP spousal 02 -36053) where they will complete the “Contributor information” section on the same form.  
  
All employees enrolling in the Group RRSP wishing to make voluntary contributions must complete the “Payroll Deduction Authorization” form authorizing The Salvation Army to deduct voluntary contributions. The form should indicate the desired voluntary contribution as a percentage of regular earnings. The “Payroll Deduction Authorization” must be forwarded to the relevant payroll department (it is not necessary to send this form to Group Retirement Services) and a copy place on the employee’s official file.  
  
**CONTRIBUTIONS TO THE PLAN**  
  
The Salvation Army contributions are to commence once confirmation has been received from Group Retirement Services the employee is registered in the plan. The initial contribution to the plan by the Salvation Army must retroactively cover the period between the employee's end of probation and the entry date.   
  
Contributions by The Salvation Army are to be added to the employee's base salary for Income Tax purposes and, at the same time, deducted for remittance to Group Retirement Services. (Group Retirement Services will issue an official Income Tax receipt for all contributions).  
  
Employer RRSP contributions are to be based on an employee’s paid regular assigned hours/earnings. The RRSP percentage is not paid on extra shifts or overtime hours. Percentage contributed is determined by the employee's years of service, as per following table:

|  |  |
| --- | --- |
| On the completion of Employee Probation | 4.00 % of regular earnings |
| On the completion of 5 years of service (commencing 6th year of employment) | 5.00 % of regular earnings |
| On the completion of 10 years of service (commencing 11th year of employment) | 6.00 % of regular earnings |

In addition to the contributions above, if the employee chooses to make voluntary contributions, The Salvation Army will match employee contributions to a maximum determined by years of service as per the table below:

|  |  |
| --- | --- |
| On the completion of Employee Probation | Matching of voluntary contributions to a maximum of 2% regular earnings |
| On the completion of 10 years of service (commencing 11th year of employment) | Matching of voluntary contributions to a maximum of 3% regular earnings |

**NOTE: Contributions to a spousal account will not be matched**

Both contributions being made by The Salvation Army and Employee voluntary contributions are to be remitted to Great West Life Group Retirement Services by the local payroll centre on a monthly basis (or on a payroll basis when arranged with GRS) accompanied by the completed contribution form or Excel Worksheet.

**Employee Pension Plan – RRSP Policy Cont’d**

RRSP contributions can continue until December in the year the employee reaches age 71. Canada Revenue Agency (CRA) Regulations prohibit contributions beyond this point.  
  
**Employees no longer eligible for Group RRSP contributions due to Canada Revenue Agency (CRA) regulations are to be given a cash benefit equal to that they would receive in a RRSP contribution.**  
  
Further details of the EMPLOYEES' GROUP REGISTERED RETIREMENT SAVINGS PLAN are provided in the Envision Plan Administration Guide (for local payroll centres) and the employee pamphlet entitled 'Group RRSP ' for the Employees of The Salvation Army.

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# Employee Personal Information

**Policy:**

It is the policy of the Women’s Counselling Centre to safeguard staff personal information.

**Procedure:**

Staff Personal Information (Address, Phone Number, Employment Information) will not be disclosed without the written or verbal approval of the specific person.

Staff Personal Information will not be released to Police Departments, Lawyers, etc. without the written or verbal approval of the staff involved unless refusing to do so would hinder an ongoing police investigation or emergency situation.

The Women’s Counselling Centre will comply with court orders requesting staff personal information, with or without the staff member’s permission.

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# Employee Involvement In Program

**Policy:**

It is the policy of the Women’s Counselling Centre that current staff will not be accepted for participation in our programs.

**Procedure:**

Staff will be referred to other programs for service as their involvement as a ‘client’ would be a conflict of interest.

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# Employee Provincial Health Insurance

**Policy:**

It is the policy of The Women’s Counselling Centre to pay the Ontario Employer Health Tax on behalf of its eligible employees. This policy is in keeping with the applicable Salvation Army Operating Policy.

**Procedure:**

In provinces where monthly premiums must be paid by, or on behalf of individuals for

Provincial health plan, The Salvation Army will remit these premiums for all permanent employees (working 25 or more hours per week). Payment of premiums will commence following completion of the probationary period.

The Salvation Army agrees to provide a benefit to all permanent employees (working 25

or more hours per week) equal to the single premium amount.

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# Employee Relations

**Policy:**

It is the policy of this organization that the Human Resources Policies and Procedures will adhere to the guidelines contained in the Territorial Employee Relations Policy and Procedures Manual.

**Procedure:**

The Director has electronic access to the current Territorial Employee Relations Policy and Procedures Manual will be kept in The Women’s Counselling Centre and will make it available to employees upon request.

All Employee Relations Policies and Procedures will adhere at a minimum to the standards contained in the Territorial Employee Relations Policy and Procedures Manual. In some cases the Women’s Counselling Centre Policies may contain additional standards above and beyond those contained in the Territorial Employee Relations Policy and Procedures Manual.

A copy of the Ontario Employment Standards Act is available on the server. Employees have access to that Act should they wish to consult it.

Employees will also receive a copy of the booklet “Your Rights at Work” which is a simplified version of the Employment Standards Act.

Many employee relations issues and questions can be handled onsite by the Director. Where the Director is uncertain as to the Policies and Procedures to be followed, she will consult the staff in Human Resources at DHQ for direction.

Employees may also call Human Resources at DHQ (416 321-2654) for assistance with employee relations issues however it is hoped that every attempt to resolve and questions and issues will be attempted locally first.

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# Employee Training

**Policy:**

It is the policy of this organization that adequate training will be provided to enable new and existing employees to fulfill the requirements of their job position.

**Procedure:**

Upon hiring, each new employee will receive orientation to both The Salvation Army and their position description. See the Orientation – New Employees policy for the details of the orientation process.

In addition to the general employee orientation process, all new employees may be paired with an experienced employee holding the same position for training that is specific to their position.

Upon the completion of the employee orientation process, the employee will sign the Orientation Checklist indicating that the process has been completed. The signed Checklist will be kept in the employee’s Human Resources file.

Where additional training is required for existing employees due to changes in policies and procedures and / or changes in position responsibilities, this training will be provided by the Director or designate in a timely manner.

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# Employment Accommodation

**Policy:**

It is the policy of the Women’s Counselling Centre, where necessary, to provide employee’s returning to work after a disability with a Modified Work Program. A Modified Work Program (MWP) is considered one of the major components of an employee’s rehabilitation. To this end, it can be viewed as a form of therapy. Its goal is to restore employees who are injured or ill to the fullest possible physical, mental, social, vocational and economic capacity at the earliest opportunity possible via appropriate and safe modified work. Successful rehabilitation depends on teamwork and flexibility. This requires consultation, co-operation and commitment by all involved parties.

**Procedure:**

The basic principles of any Modified Work Program are:

that the long-term health of employees is the employer's top priority;  
that modified work must make a useful contribution to the organization/facility;  
that injured or ill employees want to return to useful work; and  
that this program will support values of honesty, dignity, respect and integrity, as embraced by Salvation Army employers territory-wide.

The legislative requirements under Workers' Compensation and Human Rights, along with client staffing quota guidelines, are primary considerations when designing and implementing a MWP. Salvation Army employers recognize and acknowledge their responsibility under Human Rights legislation to accommodate disabled workers up to the point of undue hardship.

Some individualized MWPs are designed totally in-house and most are temporary in nature. Others require a more formal involvement with the applicable workers' compensation agency or insurance company (disability/motor vehicle) rehabilitation counsellors. In all cases, the safety risks and benefits to the individual and the organization are assessed as part of the planning process. It is the usual expectation that at the end of an individual’s MWP the employee will resume his/her normal work position, schedule, and duties. In some cases, where this is not possible, permanent work accommodation may need to be considered.  
  
Modifications may apply to work duties, tasks, days, or hours of work. Whenever possible, the program should follow the employee's regular work schedule and activity

**Employment Accommodation Policy Cont’d**

and should be in the same work area with which the employee is familiar. Any concerns brought forth by the employee or any one of the involved parties, which may have a negative influence on the success of the rehabilitation process, are to be addressed on a case by case basis.

Every Salvation Army employer is responsible for assessing needs, initiating the development and implementation of a general MWP customized to the local setting, and evaluating the program on an ongoing basis (health professionals and/or the DHQ Human Relations Office staff may act as consultants to facilitate the success of a local program).

**Application of Modified Work Programs**

**A) “At Work” Employees**  
When an employee who is at work exhibits or reports signs and symptoms of a physical or emotional condition which interferes with his/her ability to perform work in an optimum fashion, that employee will be considered a potential candidate for a MWP. The condition may be identified via the employee's complaints to the supervisor, to co-worker(s), or to other employees.

**Practices**  
When the Director becomes aware of the employee's condition she will assess the situation to make a preliminary identification of the problem and determine if a MWP can be offered. Such assessment must include discussion with the employee.

1. Through job analysis, the physical and mental work demands will be reviewed keeping in mind the employee's stated condition and needs, as well as consideration of the safety needs, risks, and benefits to both the employee and the organization (a formal, written request for MWP should be secured from the employee).  
  
2. If a referral to an external health care provider does not seem to be necessary or desired by the employee at this time, and where a temporary MWP may be helpful to the employee, management will, where possible, facilitate the accommodation arrangements.  
  
3. If a referral to an external health care practitioner (i.e. physician, chiropractor, etc.) is appropriate, the Director will request that the employee see the appropriate health care professional. If necessary, the Director will provide the health care practitioner with details of the employee’s work requirements. The practitioner would be asked to assist the Director in the development of a MWP for the employee by determining what physical or other restrictions are appropriate. The above would be forwarded via the employee, who would be responsible to authorize the release of medical information. The employee is responsible for ensuring that the Referral Form is returned to the Director on a timely basis.  
  
4. If a MWP can be offered, the specific duties, frequency of duties, hours and schedule of work shall be determined through discussions involving the Director, the employee, and other parties as appropriate.  
  
5. The Director shall provide the employee with a copy of the available MWP identifying the agreed-upon program parameters. The employee and Director will sign the MWP

**Employment Accommodation Policy Cont’d**

document. A copy of the signed document should also be placed in the employee's Human Resources file.  
  
6. Program reviews will take place at regular intervals to evaluate the employee's progress, the appropriateness of the established program parameters and identify any recommended changes to it. If changes to the program are required, the Director will follow-up with the appropriate parties and a new MWP Document will be issued and signed by the appropriate parties.

7. If, at the end of the established MWP time frame, the employee reaches the point of being able to return to his/her full duties, the program will be discontinued and the Director will ensure that the appropriate parties are notified accordingly.  
  
8. If upon reaching the end of the established MWP time frame the employee still cannot return to his/her regular duties, the situation will be reassessed by the Director regarding a temporary modified work extension. Permanent work modification or alternate work needs are not usually identified or assessed until a much later date.

**B) “Off Work” Employees**

When an employee has been absent from work for more than ten (10) days due to health reasons, the Director will assess the situation to determine whether or not the employee is a potential candidate for implementation of a MWP.

**Practices**  
1. Management will conduct an assessment that includes:

* a discussion with the employee;
* a review of any presented health restrictions as identified by the employee's health care practitioner(s);
* a review of the Physical Work Demands information as it applies to the job description of that particular employee;
* a review of available modified work opportunities;
* general discussion with any health professional resource which may be available to assist the facility in such matters;
* as appropriate, discussion with the appropriate workers’ compensation agency or The Salvation Army’s Group Insurance carrier.

2. If the above information is not sufficiently helpful, the employer shall request that the employee see their health care practitioner. The Director will provide a letter indicating that the Women’s Counselling Centre has a Modified Work Program in place and asking the health care practitioner’s guidance and input in such matters as the identification of specific physical/mental restrictions, if any, and a return to work date.

3. The employee will ensure that the information from the Health Care Practitioner is returned to the Director as soon as possible.   
  
4. The Director will determine whether a MWP can be offered to the employee.  
  
5. If a MWP can be offered, the specific duties, frequency of duties, hours and schedule of work shall be determined through discussions with the employee, and other parties as appropriate.

**Employment Accommodation Policy Cont’d**

6. The Director shall provide the employee with a copy of the available MWP identifying the agreed-upon program parameters. The employee and Director will sign the MWP document. A copy of the signed document should also be placed in the employee's Human Resources file.

7. Program reviews will take place at regular intervals to evaluate the employee's progress, the appropriateness of the established program parameters and identify any recommended changes. Such reviews may include representatives of the workers compensation agency or insurance carrier and solicitation of input from the employee's health care provider. If changes to the program are required, the Director will follow-up with the appropriate parties and a new MWP Document will be issued and signed by the appropriate parties.

8. If, at the end of the established MWP time frame, the employee reaches the point of being able to return to his/her full duties, the program will be discontinued and the Director will ensure that all parties are notified accordingly (i.e. the workers’ compensation agency and the insurance carrier). Any required documentation is to be completed and forwarded in a timely fashion to ensure external disability payments cease.

9. If, upon reaching the end of the established MWP time frame, the employee still cannot return to regular duties, the situation will be reassessed by the Director regarding a temporary modified work extension. This reassessment can include parties such as the workers’ compensation agency, the insurance carrier and the employee’s health care practitioner. Permanent work modification or alternate work needs are not usually assessed until a much later date.

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# Employment Contracts

**Policy:**

It is the policy of this organization that Employment Contracts and / or Agreements be used in two situations:

1. Employees filling senior management or professional positions; and
2. Employees filling contract positions of a specific duration (other than Maternity/Parental Leave replacements).

**Procedure:**

The Contract or Agreement will set out the terms of the employment relationship between the Counselling Centre and the Employee.

Upon hiring an employee to fill a position requiring a position contract or agreement, such will be prepared by the Director in consultation with the DHQ Human Resources Department.

The employee will be required to review and sign one copy of the position contract or agreement. The signed copy will be retained in the employee’s Human Resources file.

The following are some of the benefits offered by written employment contracts:

1. When the terms and conditions of the employment relationship are set out in a written contract, the possibility of a misunderstanding concerning these terms and conditions is greatly reduced.
2. The parties can tailor the contract to fit their particular needs. Provisions outside of the Salvation Army employer's standard policies and procedures can be detailed, and matters which are not dealt with in the common law or in employment standards legislation can be clarified.
3. When an employee is hired for an indefinite period of time, unless there is an express contractual term which sets out the period of notice to be provided when the employment relationship terminates, there is a presumption at common law that an employee is entitled to reasonable notice of termination. To a large extent, this

**Employment Contracts Policy Cont’d**

common law presumption can be supplanted by an employment contract which contains a valid provision that specifies some other period of notice, provided the notice is fair and reasonable. Termination provisions of this nature benefit both the employer and the employee. From an employer's perspective, a well-drafted termination clause which clearly sets out the period of notice for termination without cause will spare the employer the time and expense of negotiating a termination package. From an employee's perspective, a termination clause provides advance knowledge of the amount that the employer is prepared to pay upon termination of the employee without cause.

1. Written employment contracts are useful when employees are being hired for a definite period of employment. A written contract of employment for a fixed term, absent any provision to the contrary, will terminate automatically when the term expires. No reasonable notice of termination or pay in lieu of notice is required.
2. A well drafted employment contract can help protect employers against lawsuits for constructive dismissal. Constructive dismissal occurs when an employer, although not explicitly terminating an employee's employment, unilaterally changes significant terms and conditions of the employment relationship. Constructive dismissal actions frequently arise in the context of a geographic transfer of an employee, significant variations in an employee's job description or a reduction in an employee's remuneration. If employment contracts specifically provide for these alterations in the employment relationship, the likelihood of such changes constituting constructive dismissal is greatly reduced.

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# Employment Of Former Officers

**Policy:**

It is the policy of the Women’s Counselling Centre to adhere to the Territorial Operating Policy (7003) with regards to the hiring of former officers.

That policy is included below:

**POLICY STATEMENT**

Former officers of The Salvation Army may be considered for employment when the criteria outlined in this policy are met.

This policy is provided to ensure consistent administration of any application for employment from a former officer.

**POLICY**

1. No former officer may be considered for employment in any capacity (either full-time or part-time) by any Salvation Army ministry unit without written approval from the Chief Secretary. This approval process will commence with a preliminary enquiry by the divisional commander/department head to the secretary for personnel. No offer of employment may be extended prior to confirmation of this territorial approval.

2. All hiring policies and procedures, including but not limited to standard recruitment, posting, checking references, etc., must be followed.

3. A former officer may only be employed when the conclusion of his/her Officership has been ratified by the Officer Review Board.

4. Service credits as an active officer will not be considered in determining sick-day accrual or medical benefits. Standard waiting periods will apply.

5. Former officers who are employed as a full or part time employee will have their previous service as an active officer recognized for determining vacation entitlement provided that the break in service is less than 90 days.

6. Years of service as an active officer will not be considered in the event of termination of the employment relationship.

**Employment of Former Officers Policy Cont’d**

7. When an Officer moves from Officership to permanent employee status (25+ hours per week) within 12 months of termination of officer service, he/she will be

placed immediately on the employee group benefit plan as well as the group RRSP. The waiting period will be waived in light of the prior service as an officer. When, however, the break between Officership and employment status is more than 12 months, the person will be required to serve the standard waiting periods.

8. A copy of the approved Application to Hire Former Officer is to be retained in the personnel file at the ministry unit.

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# Employment Of Officer’s Relatives

**Policy:**

It is the policy of the Women’s Counselling Centre to follow the Territorial Operating Policy with regards to the hiring of Officer’s Relatives.

**POLICY STATEMENT**

The Salvation Army strives for healthy working environments through careful management of reporting structures that avoid the hiring or transferring of relatives into positions that place them in close reporting or working relationships with other family members.

**PURPOSE**

This policy is provided to:

i. reduce the potential for real or perceived conflict of interest or bias within Salvation Army operations;

ii. ensure that favouritism or nepotism or the perception thereof in our recruitment and selection practices is avoided;

iii. minimize the potential for personal conflicts from outside the work environment being carried into the workplace.

**DEFINITIONS**

“Relative” means any person who is related to you, e.g. your spouse or partner, child, sibling, child of a sibling, parent or grandparent, stepchild, step-parent, or similar family relationship.

**PROCESS**

1. Standard recruitment, posting and approval processes are to be applied diligently in all cases. A selection committee of at least two (2) individuals must be used.

**Employment of Officer’s Relatives Policy Cont’d**

2. Selection decisions are to be made on the basis of appropriate selection criteria designed to ensure that the applicant chosen is the best candidate for the position.

3. Where the person who is normally responsible for hiring is a relative of a candidate, that person is to be excused from the selection process and must not interfere or attempt to influence the selection committee in any way.

4. Relatives of officers or current employees may be employed only where:

i. they will not be reporting directly to or supervising a relative;

ii. they will not be reporting directly to the relative’s immediate supervisor or subordinate.

5. Where an employee works in the same facility as a relative (officer or employee) who holds an influential and/or supervisory position, the related “superior” must agree in writing to remain uninvolved in any specific personnel matters concerning the related employee (complete Appendix A: Declaration Form). The employee will be fully advised that he/she is not to involve his/her relative in any manner in seeking to resolve personnel issues.

6. Where two employees are in a direct reporting relationship and subsequently become relatives (as defined in this policy), all reasonable steps must be taken on a case-by-case basis to reduce the potential for conflict of interest.

7. Should a relative already be employed at a facility where an officer is later appointed, the relative will retain his/her position. The reporting structures for that employee, however, are to be altered (where necessary) to ensure there is no direct reporting relationship between them.

8. Relatives of officers and employees who hold an influential or supervisory position may be employed for temporary vacancies/positions of four (4) months or less, or of a casual nature, including but not limited to camp positions and Christmas positions. All provisions contained within this policy must be observed. Reporting structures for these employees are to be altered to ensure that there is not a direct reporting relationship with their relative.

9. Prior to an offer of employment being made to the relative of an officer or employee, the Special Employment Authority (Appendix B ) must be submitted through the divisional commander/department head and if an officer, to the office of the secretary for personnel, or if an employee, to the territorial director of employee relations.

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# Employment Of Retired Officers

**Policy:**

It is the policy of The Women’s Counselling Centre to adhere to the Territorial guidelines with regards to the employment of retired Officers. These guidelines are included in the procedure section below:

**INTRODUCTION**

**POLICY STATEMENT**

This policy will ensure the consistent administration of any application for employment received from a retired officer of The Salvation Army.

**POLICY**

1. When a ministry unit/department is considering employing a retired officer, care must be taken to follow all hiring policies, including but not necessarily limited to a job description, posting the vacancy, conducting an employment interview, etc.

2. Prior to interviewing a retired officer applicant, approval for employment must have been obtained from the Secretary for Personnel.

3. Retired officers who have been hired as employees are subject to participation in all mandatory employee benefits for which they are eligible. This includes enrolment in the employee group benefit plan and group RRSP. Exemptions to enrolment are subject to the terms of the plan.

4. Retired officers who are employed as a full or part time employee will have their previous service as an active officer recognized for determining vacation entitlement.

5. Upon acceptance as an employee, the standard letter of offer of employment must be provided.

6. Years of service as an active officer will not be considered in the event of termination of the employment relationship.

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# Ethics / Boundaries

**Policy:**

It is the policy of the Women’s Counselling Centre that Staff – Client relationships must be based on client needs, staff member knowledge, skill and competency and the observation of professional boundaries, respect, trust, and client empowerment.

The following ethical principles are to apply to all staff:

1. Staff persons must recognize and understand the requirement to be accountable in maintaining professional behaviour. Staff must be constantly aware of their actions and language with clients and be prepared to deal with how their behaviour or comments may be interpreted.

2. The professional/client relationship must be based on the therapeutic needs of the client, not the staff member. This must be a guiding principle to consider when determining whether personal disclosure by a staff person is appropriate.

3. The intent of the staff person must never be a factor in determining whether behavior is appropriate or unethical.

1. Staff must be aware of their obligation to operate within the Mission Statements of the Women’s Counselling Centre and The Salvation Army.
2. Staff must be aware of their obligation under the Ontario Human Rights Code not to discriminate.
3. Staff must recognize their role and obligations in the continuum of treatment, including respecting the expertise and contribution of other professionals, and health and social services providers. Staff members are to consult with other professionals/agencies especially with respect to areas where a staff person does not have the necessary knowledge or competence to provide the required service to a client.
4. Staff must not engage in any activity that could be construed as exploitation of clients or former clients for personal gain whether financial or social.
5. Staff must refrain from dual relationships with clients including, but not limited to, relationships of intimacy, becoming personal friends, entering into a business transaction or receiving valuable gifts, or services from clients.

**Ethics / Boundaries Policy Cont’d**

It must be understood that the staff/client relationship exists after a person is no longer a client of the Women’s Counselling Centre. If/when a staff person feels it may be appropriate to have a relationship with a former client (e.g. Friendship, sponsorship), this will be discussed with the Director before the relationship is pursued.

1. Staff persons must make every effort to develop and maintain positive relationships with clients, visitors, co-workers, supervisors, professionals at other agencies, students and volunteers.
2. When a staff person has had a prior personal relationship (friend, family, neighbour, co-worker) with a person who becomes a client, the staff person must not be directly involved in working with this client, but will provide basic physical support. The staff person involved must explain this to the client.
3. Staff must be conscious of ensuring that no client will be physically or psychologically compromised by either staff or clients and will be obliged to intervene in any situations where this may happen.
4. Staff must respect the client’s freedom of choice and personal values, including the right to informed consent and the right to make their own decisions related to their personal problems.
5. Staff must discuss with their Supervisor any ethical concerns about their own actions or the actions of co-workers.
6. Staff must recognize the importance of ongoing personal and professional self-assessment and growth as it relates to their work with clients.
7. With the implementation of the WISH Database, we have the ability to block particular staff members from accessing the details of specific client’s file notes. If a staff member has a potential conflict of interest with a client, that staff member must inform the Director who will block that staff member from accessing the client’s file notes.

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# Exit Interviews

**Policy:**

Exit Interviews may be conducted at the end of a staff member’s employment. This is a tool to assess the overall operations of the Counselling Centre.

**Procedure:**

The Director will contact the employee to request that they do an exit interview. The staff member has the right to decline this interview. If the staff member declines the interview a notation to that effect will be made in the person’s human resource file.

The completed interview document is given to the Director for applicable and appropriate follow up. A copy of the completed exit interview is kept on file as part of the Centre’s Quality Improvement process. The interview will follow the below format:

1. Name 2. Date: 3. Forwarding Address:

4. Date of Last Day Worked: 5. Date Started:

6. Supervisor:

7. Reasons for Leaving:

8. What were your major duties?

9. Was your training satisfactory?

10. Who did the training?

11. How can we improve in this area?

12. Did you have as much authority and responsibility as you felt you could handle?

13. Do you have any suggestions for us in this area?

14. Did you find your work interesting?

15. If you had the power, what would you do to make it more interesting?

16. What did you like most about working with us?

17. What did you like least about working with us?

18. Can you suggest how we might overcome the things you did not like?

19. Were you satisfied with the salary and benefits you received?

If not, please let us know why.

20. Would you recommend our Corps/Facility/Office to your friends as a good place to work:

If not, please tell us why.

21. Would you recommend our services to friends/associates on a client referral basis?

If not, please tell us why.

22. Are there any other suggestions you would like to make to us?

23. Do you have any objections to this form being kept on your Human Resources file?

24. Interviewer's Comments:

25. Eligible for Rehire: **** Yes **** No

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# Farewell and Retirement Events

**Policy:**

It is the policy of the Women’s Counselling Centre to acknowledge and celebrate with an Officer or Employee who is leaving the Women’s Counselling Centre due to a farewell, employment change or retirement. We will follow the Territorial Policy regarding these celebrations.

**Procedure:**

**RETIREMENT EVENTS**

Maximum expenditure per person shall not exceed $29.00 plus taxes and maximum 15% gratuity. The retiring staff member’s spouse may be included. The maximum total expenditure must not exceed $1,500 per retirement event.

**RETIREMENT GIFTS**

The maximum expenditure for a retirement gift for a retiring officer/employee shall not exceed the values in the following table. This is to be in the form of a gift or gift certificate, but not to be given as cash/cheque. The circulation of requests for additional gifts/donations is not permitted.

|  |  |
| --- | --- |
| **Years of Service** | **Gift Value** |
| **10** | **$100** |
| **15** | **$125** |
| **20** | **$150** |
| **25** | **$200** |
| **30** | **$250** |
| **35** | **$300** |

**FAREWELL EVENTS**

Maximum expenditure shall not exceed $17.50 per person plus taxes and maximum 15% gratuity. The maximum total expenditure must not exceed $500. A farewell gift of $100 (taxes included) will be allowed. Gift certificates are deemed to be a 'near-cash gift' by Canada Revenue Agency and are therefore considered a taxable benefit.

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# Grievance

**Policy:**

It is the policy of The Women’s Counselling Centre that employees are to attempt to work out interpersonal conflicts and/or grievances with the specific staff member involved.

**Procedure:**

An employee will first attempt to work out interpersonal conflicts and grievances with the specific staff member involved.

The Director will not intervene in conflicts which the employees have not attempted to work out on their own unless such a conflict is potentially covered by the Workplace Harassment, Discrimination and Violence Prevention Policy or the Abuse Policy. In such a case the procedures of those policies will be followed.

Should an employee be unsuccessful in resolving the conflict or grievance, he/she has the right to bring the matter to the attention to Director.

If the matter is not dealt with to the satisfaction of the employee by the Director, the employee is to write a letter to the Director requesting an interview with her.

If the grievance is with the Director and it cannot be resolved by direct contact with the Director, the employee may request a meeting with the Director’s supervisor.

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# Health and Safety Code

**Policy:**

It is the policy of the Women’s Counselling Centre to adhere to all the guidelines of the Occupational Health and Safety Act which apply to this location.

**Procedure:**

Detailed Health and Safety Policies are included in the Health and Safety Section of the Policy and Procedures Manual. Staff members are encouraged to check this section of the Manual to seek answers to their specific Health and Safety questions.

If an answer is not found in the Policy and Procedure Manual, the employee should speak to the Director to determine if the information required is located onsite or whether the information can be located elsewhere.

A copy of the Ontario Occupational Health and Safety Act and the Guide to it is located on site for employee reference.

Any staff member noticing a Health and Safety Concern must notify the Director immediately. The Director will then take the necessary steps to address the issue with the appropriate parties.

In the extended absence of the Director, a staff member who notices a Health and Safety issue may notify the Church office staff about the problem.

The staff member should also send an email to the Director indicating the nature of the problem, who and when it was reported to and any steps taken to resolve the issue.

The Director will keep track of Health and Safety issues and their resolution as required.

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# Hepatitis B Vaccinations

**Policy:**

It is the policy of the Women’s Counselling Centre to as much as possible safeguard the health of its employees and to do our part in stopping the spread of disease.

**Procedure:**

Officers and employees of The Women’s Counselling Centre who are at risk of contracting Hepatitis B will have the option of obtaining immunization against this disease.

Costs involved will be provided by The Women’s Counselling Centre if coverage is not available through existing health plans or regional agreements.

Staff members are encouraged to maintain their own complete record of immunizations with their family doctor and to keep all immunizations up to date.

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# Hiring And Recruitment

**Policy:**

The Women’s Counselling Centre will practice consistency and fairness in the recruitment and selection of staff

**Procedure:**

* A Position Description will be available or prepared prior to recruitment.
* All job postings will be sent to Employee Relations at Divisional Headquarters for posting within other Salvation Army Facilities for a minimum of 3 days. All postings will clearly state “We thank all applicants, however, only those candidates to be interviewed will be contacted.”
* All resumes will be reviewed by the Director and other designated staff and they will select the appropriately qualified applicants to be interviewed.
* An interview team consisting of at least two managers will interview all selected qualified candidates.
* In order to maintain fairness in the interview process, each candidate will be asked the same questions by the interview team. The questions will include discussion of Salvation Army Mission and the candidate will be asked for their willingness to work within our mission. The questions will also be geared to the responsibilities and requirements of the job.
* All candidates will be asked for 3 references. Once an appropriate candidate has been selected by the interview team, The Director will call the candidates provided references and a full reference check will be completed.
* If the reference check is positive, a ‘Status and Change Form’ will be completed and forwarded to Employee Relations at Divisional Headquarters.
* An offer of employment will be made to the selected individual once approval from DHQ has been received. An ‘Offer of Employment’ letter will be sent to the successful candidate. The letter will follow the template approved by DHQ.
* The employee will be required to provide a copy of their relevant degrees / diplomas / certificates and the copy will become part of the employee’s HR file. This process serves as verification of credentials and appropriate documentation.
* All positions at The Women’s Counselling Centre will adhere to the hiring and recruitment guidelines contained in the Territorial Employee Relations Policy and Procedures Manual. These guidelines outline the hiring and selection guidelines pertaining to the Human Rights Legislation, hiring procedures, employment equity and reasonable accommodation.

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**Employee Relations Policies and Procedures Manual**

**SECTION 01: RECRUITMENT & SELECTION**

**1.2 Employees-Recruitment & Selection Policy**

On the recommendation of Cabinet, the Territorial Commander has agreed to the following guidelines for recruitment and selection to be followed by Salvation Army employers in Canada.

**1. Human Rights Legislation and Employment Selection**

Section 15 of The Canadian Charter of Rights and Freedoms, which is part of the Canadian Constitution, guarantees Canadians the right to,

"equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, age or mental or physical disability"

The Charter has direct application to the government (federal, provincial and municipal) and its agents, and indirect application to private, non-government organizations, because human rights legislation and labour relations/employment standards legislation are subject to it.

Human Rights Legislation adheres to the principle that employment decisions should be based on criteria relating to an applicant's ability to do the job in question, rather than on factors that are unrelated to job performance. It is also recognized that employers have a legitimate right to obtain the most qualified and suitable candidate for a particular job.

Provincial Human Rights Legislation entitles all individuals to equal employment opportunities without regard to:

race or colour,

national/ethnic origin or citizenship,

religion or creed,

age,

family or marital status,

sex (including pregnancy or childbirth and sexual orientation),

record of offences (in certain jurisdictions),

disability,

(in certain jurisdictions) political belief.

All Salvation Army employers, particularly Divisional Commanders and Department Heads will need to be familiar with the prohibited grounds designated in their jurisdictions.

Section 8. of the Canadian Human Rights Act provides a helpful guideline in defining discrimination in recruitment and selection:

"It is a discriminatory practice

(a) to use or circulate any form of application for employment, or

(b) in connection with employment or prospective employment,

(i) to publish any advertisement, or

(ii) make any written or oral inquiry that expresses or implies any limitation, specification or preference based on a prohibited ground of discrimination."

An exception is sometimes allowed in cases where an otherwise prohibited ground of discrimination may be permitted, if such discrimination is clearly relevant to the job. A particular skill or qualification can then be specified if the preference is, in fact, based on a ***bona fide* occupational requirement (BFOR).** A BFOR is an employment condition, imposed honestly and without intent to defeat the purpose of the relevant human rights legislation, and is based on the practical reality of accepted business practice in the situation. A BFOR must have a substantial connection to the operation of the employer's business and not discriminate more than is necessary. If a complaint is filed, the onus to prove that a requirement is reasonably necessary rests with the employer. The requirement must be "reasonably necessary to assure the efficient and economical performance of the job, without endangering the employee, fellow employees and the general public." *(Ontario Human Rights Commission vs. Etobicoke - 1982)*. A policy, which is not imposed consistently, will not satisfy the requirement that the qualification be related to the performance of the employment concerned.

Discrimination is prohibited by law in regard to employment advertising, as well as the terms and conditions of employment, including transfers, promotion and training programs. Discrimination results if the established employment systems encourage or discourage certain individuals because they are members of certain groups, rather than because of their ability to perform a job. Systemic or constructive discrimination describes indirect discrimination that is hidden (usually unintentionally) in the normal operations, rules and procedures of the employer. Intent to discriminate does not matter. Rather, it is the consequences of an employer's action that determine whether or not the employer has discriminated.

It is imperative that Salvation Army employers do not violate Human Rights Legislation in either recruitment or selection policies and procedures, and that Salvation Army employers maintain the philosophy of equal opportunity as a right of all Canadians.

**2. RECRUITMENT**

Recruitment is the process of attracting applicants with certain skills, abilities and other personal characteristics to job vacancies in an organization. The recruitment procedures of Salvation Army employers must be broad enough to provide equal opportunities to all Canadians in order to comply with Provincial Human Rights Legislation.

a. External Recruitment

Any advertisement is to be carefully worded to avoid discriminating against anyone on any of the prohibitive grounds under human rights legislation. If in doubt about a matter of inclusion in an advertisement, check with the Territorial Director of Employee Relations or your district human rights office before posting.

If using outside recruitment agencies, the employer is responsible to ensure that they do not engage in any prohibited discriminatory practices under Human Rights Legislation.

b. Internal Recruitment.

All employees must have equal opportunity for advancement or promotion within the organization. If an existing employee is given no opportunity to compete against a new recruit for the job, all other factors (i.e. skills, experience, and training) being equal, then it may be determined that a prohibited discriminatory practice exists. Job postings must be visible to all current employees. They must not be discriminatory in wording, except where a bona fide occupational requirement (BFOR) exists.

c. Application forms.

Human Rights Legislation prohibits the use of an employment application form or a

"written or oral inquiry ... that directly or indirectly classifies or indicates qualifications by a prohibited ground for discrimination."

d. Selection Interviewing.

As indicated above, only questions related to job success can be asked on application forms and during employment interviews. It is recommended that behavioural questions that are job-specific be developed, which focus on how candidates handled relevant situations in previous jobs or how they propose they would handle specific situations in the role for which they are being considered. Work sample tests or intelligence/aptitude tests can also be effectively used in the screening process but they must ensure fairness and equality of opportunity to all applicants. For positions that are extremely physically or mentally demanding, or for positions where medical clearance is a legal or funding body requirement, pre-employment medicals or medical testing should be made a condition of employment.

Any medicals requested or physical/mental demands testing required as a part of the hiring process must relate to the essential duties and requirements of the job only, and should be secured only after a conditional offer of employment has been made (in other words, following selection).

All applicants interviewed for a particular position must be given the opportunity to provide comparable information. Questions asked should relate specifically to the responsibilities and requirements of the job. The same questions are to be asked and answered by each applicant. If possible, two or more interviews are to be held with different interviewers in order to guard against personal biases. Interviewers must be fully aware of the need to avoid bias in selection.

**3. EMPLOYMENT EQUITY IMPLICATIONS**

Employment equity involves taking positive steps to remedy the under-representation of women, visible minorities, disabled and aboriginal people in the labour force by eliminating employment barriers. The Federal Employment Equity Act was proclaimed in force August 13, 1986, and applies to all Crown agencies and federally-regulated employers with 100 or more employees. In an effort to strengthen and enhance present Human Rights legislation, a number of provinces are currently giving consideration to the concept of employment equity. The designated groups under the Federal Employment Equity Act are:

a. Women

b. Visible Minorities - Chinese, Black, Indo-Pakistani, West Asian or Arab, Filipino, Japanese, South-East Asian, Korean and Oceanic.

c. Natives

d. Disabled - The World Health Organization defines disability as: "any mental or physical disadvantage, resulting from an impairment or a disability, that limits or prevents the fulfillment of a role that is normal for that individual."

The emphasis of employment equity is that employers are to be responsible to ensure that the recruitment process focuses on actual job requirements, that reasonable accommodation (see 4. below) is made for applicants with a disability or other protected attributes, and any employment practices in connection with recruiting, hiring, promoting and training, that may be discriminatory against the designated minority groups, are eliminated. Salvation Army employers will take all steps necessary to ensure that employment barriers are eliminated and equal opportunity is provided to all applicants. Salvation Army employers giving consideration to initiating employment equity programs are to be governed by guidelines outlined under applicable provincial Human Rights legislation

**4. REASONABLE ACCOMMODATION**

Reasonable accommodation is most often associated with giving consideration to the needs of persons with disabilities. It is recognized that many of the barriers to equal opportunity for employment of persons with disabilities exist because of inadvertence or lack of awareness of special needs, not because people have deliberately sought to discriminate against persons with disabilities. Historically, persons with disabilities have borne the costs associated with their special needs. Accommodation in employment is the removal, at the employer's expense, of those barriers which would otherwise prevent persons with disabilities from enjoying equal opportunity of employment. Each person with a disability must be considered individually in order to determine what changes can be made to a situation, including physical environment, in order to accommodate that person's needs.

Reasonable accommodation is also required under the law to protect applicants and employees with other protected attributes. For example, accommodating special religious or family needs of employees would be required in order to provide equal opportunity without discrimination on the basis of religion or family status.

For employers, 'reasonable accommodation' means that, if a person is capable of performing or fulfilling the essential duties of an employment position, it is the responsibility of the employer to provide the means of removing barriers to that person's employment, provided the cost of doing so is "reasonable", i.e. accommodation of a person's individual needs is required, unless such accommodation would cause "undue hardship" to the employer.

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# Human Resources Planning

**Policy:**

It is the policy of the Women’s Counselling Centre that Human Resources planning will be included in our regular strategic planning and review process.

**Procedure:**

The Women’s Counselling Centre will engage in the development and review of a Strategic Plan regularly.

The Strategic Plan will include reference to applicable Human Resources Planning.

The Strategic Plan will be reviewed at least annually.

All major stakeholders will be given the opportunity to participate in the Strategic Planning and its annual review process.

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# Information Disclosure and Documentation Procedures

**Policy:**

Client’s files are the property of The Salvation Army Women’s Counselling Centre (WCC). The Women’s Counselling Centre must exercise careful and consistent vigilance in regard to the protection of its clients’ rights to privacy and confidentiality. WCC will never release information, which individually identifies a client without the client’s informed authorization to do so.

**Procedure:**

Should a client’s record be subjected to a subpoena, search warrant or other judicial warrant, it is important that it be released in a sealed envelope. If a client case record is obtained through a subpoena all pertinent details of the release should be included in the case record including the date released, the person to whom it is released, the reason written consent not obtained, if applicable and the specific information released. Materials to be released should be photocopied and the original file folder stays at the WCC. When the photocopy has been returned, the date will be documented in the file and the photocopy shredded.

In case of a potential suicide or homicide threat staff are obligated to protect a client from herself and to protect others if a client proves a threat. Staff should report this to the Director so that appropriate action can take place.

In case of reported child abuse see Duty to Report policy.

If, as a consequence of our relationship with clients, we are privy to information, which implicates them in a criminal or quasi-criminal activities, we have a social and perhaps legal responsibility to take some appropriate actions. In effect, we have a social responsibility to protect people and property against such acts if, in fact, they are real, and we have a responsibility to protect ourselves against the risk of being charged with aiding and abetting. All this must be weighed against the principle of confidentiality.

**Case record storage**

All active client records will be kept in the current files cabinet in the office. Once the client has terminated all client’s records are moved to the closed file storage. Case files, logs and any client related correspondence will never be left lying on desks or tables

**Information Disclosure and Documentation Procedures Policy Cont’d**

after hours of work. Client’s files should never leave the premises without authorization by the Director. All closed client’s files will be kept stored in the closed file storage for a minimum of 10 full years.

**Receiving information about clients**

Although the client should be the primary source of information, it is understood that there are times when she is unable to provide what is needed. There will be a discussion with the client around what information is needed, and which source should be asked to provide this i.e. Doctor. Appropriate release of information forms are to be used.

**Agency Staff Access**

Access to a client’s records is limited to The Salvation Army Women’s Counselling Centre staff working directly with the client at the time. Staff may consult with the Director or another counsellor where necessary. This is explained in the client contract and informed consent has been obtained.

Staff should not make reference to client names or case situations in places where the conversation might be overheard either inside or outside the agency. If overheard by any other person other than the ones who have been “authorized” by the client concerned to have that information, it is obviously a serious breach of confidentiality. Such breaches are not only ethically, morally, and legally wrong, but also can have grave consequences for the agency and its staff and all they hope to accomplish.

Client request for letters

If a client, past or present, requests a letter pertaining to the services they used or will be using the following guidelines should be followed in the management of these requests:

* Client must sign the Consent to Release Information form
* Letters should be addressed to a person or a position not ‘to whom it may concern’
* Requests wanting a confirmation of attendance at counselling should include only a statement that the client attended, number of sessions, not the content or of plans to continue.
* When information about the counselling process is requested, the counsellor must receive the request in writing from the professional or agency, specifying the details of what is required.

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# Job Evaluations / Grading

**Policy:**

The value of your position is established through the use of a gender-neutral evaluation system. This evaluation system, in compliance with the Ontario Pay Equity Act, measures jobs according to skill, effort, responsibility and working conditions. The Salvation Army supports the concept of pay equity for male and female employees working in jobs of comparable value. Through the evaluation system points are awarded to each job, resulting in a job grade being established. This grade indicates the appropriate salary level for the position.

**Procedure:**

Should the responsibilities of your job change dramatically during the course of your employment, a new job document may be prepared by the Director and then submitted to DHQ for finalization. This may result in a re-grading of the job and subsequent salary increase / decrease.

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# Job Postings

**Policy:**

It is the policy of the Women’s Counselling Centre to keep staff informed regarding internal Job Postings.

**Procedure:**

As new or replacement employment positions become available within The Salvation Army, the applicable Job Postings are circulated through the Lotus Notes email system.

As the Director is the only staff member who has access to the Lotus Notes system, she will forward the job posting emails to all staff members upon receipt in a timely manner.

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# Language

**Policy:**

The Salvation Army is a Christian organization. We do not encourage the use of rude, obscene or foul language.

**Procedure:**

As a staff member at this Centre, you are representing the Centre and The Salvation Army.

Staff will refrain from the use of rude, obscene or foul language while on duty with the Women’s Counselling Centre, either on or off site.

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**Leaves of Absence**

**Policy:**

It is the policy of this agency to permit leaves of absence under certain circumstances.

**Procedure:**

**Sick Leave**

Absences because of sickness must be reported to your immediate supervisor within 8 hours of your regular start time.

The Director has the right to request a doctor’s certificate for any absences.

**Jury Duty**

Employees required for Jury Duty will be released from employment and will receive full pay for the first week, or part thereof, of jury duty.

For periods longer than one week duration, employees will be entitled to regular salary less any fees received. The employee will be responsible to provide the employer with verification of the amount of jury duty fees received so that salary can be adjusted accordingly.

**Bereavement**

Employees are entitled to the following bereavement leave with pay:

* In the event of the death of an employee’s spouse, domestic partner, child, parent, brother or sister, five consecutive days with pay shall be provided.
* In the event of the death of an employee’s grandparent, grandchild, mother-/father-in-law or sister-/brother-in-law, three consecutive days leave with pay shall be provided.
* In the event of the death of a niece/nephew, aunt/uncle or cousin, one day leave with pay shall be provided.
* Additional time off may be considered by the supervisor based on the merits of each individual situation.
* Use of bereavement leave time for any other purpose is inappropriate and

non-compensable.

**Unpaid Leave**

Employees with a minimum of 1 year of service at The Women’s Counselling Centre may apply for a leave of absence up to four weeks without pay for personal reasons. A decision will be made for each individual case following consultation with the Director.

**Leaves of Absence Policy Cont’d**

Employee requests for an extended leave of absence longer than four weeks in length without pay, for study purposes or similar reasons, will be evaluated on individual merits.

Employees unable to work by reason of an accident or illness, which is not fully covered by paid sick leave, may apply for an unpaid leave of absence.

**Maternity/Parental Leave**

Under the Employment Insurance Act, provision is made for benefits to persons who qualify when employment is interrupted due to pregnancy. Such employees are to apply to the Employment Insurance Commission for consideration under the Act.

Employees with a minimum of 600 hours in their qualifying period and who meet the income amount specified by EI are normally eligible for Employment Insurance benefits as follows:

1. Fifteen weeks of **Maternity Leave Benefits** available to natural mothers (following a two week waiting period) commencing no sooner than twelve weeks prior to the estimated delivery date.
2. Thirty five weeks of **Parental Leave Benefits** available to both natural and adoptive parents. Parents can choose to extend this benefit over 61 weeks if they wish to do so but they will receive a lower amount of EI if they choose the 61 week option. Either parent is able to claim the benefits or they can share them. Parental leave benefits must commence no later than 78 weeks after the child’s arrival in the home.
3. Fifteen weeks of **Sickness Benefits** are available to the natural mother if medical complications arise during the pregnancy or following delivery.
4. Twelve weeks of **Extended Pregnancy Leave** for employees who have experienced still-birth or miscarriage.

The above leaves related to pregnancy require applicable medical documentation.

All EI benefits and entitlement are subject to the regulations of the EI Commission and employees should determine their eligibility and entitlement directly with the EI Commission.

Employees entitled to Maternity/Parental Leave are to provide a minimum of 2 weeks notice in writing to their immediate Supervisor when applying for leave of absence. This notice is to include the date of commencement and the estimated date of return to their work responsibilities.

Employees entitled to Maternity/Parental Leave will not have their employment terminated nor be laid off. This leave may commence at any time during the eight weeks prior to the estimated date of delivery.

**Leaves of Absence Policy Cont’d**

**Medical Appointments**

Employees are encouraged to schedule medical and dental appointments for off-work hours whenever possible. However, time off, without pay, may be allowed at the discretion of the employer for legitimate doctor or dentist appointments. Prior approval of the Director is required for such time to be taken off.

Since our employees have flexible work schedules, it may be possible for the employee to rearrange their working hours to make up the time and avoid a deduction in pay.

**Family Medical Leave**

Family medical leave is unpaid, job-protected leave of up to 28 weeks in a 52-week period. Family medical leave may be taken to provide care or support to certain family members and people who consider the employee to be like a family member in respect of whom a qualified health practitioner has issued a certificate indicating that they have a serious medical condition with a significant risk of death occurring within a period of 26 weeks.

**Critical Illness Leave**

Critical illness leave is unpaid job-protected leave of absence of up to 37 weeks in relation to a critically ill minor child, or 17 weeks in relation to a critically ill adult within a 52-week period.

**Family Caregiver Leave**

Family caregiver leave is unpaid, job-protected leave of up to eight weeks per calendar year per specified family member.

Family caregiver leave may be taken to provide care or support to certain family members for whom a qualified health practitioner has issued a certificate stating that they have a serious medical condition

**Personal Emergency Leave**

Employees are entitled to up to 10 personal emergency leave days per year as soon as they start working for an employer. The first two days of the leave in each calendar year are paid if the employee has been employed for one week or longer.Employees who meet the provincial criteria for this leave can take up to 10 days of leave each calendar year due to:

* personal illness, injury or medical emergency  
  **or**
* death, illness, injury, medical emergency or urgent matter relating to the following family members:
  + spouse (includes both married and unmarried couples, of the same or opposite genders)
  + parent, step-parent, foster parent, child, step-child, foster child, grandparent, step-grandparent, grandchild or step-grandchild of the employee or the employee's spouse

**Leaves of Absence Policy Cont’d**

* + spouse of the employee's child
  + brother or sister of the employee
  + relative of the employee who is dependent on the employee for care or assistance

**Domestic or Sexual Violence Leave**

This is a job protected leave of up to 15 weeks of leave for victims of domestic or sexual violence. The employee must have been employed for at least 13 consecutive weeks. The first 5 days of this leave are paid days. The leave must be taken for at least one of the following reasons:

* + Seeking medical attention;
  + Obtaining services from victim services organization;
  + Obtaining counselling;
  + To relocate;
  + Seeking legal or law enforcement assistance

**Child Death Leave And / Or Crime-related disappearance Leave**

This leave provides employees with an unpaid job protected leave of up to 104 weeks if a child of that employee dies for any reason.

The Crime-Related Child Disappearance Leave provides up 104 weeks of job protected unpaid leave.

* Child means child, step-child or foster child who is under 18 years of age
* Employee must have been employed for at least 6 consecutive months

Many of the above leaves are either Federally or Provincially legislated. As such they each have specific criteria for eligibility that must be met. If an employee is considering requesting any of the above leaves, she should check the applicable Federal or Provincial eligibility criteria prior to requesting the leave. In any case where the Federal or Provincial Legislation is different than the above information, the applicable legislation will be followed.

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# Maintenance Of Professional and Educational Currency

**Policy:**

It is the policy of the Women’s Counselling Centre to provide essential training to staff and to encourage the maintenance of other Professional and Educational qualifications.

**Procedure:**

All employees at the Women’s Counselling Centre will be qualified in Standard First Aid and CPR.

The Women’s Counselling Centre will provide funding for employees to be certified in Standard First Aid and CPR on an as needed basis. Where possible these courses will be offered onsite. Where not possible, funding will be arranged so that staff can certify and recertify elsewhere.

Staff are encouraged to maintain any other Professional and Educational Currency that they currently have.

See the Employee Development policy for more details.

Where such Professional and Educational Currency is required for employment, the Women’s Counselling Centre will provide or assist with funding as budget permits.

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# Meals and Breaks

**Policy:**

It is the policy of The Women’s Counselling Centre to adhere to the Employment Standards Act of Ontario in all matters pertaining to Personnel.

**Procedure:**

Employment Standards of Ontario requires all staff working more than 5 hours per day to have a 30 minute meal break.

While it is understood that counsellors may work flexible hours and therefore do not have set meal times, employees are encouraged to build a 30 minute meal break into their working day.

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# Medical Benefits

**Policy:**

It is the policy of The Women’s Counselling Centre that employees are to be enrolled as members in the Salvation Army’s Group Insurance plan as long as they met the eligibility criteria of the policy.

**Procedure:**

See the “Taking Care” booklet for complete details of what coverage is available to employees and the eligibility criteria for each type of coverage. Below is some basic information about the plan:

**Eligibility.** All new permanent employees having completed three months of active employment and working 25 hours a week must participate in all core elements of the program except Long Term Disability (LTD). In addition, employees working 30 hours or more per week must participate in the LTD program.

**Eligible dependents** can be covered under the couple/family plan at additional cost to employees.

**Coverage begins** on your eligibility date and will remain in effect until the next re-selection of benefits. If you are away from work because of an illness or injury on the date you would have become covered for benefits, your coverage will take effect when you return to work. If your dependent (other than a newborn child) is in the hospital on the date his/her coverage would otherwise begin, the coverage will begin when the dependent is released from hospital.

**Coverage ends** for you and your dependents as indicated in the chart below. If you are temporarily laid off, coverage will cease at the end of the month following the month in which you were laid off. In the event of a strike or lockout, coverage may be continued at your employer’s discretion, until the end of the month following the month in which employment is interrupted. Continuation of coverage in these situations would be at your expense. In the case of disability, coverage will be continued for a limited time period. Check with your local administrator. If you or a dependent die within 31 days of your employment terminating, the applicable death benefit would be payable. End of employment is your last day worked or last day of notice.

**Benefit Termination Age**

**Medical Benefits Policy Cont’d**

**Health** (excluding Nursing Care) Age 70 or prior retirement

**Nursing Care** First day of the calendar year coincident with or next following the employee's 65th birthday

**Out-of-Province Emergency Care** Age 65 or prior retirement (under Option 1 only)

**Dental Care** Age 70 or prior retirement

**Long Term Disability** Age 65

**Employee Basic Life** Age 70 or prior retirement

**Employee Optional Life** Age 65 or prior retirement

**Spousal Optional Life** Date employee attains age 70 or prior retirement or the date the spouse attains age 65, whichever is earlier

**Children's Optional Life** Date employee attains age 70 or prior retirement

**Basic AD&D** Age 70 or prior retirement

**Voluntary AD&D** Retirement

**Default Coverage**. Permanent employees who commence employment after April 1, 1997, will be required to enrol within 31 days of their eligibility for the following minimum coverage:

**Benefit Coverage**

**Health Care** Core – Single (unless alternative coverage is available through your spouse)

**Dental Care** Core – Single (unless alternative coverage is available through your spouse)

**Long Term Disability** 50% of monthly earnings

**Basic Group Life** 1 x annual earnings

**Basic Accidental Death & Dismemberment** 1 x annual earnings

**If you select an optional benefit**, for which you are required to pay additional premium, you must participate in the benefit until the next re-selection of benefits (this is called the lock-in period). This means that you cannot change your benefit selections (move up or down a level) for 2 years unless there is an eligible change in your dependent status. Please note that premium rates may change during your lock-in period.

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# Non-Fraternization

**Policy:**

It is the policy of the Women’s Counselling Centre to protect clients as much as we are able to do so. This includes protecting clients/residents from potential abuse or misuse of power by staff members. All clients/residents have the right to be treated with the utmost dignity and respect.

**Procedure:**

Clients are dependent upon, and thus easily influenced by staff members. Clients are also often incapable of distinguishing between professional and personal relationships. Thus, it is imperative that staff keep these relationships distinct. As persons in a position of trust and power over clients and residents, staff members must ensure that their dealings with the clients/residents in their care remain professional at all times.

For this reason, The Salvation Army Women’s Counselling Centre has a strict policy against fraternization between staff members and clients. This policy applies to all staff regardless of positions. Forms of ‘fraternization’ which are prohibited include, but are not limited to:

* social outings (outside of regular job responsibilities)
* coffee/lunches off-site (outside of regular job responsibilities)
* dating and / or sexual relationships
* offers of personal assistance with finances, etc.
* socializing with family members of clients

Any staff member in violation of this policy will be subject to corrective disciplinary

action, up to and including termination.

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# Non-Violent Crisis Intervention

**Policy:**

It is the policy of the Women’s Counselling Centre that staff will be trained in Non-Violent

Crisis Intervention.

**Procedure:**

The Women’s Counselling Centre will arrange for the training of all staff in Non-Violent Crisis Intervention.

This training will be renewed periodically as needed.

When dealing with clients whose behaviour is aggressive / violent / abusive, staff will use the principles taught in the training which has been provided.

Behaviour which is aggressive / violent / abusive is grounds for a client to be discharged from our program.

If a staff member engages in aggressive / violent / abusive behaviour, this will result in progressive discipline taking place.

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# Officers – Conference and Convention Attendance

**Policy:**

It is the policy of the Women’s Counselling Centre to adhere to the Territorial Operating Policies regarding the attendance of Officers at Conferences and Conventions.

**Procedure:**

**All conferences, conventions, seminars, and workshops will be referred to as**

**conferences (etc.).**

**1. APPLICATION AND RECORDING PROCESS**

* 1. The applicant is required to complete the approved application form.

1.2 The applicant may attend conferences (etc.) provided that the estimated costs of the proposed training are included in the approved budget for the fiscal year. In addition, the Divisional Commander/Department Head may designate an officer/employee to attend a conference (etc.);

1.3 All conference (etc.) applications are to be approved by the Divisional Commander/Department Head, who will notify the applicant of the decision. In addition, the Divisional Commander/Department Head will forward a copy of each application to the Personnel Services – Officer Personnel Secretary;

1.4 Applications for Divisional Commanders and Cabinet Members to attend conferences (etc.) are to be approved by the Chief Secretary, who will notify the applicant of the decision. Applications for Department Heads to attend conferences (etc.) are to be approved by their Cabinet Member, who will notify the applicant of the decision;

1.5 Applications are not required for Salvation Army events sponsored by the division or department exclusively for personnel within that jurisdiction (e.g. divisional/corps community care ministries conferences). However, the Personnel Services – Officer Personnel Secretary must be informed which officers have attended the event as well as the dates and location of the event for inclusion in the officer’s personnel records;

1.6 Travel outside of Canada requires the approval of the Chief Secretary prior to the conference;

**Officers Conference and Convention Attendance - Continued**

1.7 When certificates are awarded, a copy should be submitted to the Divisional Commander/Department Head. Upon completion of a conference/seminar, the applicant will confirm, in writing to the Divisional Commander/Department Head or designate, that the applicant attended all sessions of the conference/seminar.

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# Orientation – New Employees

**Policy:**

It is the policy of the Women’s Counselling Centre to provide new employees with a thorough orientation to The Salvation Army, The Women’s Counselling Centre and to their new position.

**The Purpose:**

1. To assist new employees to become comfortable in their new environment.
2. To familiarize new employees with the general services/programs, policy and procedures, and philosophy of The Salvation Army facility employing them.
3. To provide new employees with specifics regarding the function and operations of their position/unit so they may meet required standards of performance.

**Procedure:**

A general orientation should be provided during the first few days of employment and should cover at least the following:

1. Welcome by Director

2. Elaboration of Mission Statements (territorial and facility)

3. Review of Human Resources Policies and Procedures

a. Employee Handbook

b. Group Insurance Benefit Booklet (provided by DHQ)

c. Workplace Harassment, Discrimination and Violence Prevention (personal copy to be provided)

d. Territorial Abuse Policy (personal copy to be provided)

e. Code of Conduct / Code Of Ethics

f. Territorial Whistleblower Policy

g. Accessible Customer Service Policy

h. Other policies, such as:

(i) Emergency and Procedures

(ii) Occupational Health and Safety (includes Infectious Diseases and WHMIS)

(iii)Spiritual Care Services

(iv)Security

(v) Confidentiality

(vi) Non-Fraternization

(vii) Duty To Report Child Abuse

**Orientation – New Employees Policy Cont’d**

4. Securing payroll information (if not provided earlier)

5. Review of Job Description - Objectives and Operation of Job

6. Tour of Facilities, including introduction to the Corps Officers, other staff

and volunteers.

7. Review of Operating Policies and Procedures and Volunteer Handbook and other

relevant documentation.

The Director is responsible for ensuring that the orientation process happens but she may delegate some sections to other experienced staff.

The new employee will be required to complete and sign the orientation checklist and a copy of the completed checklist will be placed in the employees Personnel file. As our Policy and Procedure Manual is extensive, it will take some time before new employees will have completely read the Manual. Since new employees are required to sign off on having read the manual, it is understood that while most of the orientation will take place during the first few days reading the manual will take longer. For that reason, the entire orientation checklist may not be complete for a few weeks after employment.

A copy of the checklist is attached.

**Orientation Checklist**

\_\_\_\_ Welcome by Director, Tour of Building and Introduction to Other Staff, Keys Received

\_\_\_\_ Introduction To The Salvation Army including Mission and Value Statements, Program and Program Goals - Explained, Received and Signed

\_\_\_\_ Organizational Chart Received

\_\_\_\_ Securing Payroll Information

\_\_\_\_ Employee Handbook Received

\_\_\_\_ Position Description Received, Explained and Signed (incl Specialized Competencies required)

\_\_\_\_ Review of Main Aspects of Job Position

\_\_\_\_ Health and Safety Procedures and Legislation (incl Emerg Prep, Fire Safety, First Aid Training and NCVI)

\_\_\_\_ Health and Safety Manual read and explained (Incl WHMIS)

\_\_\_\_ Policy and Procedure Manual Read and Questions Answered

\_\_\_\_ Territorial Computer Access and Usage Policy and Signature Sheet

\_\_\_\_ Territorial Abuse Policy and the Territorial Abuse Prevention Manual Received and Explained – Online Abuse prevention training completed

\_\_\_\_ SA Position Statements Received and Explained

\_\_\_\_ Workplace Harassment, Discrimination and Violence Prevention Policy Received and Explained

\_\_\_\_ Code of Conduct and Code of Ethics Received and Explained and Signed

\_\_\_\_ Spiritual Care Services Handout Received

\_\_\_\_ Accessible Customer Service Policy received, explained and signed

\_\_\_\_ Territorial Whistleblower Policy Received and explained

\_\_\_\_ WISH Database Training

I have received the above orientation to the Women’s Counselling Centre. I understand that this signed checklist will be placed in my personnel file.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Name Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Director Date

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# Overtime Hours

**Policy:**

It is the policy of the Women’s Counselling Centre that staff members work a flexible schedule workweek. This allows a staff member to adjust their daily schedule to allow for extended or decreased hours as the need arises. For this reason, seldom will a staff member work “overtime hours”. However, should a staff member be required to work “overtime hours”, the Women’s Counselling Centre will adhere to the following:

1**.** Employees are expected to complete work assignments within the prescribed daily working hours and are not normally expected or required to work overtime.

2**.** However, when the Director requests the employee to work extra hours, the employee will be compensated in accordance with the local provincial/territorial employment standards legislation. Additional hours worked without pre-authorization will not be compensated. Normally, equivalent time off in lieu of monetary compensation will be provided to the employee

3. It is understood that occasional client emergencies or legal and court appointments may require staff members to work longer than their normal hours. In these cases, it may not be possible to seek prior approval from the Director. In these cases only, the employee will be eligible for time off in lieu. This should be arranged with the Director. The Director has the right to determine when that time off must be taken by the employee.

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# Performance Appraisal and Management

**Policy:**

The Performance Appraisal is designed to promote better understanding between supervisors and employees about job responsibilities and performance expectations/objectives. The primary goal of the appraisal is to solidify the commitment of both parties to achieve the best possible performance results. Meeting this goal is achieved effectively when:

* individual employee performance over the review period is measured against mutually established job standards and performance expectations
* employee growth and development is encouraged through accurate feedback
* employee achievements are recognized
* specific, constructive recommendations are offered when performance improvement or development is required
* employee comments are encouraged
* clear objectives are mutually established for the upcoming review period.

To provide a fair assessment, the review should be based on observations of the employee's actions over the entire review period. That is, the supervisor should be collecting examples of the employee's performance throughout the review period and not just those items one can remember.

**Procedure:**

A performance appraisal will be completed during the first quarter of each calendar year using the PEAC process.

The employee and supervisor will meet to discuss and dialogue about the performance appraisal.

The employee and supervisor together will set appropriate goals for the next year.

The completed appraisal form will be sent to DHQ for the DC’s signature. Once returned it will be placed in the employee’s Human Resources file.

A copy of the signature page of each appraisal will be sent to DHQ HR Department to be placed in the employee’s Human Resources file at that location.

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# Period Of Employment / Hours of Work

**Policy:**

A normal work week is to be considered five (5) days for a total of 35 hours; however some staff member’s normal work week will be less hours due to their employment position. A work year will be determined to be the period of April 1 to March 31.

The normal hours of operation of the Women’s Counselling Centre is Monday to Friday, 9:00 am to 4:00 pm.

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# Personal Clean Up

**Policy:**

It is the policy of the Women’s Counselling Centre responsibility of all staff/volunteers to contribute to the overall health, safety and cleanliness of the agency.

**Procedure:**

All staff/volunteers must keep their office and work space in a manner that ensures safety and allows for the proper weekly cleaning by the cleaners.

Staff/volunteers must appropriately clean, tidy and return to order all areas and rooms that were used for group or meeting purposes.

All dishes and utensils are to be cleaned and returned to their proper place after use.

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# Personal Vehicle Mileage

**Policy:**

It is the policy of the Women’s Counselling Centre that, whenever possible, program vehicles are to be used by employees for official Salvation Army travel.

**Procedure:**

If it is required that employees use a personal vehicle for official business, reimbursement will be made at a rate of consistent with Salvation Army Territorial Policy.

Employees must provide a log of the mileage use and the destinations in order to receive the reimbursement.

These logs should be approved by the Director for reimbursement. Once approved, the Director will submit the mileage log for reimbursement to the employee.

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# Personnel File – Access and Retention

**Policy:**

It is the policy of the Women’s Counselling Centre that employees will have reasonable access to their Personnel file. The Personnel File will be kept for the time specified in The Salvation Army Operating Policies.

**Procedure:**

A Personnel File shall be the sole property of The Salvation Army Corps/Facility/Office. Any disclosure to any outside bodies shall be on written consent of the employee only.

Personnel Files will be kept in the Director’s office in a locked filing cabinet.   
  
An employee has the right at any time to view his/her Personnel file. Prior notification of the desire to view the file must be given.

If copies are requested, these will be provided at the employee's expense. No information should be placed on an employee's file, without their prior knowledge (ie performance reviews, warning records, etc.).  
  
While all employment records, payroll registers and payroll-related data should be maintained for seven years, in Ontario, for Pay Equity Purposes, all such records dating back to January 1, 1989 should be retained indefinitely.

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# Personnel File - Contents

**Policy:**

The Salvation Army shall maintain a confidential system of Personnel records for all employees after they are hired to work.

**Procedure:**

The **employee’s official Personnel file** should be a complete and chronological record of the employee’s career with The Salvation Army.  
  
The following items should be included in the **employee’s official Personnel file**:

* Original, signed employment application form
* Supplementary employee information form (full name, home/mailing address,

contact numbers, date of birth, SIN, gender, emergency contact numbers, dependents)

* Original offer of employment letter/contract with current position title, current

salary/wage information signed by the employee

* complete resume of education and previous employment including copies of degrees / certificates
* Current Position Title
* Signed copies of the Mission Statements and Social Services Code of Ethics and Code of Conduct
* Signed copies of the orientation form; current position description; confidentiality statement
* Probationary reviews & Annual performance reviews
* Benefit Plan enrolment form (marital status, dependents) and confirmation

Statements, Pension Plan and Life Insurance data (designation of beneficiary and date on Plan), Appropriate back up documents for changes to benefit plan coverage.

* TD1 forms, Tax Exemption Return (to be retained in Payroll dept)
* Letters: any letters of “discipline” or “congratulatory” letters; any memoranda

superseding “discipline” letters; termination or resignation letters

* Training/Development: copies of documents related to education courses taken & signed education agreement;
* Workplace Harassment, Discrimination and Violence Prevention Policy – signed copy.
* Territorial Abuse Policy and Manual – Signature Page
* Employee Handbook Received (as part of Orientation Checklist) signature

**Personnel File – Contents Policy Cont’d**

* Territorial Computer Access Policy – signature page
* Policy and Procedure Manual – signature page
* Status change forms – Employee Transaction Forms
* Correspondence regarding medical, health, safety, LTD or Workers Compensation related issues which refer to an employee’s performance and ability to perform assigned job duties
* Transfer forms for employees transferring to another facility within The Salvation

Army

* Memoranda dealing with accidents on the job.
* Employment History while at The Salvation Army
* Exit interview report.

All the contents of the Personnel File will have the contents numbered and secured to the file.

A Face Sheet will identify each item contained in the file by sequence and date.

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# Policy and Procedure Manual

**Policy:**

It is the policy of the Women’s Counselling Centre that a Policy and Procedure Manual is available to each employee.

**Procedure:**

The purpose of a Policy and Procedure Manual is to assist employees in understanding the requirements and responsibilities of their employment. It also enables staff, students, interns and volunteers to have easy access to the best practices established by this agency and the relevant Territorial Policies of The Salvation Army.

A printed copy of the Policy and Procedure Manual is stored in each staff member’s office. An electronic copy of the Manual is also available to all staff and students on the server. Every attempt will be made to ensure that the printed copies of the manual and the electronic copy are identical. However, in the event of a discrepancy, the electronic copy will be taken as the official and current manual.

New employees, students, and interns are required to read the Policy and Procedure Manual and discuss any questions with the Director. A signed ‘Policy & Procedure Confirmation Statement’ must be submitted to the Director within 30 days of hire.

The Policy and Procedures Manual is to be reviewed annually by management and revisions, deletions, and additions made. When specific Policies are amended or new ones created, staff will be given a copy of the new Policy for inclusion in their printed version of the P&P Manual.

Staff are encouraged to review the Policy and Procedure Manual periodically to ensure that they are familiar with its contents.

When the Policy and Procedure Manual is significantly updated, a new printed copy will be provided to staff members. Staff members will be required to read the new manual and sign off that they have read and understood the new manual. A copy of the signature sheet will be kept in their HR file

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# Position Descriptions

**Policy:**

It is the policy of this organization that each employee will receive a position description upon their hiring or transfer to a new position. These position descriptions will be kept up to date.

**Procedure:**

Upon hiring, each employee will receive a position description of the position for which they have been hired.

The employee will be required to review and sign one copy of their position description. This signed copy will be retained in the employees Human Resources file.

If the employees position description changes significantly enough to warrant a new position description, one will be provided by the Director. The new position description will supersede any previous ones and one copy will be signed by the employee and retained in her Human Resources file.

If an employee transfers to a new position within the counselling centre, a new position description will be provided by the Director. The employee will be required to review and sign one copy of the new position description. The signed copy will be retained in the employee’s Personnel file.

The position descriptions will be used during the regular performance review process.

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# Post Accident Return To Work

**Policy:**

The Women’s Counselling Centre will do their best to accommodate staff returning to work after any accident which occurs outside of work. These accommodations must be within reason where it does not affect their complete job performance.

**Procedure:**

The employee must provide the Director with a doctor’s note stating that they are able to return to work. The Director will contact any professionals involved in the employee’s treatment to seek advice on how to accommodate the employee effectively and within reason.

All documentation will be placed in the employees HR file.

See the Employment Accommodations policy for more details.

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# Probation Period

**Policy:**

It is the policy of the Women’s Counselling Centre that the regular Probationary Period is three (3) months, which may, in certain circumstances, be extended to a maximum period of six (6) months.

**Procedure:**

The probation period gives the employee an opportunity to adjust to the new work situation and become familiar with the requirements of the position. After three (3) months of employment, an evaluation will be conducted to assess suitability of the new employee. At this time a decision may be made to determine whether the probation period will be continued for an additional time period of up to three (3) months or dismissal required.

At the end of the probation period confirmation regarding permanence of employment will be given.

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# Process To Assess Employee Satisfaction

**Policy:**

It is the policy of The Women’s Counselling Centre to assess employee satisfaction on an ongoing basis.

Normally this assessment will occur on the following occasions:

1) Employee Performance Appraisal

2) Employee Supervision

3) Formal and Informal Debriefing

4) Staff Meeting Support Time

Staff are also able to share concerns / complaints / and suggestions for change during these meetings.

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# Process For Changing / Developing Policies

**Policy:**

While Policies and Procedures are normally developed by management staff in accordance with standard Salvation Army operating policies and guidelines, it is understood that employees often have valuable insights and suggestions regarding the development of Policies and Procedures.

It is the policy of this agency to provide employees with opportunity to make appropriate suggestions regarding established or new Policies and Procedures.

**Procedure:**

**Creating New Policies**

Employees are encouraged to make suggestions about new Policies and Procedures to the Director. This can be done either in a one on one meeting or in a staff meeting.

The Director will review the suggestion to ensure that it is in keeping with standard Salvation Army operating policies and guidelines and also any applicable legislation and the requirements of our funders.

The Director will bring the suggested new Policy to the attention of the staff normally during a regularly scheduled staff meeting.

If the majority of the staff are in agreement that a new policy should be created, the Director will be responsible to ensure that the new Policy is developed and implemented. Employees may be asked to assist with the wording of the new Policy.

Once the Policy has been developed, staff will be notified of it at a staff meeting and the new Policy will be added to the P&P binder.

In accordance with the statement signed upon hiring, all employees are expected to adhere to the Policies and Procedures of the agency. This includes new Policies developed after the employee is hired.

Staff are encouraged to review the Policy & Procedure Manual on a regular basis.

**Process for Changing / Developing Policies Policy Cont’d**

**Changing Existing Policies**

Staff or management may make suggestions around changes to existing Policy & Procedure. This may be as a result of day to day operational issues, administration procedures or from the direction of DHQ. All changes to all Policy & Procedure will be approved by the Director.

Once the Policy has been amended, staff will be notified of it at a staff meeting and the new or amended Policy will be added to the Policy & Procedure Manual.

If the new Policy & Procedure contains time sensitive information that cannot wait until a staff meeting, staff will be informed of the changes one on one.

In accordance with the statement signed upon hiring, all employees are expected to adhere to the Policies and Procedures of the agency. This includes Policies amended after the employee is hired.

**Government Required Changes and New Policies**

Periodically our government funder may require the development of a new Policy & Procedure or the amendment of an existing Policy & Procedure. When this happens, the Director will be responsible to ensure that the appropriate changes to an existing Policy & Procedure or the Development of a new one will be done in a timely manner.

Once the Policy has been amended, staff will be notified of it at a staff meeting and the new Policy will be added to the Policy & Procedure Manual.

If the new Policy & Procedure contains time sensitive information that cannot wait until a staff meeting, staff will be informed of the changes one on one.

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# Progressive Discipline

**Policy:**

It is the policy of the Women’s Counselling Centre that where necessary employee discipline will be conducted. Normally this discipline will be progressive in nature following the established Salvation Army process for progressive discipline.

**Procedure:**

The proper handling of discipline is very important in today's climate where 'wrongful dismissal' charges and human rights complaints are increasing.

Generally, discipline should be 'progressive', building up toward sufficient grounds for dismissal. However, that should not be our ultimate goal. Every effort should be made to counsel, encourage and assist the employee so that improvement can be realized and they can make a meaningful contribution to the ongoing operations of the facility/Corps.

Progressive discipline usually progresses as follows: verbal and written warnings, return to probationary status (if performance is the problem), period/s of suspension, termination. These are general 'rules of thumb', and it is recommended that legal counsel be consulted in circumstances where progressive discipline is necessary.

Before considering a discharge the information provided in the Territorial Termination Policy, Operating Policy #3116 (Section 7.3) should be carefully reviewed.

We recommend that the following disciplinary procedures be followed:

1. Continued abuse or disregard of the terms of employment is to be drawn to the employee's attention and warnings given in writing of the offense or performance problems. It must be made clear and put in writing to the employee that repeated occurrences may lead to termination.

Offenses of a more serious nature may not require warning, but may instead require prompt action to dismiss, so as not to communicate that the behaviour is condoned. However, contact must be made with Divisional Headquarters or your Department Head before dismissal is carried out.

1. Any disciplinary action taken by the employer toward an employee must be fully documented and communicated to the employee. The documentation is to be placed on the employee's file.

**Progressive Discipline Policy Cont’d**

1. The employee is to be advised in writing that a notation of the disciplinary action is being, placed on his/her Human Resources record. (This is essential in the event of a dismissal and a subsequent complaint of 'wrongful dismissal'.)

All progressive discipline will take place in consultation with the Human Resources Department at The Salvation Army Divisional Headquarters.

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# Quality Of Work Life

**Policy:**

The Women’s Counselling Centre promotes staff morale by staff appreciation, formal and informal debriefing opportunities, celebrating successes, periodic staff events and open dialogue between all staff, as well as input into Policies and Procedures.

**Procedure:**

All events are organized with staff suggestions and input. This creates a sense of ownership for the staff because they have been part of the decision making process.

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# Reference Letters

**Policy:**

It is the Policy of the Women’s Counselling Centre to provide reference letters for former employees upon their written request.

**Procedure:**

Former Staff must contact the supervisor, in writing, before a reference can be given. This is in compliance with the PIPEDA policy (Privacy Legislation Act January 2008).

At the discretion of the supervisor, either a verbal or written reference letter may be given at the request of a former employee. Reference letters will be limited to state the terms of date of employment and the position(s) held. No subjective comments concerning quality of performance will be included.

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# Relationship With Agencies

**Policy:**

It is the policy of the Women’s Counselling to develop and foster professional relationship with other agencies.

**Procedure:**

Professional relationships are encouraged on both contractual formal and informal arrangements with agencies both within and outside of the Salvation Army including funding agencies. These relationships exist to enhance programs and service to clients of the Women’s Counselling Centre.

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# Requests for Time Off

**Policy:**

It is the policy of The Women’s Counselling Centre that employees who have requests for time off must notify the Director in writing.

**Procedure:**

Employees requesting time off, must notify the Director 48 hours in advance.

The notification should be via email or in writing.

It is understood that in an emergency, 48 hours’ notice might not be possible.

The Director reserves the right to refuse time off if such time off will be detrimental to the Women’s Counselling Centre program.

Employees requesting time off must notify the Director whether the time will be made up in the employee’s flexible work schedule or whether the day(s) are to be taken as vacation or sick days.

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# Salary / Wage Scale

**Policy:**

In keeping with the Ontario Pay Equity Legislation, The Salvation Army does support the concept of pay-equity for male and female employees in jobs which require comparable skill, effort, responsibility and working conditions.

It is the policy of the Women’s Counselling Centre that all job positions will be graded and the employees occupying positions will be remunerated according to The Salvation Army Wage Scale for the position they hold. These pay scales shall be internally consistent, reflect market value and comply with The Salvation Army policy on Pay Equity.

**Procedure:**

**Salary Range**

Wages/salaries are determined by the classification of duties to be performed and the job grade. The amount of your pay is confidential and should not be discussed with other staff.

**Payment of Wages**

Wages are calculated on a bi-weekly basis and will be paid every other Thursday according to the payroll schedule. You will receive a payroll stub detailing your salary and deductions as well as Group RRSP. A Direct Deposit System is utilized.

**Payroll Deductions**

The Salvation Army, as an employer, is required by law to deduct certain taxes and premiums from all wages on behalf of the government. These deductions are:

**Income Tax**

Every employee must complete a TD-1 Form at the time of starting employment. There are no exceptions to this and it applies to full-time, part-time and relief employees. Federal Income Tax is deducted in accordance with the exemptions claimed. If no TD-1 Form is completed deductions will be made based on the rate for a ‘single’ person.

**Canada Pension**

Deductions are made according to the Canada Pension Plan Act and the deduction tables provided by the Federal Government. Deductions apply to all employees between the ages of 18 and 65.

**Salary / Wage Scale Policy Cont’d**

**Employment Insurance**

Deductions are made for Employment Insurance according to the Employment Insurance Act and the deduction tables provided by the Federal Government. Deductions apply to all employees between the ages of 18 and 65.

**The Salvation Army Employee’s Medical Plan**

When an employee qualifies for coverage under The Salvation Army Medical Plan, a deduction of the employee’s portion of the monthly insurance premium will be made in equal bi-weekly amounts by the employer, and the employee will be notified at the time coverage begins. Coverage is based on the plan as provided for all employees of The Salvation Army, and this coverage may be amended from time to time. Employees are subject to provision contained within the Plan, and each employee will receive a copy of the booklet outlining the provisions and benefits of the Plan at the time of enrolment.

**Increases To Pay Scale**

Divisional Headquarters publishes an updated list of the pay scales each year. Employees; salaries will comply with the current pay scale.

Divisional Headquarters also advises the Director as to the amount of any cost of living increase to be applied to the employees’ salary. These increases will normally take effect on April 1st of the appropriate fiscal year unless otherwise notified by Divisional Headquarters.

Any bonus payouts over and above the pay scale must have prior approval by DHQ.

Merit increases, when applicable, will be tied to the employee’s performance review.

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# Scent Free

**Policy:**

It is the policy of the Women’s Counselling Centre, as much as possible, to maintain a scent free environment.

**Procedure:**

Increasingly many people are becoming allergic to scented products.

Scent free signage is posted in the Women’s Counselling Centre.

Staff are asked to refrain from wearing and / or using perfume, cologne and heavily scented products while in the Women’s Counselling Centre.

Staff members are to make clients aware of our Scent Free policy and to request that client’s not wear scented products when coming to the Counselling Centre.

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# Seniority / Recognition of Service

**Policy:**

It is the policy of this organization to keep track of employment history and recognize years of service.

**Procedure:**

Years of service are tracked through an employee’s Human Resources record. Employees will be recognized for their years of service at year 10, 15, 20, 25, etc. with a certificate. On the recommendation of the Cabinet, the Territorial Commander has agreed to the following guidelines regarding recognition of service for employees:

**1.** **AFTER 10, 15 OR 20 YEARS OF SERVICE**

A ***Certificate of Recognition***, to be signed by:

1.1. The Secretary for Human Resources and the Department Head, for employees at Territorial Headquarters;

1.2. The Divisional Commander, for employees at all other locations.

**2.** **AFTER 25 YEARS OF SERVICE**

2.1. A ***Certificate of Recognition*** to be signed by the Territorial Commander;

2.2. A gift with a value as outlined in the Territorial Operating Policies.

**3. EMPLOYEES WHO COMMENCED WORK PRIOR TO JULY 1, 1980**

In addition to the above, employees who worked for The Salvation Army continuously since before July 1, 1980, (the date of the introduction of the revised

pension plan) will receive ***upon retirement*** an honorarium as per Territorial Operating procedures.

Years of employment for Full Time staff also affect their vacation time. See the Human Resources Section of the Policy and Procedure Manual for the details on employee vacation entitlement.

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# Sick Leave

**Policy:**

It is the policy of the Women’s Counselling Centre to adhere to the Territorial Operating Policy with regard to employee sick leave.

**Procedure:**

On the recommendation of the Cabinet, the Territorial Commander has agreed to the following guidelines regarding employees’ sick leave which is available to permanent employees:

1.Absence for any reason is to be reported immediately in accordance with the policy guidelines of the local Salvation Army unit. Any sick leave absences not reported in accordance with policy will be unpaid.

2. For the purpose of this policy, a day will be defined as the standard number of hours constituting a full-time day in the individual Salvation Army facility (whether it be 7, 7½, 8 or 12 hours).

3. Benefit duration is based on the accumulation of one day per month of employment (assuming a minimum 5-day or 35 hour work-week), up to a maximum of eighty-five (85) days. (See paragraphs 4 and 5)

3.1 Days of credit for part-time employees will be accumulated at the rate of one (1) day credit for each twenty-two (22) days of work.

3.2 Unused days of credit are accumulated up to the maximum of eighty-five (85) days and held in reserve for any future disability.

3.3 Sick days do not continue to accrue while an employee is on sick leave. Upon return to work, after using any or all of the days of credit, the employee may again accumulate further credits up to the maximum of eighty-five (85) days.

4. Credits will accumulate from the date of employment, but cannot be used until the fourth month of employment.

**Sick Leave Policy Cont’d**

4.1 Remuneration for any accumulated credits will not be made on termination of employment, except when such termination takes place during an existing disability.

5. The Plan will provide payment of regular earnings during any sick leave absence

after completion of three months of employment.

6. Sick leave benefits are not payable:

6.1 For any illness or injury covered by Workers’ Compensation or the Canada/Quebec Pension Plan disability benefits;

6.2 For any illness or injury while an employee is on scheduled leave of absence or paid vacation (sick leave benefits will be paid following the end of the scheduled leave or vacation if the employee is unable to return because of substantiated illness or injury);

6.3 In the event an employee fails to:

6.3.1 provide medical evidence requested by the employer;

6.3.2 authorize the release of medical information to The Salvation Army’s Long Term Disability carrier;

or,

6.3.3 participate in the employer’s early intervention program, including job rehabilitation and/or modified work programs.

7.The Salvation Army at all times reserves the right to secure medical substantiation for any sick leave absence, either in the form of a doctor’s certificate, or an independent medical examination requested by the employer or the carriers of The Salvation Army’s Long Term Disability benefit. The associated costs may not necessarily be covered by the employer.

8. A record of sick days for each employee will be maintained.

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# Smoking

**Policy:**

Smoking is not permitted in the Women’s Counselling Centre or on the premises of The Salvation Army Erin Mills Corps.

Smoking is not permitted in the program vehicles.

**Procedure:**

All staff are instructed on the smoking policy.

Staff may smoke on their breaks but they must do so at least 30 metres from the front of the building and off of The Salvation Army property.

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# Social Media

**Policy:** It is the policy of the Women’s Counselling Centre that we will adhere to the Territorial Policy # 1608 governing the use of the Social Media.

**Procedure:**

1. **Introduction**

With the expanding role of social media in society, it is essential that we consider our obligations to The Salvation Army and the public that we serve whenever we utilize these communication tools.

The Salvation Army respects the rights of individuals using social media tools, not only as a form of self-expression, but also as a means of positively conveying the mission and values of the organization to the on-line community.

2. **Purpose**

The purpose of this policy is to ensure that those using social media within our territory fully understand the value and risks that these forms of communication can bring to the ministry of The Salvation Army.

3. **Social Media Defined**

Social media refers to mobile and web-based technologies that enable people to create, share, exchange and comment in virtual communities and networks. As well as websites, this includes (but is not limited to) platforms such as WordPress, Blogger, Twitter, Facebook, YouTube, Instagram, LinkedIn, Pinterest, Tumbler, Google+, MySpace and Wikipedia.

4. **Approved Users**

Although social media is easily accessible and widely used, this does not alter who is responsible for all official Salvation Army communications.

(i) External - Public Relations and Development Department –

THQ

- Divisional Public Relations and Development - DHQ

(ii) Internal - Editorial Department - THQ

**Social Media Policy – Cont’d**

5. **Non-Approved Users**

Given the widespread use of social media, there may be officers, soldiers, employees and volunteers who feel they want to reference The Salvation Army publicly, but understand that they do so in an unofficial capacity.

While they may have the best of intentions, non-approved users can be viewed by the public as "official" spokespersons, which can pose significant challenges to The Salvation Army.

It is important to note that the rules which apply to our messaging and communications in traditional media also apply in the on-line social media space and those wanting to reference The Salvation Army publicly must be aware of same and govern themselves accordingly.

The following principles are expected to be maintained in all public communication.

a. Boundaries

It is important to set boundaries and always remember who you are speaking to and what you are speaking about. Appropriate boundaries are as important in the virtual world as they are in the non-virtual world.

In the event that you find negative or destructive posts about The Salvation Army on-line, or encounter sites seeking to spark negative conversations, avoid the temptation to react yourself. Pass the information along to an approved user who has been properly trained to address such comments.

b. Public vs Private

The distinction between public and private often becomes blurred. When posting information on-line ensure that your posts do not reveal confidential or non-public information about the organization or its clients. Keep in mind that while you may be communicating with a specific person or group about a topic, the public nature of social media means that your views can be read or viewed by anyone on-line (and perhaps even misconstrued). Whatever you communicate will be evaluated in light of the position you hold and the organization you represent.

c. Our Faith and Values

The Salvation Army seeks to advance its mission, vision and core values in the social media community. All communication must be in accordance with these organizational declarations including that of Salvation Army doctrine and faith.

d. Accuracy

Ensure that what you are communicating is accurate and can be understood by both internal and external audiences. In every post,

**Social Media Policy – Cont’d**

exercise sound judgment and common sense, and if there is any uncertainty, consult with an approved user prior to posting.

e. Compliance

All communication must comply with copyright and privacy laws. Do not reference the names of any persons without prior agreement. Ensure that you are not disseminating gossip, rumours, false or confidential information. Only share photos, graphics, music or videos that you own or have official permission to distribute.

f. Responsibility and Accountability

You are responsible for what you communicate. When you post information on-line, regardless of the content, it becomes part of a permanent record. Should your public views impact The Salvation Army negatively, you will be held accountable. The Salvation Army’s existing policies on abuse, harassment, violence, ethics and loyalty extend to all forms of social media, both inside and outside the workplace. Note that on-line organizational trashing or bullying is prohibited.

g. Reference

Should a situation unfold that may cause difficulty for The Salvation Army, contact should be made to the relevant immediate supervisor and a copy to relevant approved user at THQ.

6. **Desired Outcomes**

It is imperative that our social media communications enhance the mission of The Salvation Army. Social media should not only foster a positive image of The Salvation Army, but also speak to the values we promote as a Christian church and charity.

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# Staff Meetings - Communication

**Policy:**

It is the policy of The Women’s Counselling Centre to have regular monthly staff meetings.

**Procedure:**

Regular staff meetings will be held monthly. All staff are expected to attend staff

Meetings unless on vacation or sick. As we are a small staff, the dates of the staff meetings may be changed by mutual agreement to facilitate attendance of all staff.

As often as possible, these meetings will be the primary means of key decision making

in the agency. However, the Director is responsible to ensure that the decisions made

are in keeping with SA Operating Policies.

The Director will provide an agenda for each staff meeting. Any employee wishing to have an item added to the agenda for a meeting should inform the director one week prior to the meeting so that the item can be included on the agenda. Minutes will be taken during the meeting by the Director who will then type the minutes and distribute them to staff members.

As our staff meetings sometimes include discussion of client cases and issues of a personal nature, those sections of the meeting will be recorded in the minutes with discretion, generally not listing names or specifics of the issues and clients discussed.

If a staff member has a concern or suggestion that is appropriate to be shared in a staff meeting, she should advise the Director of the agenda item and take ownership for the sharing of the concern or suggestion at the next Staff Meeting. If the concern or suggestion is not appropriate to be shared in a staff meeting, the employee should make an appointment to speak to the Director to address the concern as soon as possible.

Where possible, feasible and within budgetary and operating policies, the Director will work to implement employee suggestions.

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# Staff Visitors

**Policy:**

It is the policy of The Women’s Counselling Centre that staff members are not to have visitors during working hours, except for procedure outlined below.

**Procedure:**

If an employee of the Salvation Army Women’s Counselling Centre has a family member or a friend visit at the Centre, the visit should be brief (10 minutes) and in no way should the confidentiality of clients be comprised.

Visitation should not happen on a regular basis.

If family members are volunteering at WCC, the policy and procedures for Volunteers will supersede this policy.

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# Statutory Holidays

**Policy:**

It is the policy of the Women’s Counselling Centre to adhere to relevant provincial legislation in the provision of paid statutory holidays to employees.

**Procedure:**

The following days are considered to be Statutory Holidays and normally the Women’s Counselling Centre will be closed on these days:

New Year’s Day January 1

Family Day 3rd Monday of February

Good Friday Friday before Easter Sunday

Easter Sunday Date Varies

Easter Monday Monday after Easter Sunday

Victoria Day Monday before May 25th

Canada Day July 1

Simcoe Day 1st Monday of August

Labour Day 1st Monday of September

Thanksgiving 2nd Monday of October

Christmas Day December 25

Boxing Day December 26

Employees will receive their normal pay for Statutory Holidays that occur during the normal workweek. If a Statutory Holiday falls on a weekend, The Counselling Centre will normally be closed on either the Friday or Monday around that Statutory Holiday.

**The Salvation Army**

**Women’s Counselling Centre**

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| Authority: | Director |

# Student Placement

**Policy:**

The Women’s Counselling Centre provides limited student placements to College and University Students and also to trainee Counsellors.

**Procedure:**

Student placements are approved by the Director.

The Director interviews all prospective students before agreeing to provide a student placement.

All students go through a full orientation of the Centre including signing all necessary forms.

The supervising staff member (Director or Designate) meets regularly with the student and gives a final report to the school supervisor.

Former employees will not normally be accepted for student placements at the Women’s Counselling Centre.

Students will not continue a professional relationship with clients of the Women’s Counselling Centre once the student placement is complete.

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# Supervision

**Policy:**

It is the policy of The Women’s Counselling Centre to provide regular supervision for all staff. Supervision is viewed as integral to the development of the staff member and the ongoing provision of high quality services to our clients.

**Procedure:**

Supervision will be available in both formal and informal processes.

All attempts will be made to limit interruptions and postponement of these meetings.

Staff will participate in formal supervision meetings on a regular basis according to the schedule agreed upon between supervisor and employee. One function of these meetings is to monitor employee satisfaction.

The Supervision process provides for: open, supportive and communicative dialogue; positive reinforcement and / or constructive correction; empowerment; ongoing objective setting; identification of training needs and documentation of regular meetings.

Staff and supervisor should come prepared with their concerns, suggestions and questions to their formal supervision meetings.

Informal supervision is available for staff through the means of touching base with their supervisor at any time outside of supervision to discuss timely concerns.

Counselling Interns will receive supervision as per their training requirements. This will normally be conducted by the Director. If the Director is not available to conduct the session, she will arrange for another appropriate staff member to conduct the supervision in her absence.

Social Work students will receive supervision as per their training requirements. This will normally be conducted by the Director. If the Director is not available to conduct the session, she will arrange for another appropriate staff member to conduct the supervision in her absence.

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# Termination, Voluntary and Involuntary

**Policy:**

It is the policy of the Women’s Counselling Centre that an employee, who has been employed three months, or more, must be given written notice of termination by the employer.

**Procedure:**

Pay in lieu of notification may be granted if circumstances dictate, e.g. if:

1. An employee is guilty of willful misconduct, willful disobedience or willful neglect of duty that has not been condoned, or
2. An employee has refused reasonable alternative work.

Permanent employees are expected to give at least two (2) weeks written notice of resignation. When an employee resigns her position, she is not entitled to any severance pay or other compensation from the employer. However, such employees will be paid any vacation pay which may be owed at the time of resignation.

In the event that The Women’s Counselling decides to terminate a permanent employee’s service, two weeks’ notice will be given in writing **and/or two week’s pay in lieu of notice at the option of the employer.** If the Employment Standards Act requires notice or severance pay in excess of two (2) weeks based on the employee’s years of service, the notice or payment required by the Act will be given.

Misconduct bringing about an immediate dismissal will result in forfeiture of the right to notice. An employee thus dismissed will be paid in full to the effective time of termination, including accumulated vacation credits to that time.

The following guidelines for termination from the Territorial Employee Relations Policy and Procedure Manual will be adhered to.

**GUIDELINES FOR TERMINATION**

**General**

All Corps Officers/Directors/Managers/Supervisors should be fully conversant with the Territorial Termination Policy, Minute #3116 (Section 7.3). Whenever the employer is contemplating terminating an employee, for any reason, the Minute should be referenced and the matter reviewed with Divisional Headquarters.

**Termination Voluntary and Involuntary Policy Cont’d**

When an employee leaving our employ (either through dismissal, lay-off, resignation or retirement) owes the employer money (ie. outstanding insurance premiums, educational assistance refunds, etc.) arrangements must be made to collect those funds on a timely basis. In most jurisdictions, *Employment Standards Act* legislation prohibits the deduction of monies owed from an employee's final pay, other than insurance premiums for the ESA notice period.

Final pay (including outstanding vacation pay, lieu pay, etc.) must be provided in the time frame established under provincial employment standards legislation, along with the Record of Employment and other documentation (ie. RRSP termination papers, etc.) We recommend that the following procedures be followed:

**A. In the case of dismissal with cause:**

A dismissal notice (letter) is to be given outlining the reasons. It should be hand-delivered or sent by registered mail or courier to the employee. The letter should deal only with the specifics of the situation, without going into great detail. Refer to previous warnings if applicable. Avoid inflammatory comments concerning an individual's character or other matters not relevant to the discipline and/or discharge. Legal counsel should be consulted if there are any doubts.

This notice, in addition to defining the reasons for dismissal should also state the effective date of termination, the final pay calculation, etc. Employees who are dismissed with cause are entitled to any outstanding vacation pay, lieu pay, etc. They are not legally entitled to notice pay or severance pay.

The Record of Employment and other documentation, should be sent with the dismissal notice, or as soon thereafter as possible. Refer to provincial employment standards legislation to ensure we are in compliance.

(Where it is possible to give the dismissal notice directly to the employee, a copy should also be sent by registered mail or courier thereby avoiding potential claims by the employee that no notice was given.)

**B. In the case of dismissal without cause**

This can apply where a position has become redundant, where work or behaviour is not satisfactory but the burden of proof of 'just cause' cannot be met, where early retirement is suggested by the employer, where a facility or program is closing, etc.

Notice of dismissal must always be provided in writing. The notice should be given to the employee in person and also sent by registered mail or courier. Ensure that at minimum the notice period outlined in provincial employment standards legislation is followed. If written notice covering that period cannot be given, then pay in lieu of notice for the outstanding notice period must be provided. Whenever a longer period of notice can be given, it is recommended. Where an Employment Agreement is in place with a termination clause outlining a longer period of notice, it must be adhered to by the employer.

Be aware that if major changes are made to a position in the areas of responsibilities/roles/compensation package, or if a demotion is being enforced without cause, this can be viewed as 'constructive dismissal' by the employee. It is always

**Termination Voluntary and Involuntary Policy Cont’d**

recommended that advance notice of these changes, as per ESA guidelines, be provided. In the event that the employee is not happy with the changes and opts to file a constructive dismissal suit against the employer, the question of notice will already have been addressed by us. Certainly in these situations, there should be preliminary consultation with the employee/s involved whenever possible.

Consideration must also be given to an appropriate severance package for any employee/s being dismissed. At minimum, the severance entitlement outlined in provincial employment standards legislation must be given. Entitlement at common law must also be considered. Consultation with DHQ and/or the Legal Advisor or Director of Employee Relations at THQ is required. Insurance benefits must be continued throughout the notice period as required by provincial employment standards legislation.

**C. In the case of Lay-0ff**

If a temporary shortage of work or shut-down is anticipated which will mean a lay-off for any employee/s, as much notice as possible should be given (in writing). Record of Employment forms should be issued as soon as possible upon lay-off, so that employees can apply for Employment Insurance Benefits without delay.

Under the terms of our Group Insurance Benefit Plan, insurance benefits can continue until the end of the month following the month of lay-off. Appropriate notice must be submitted to Seabury & Smith Ltd. within 31 days of the lay-off.

In some cases severance pay will apply. Refer to provincial employment standards legislation.

Where recall rights apply, the employee has the right to maintain recall rights or accept a severance package upon lay-off (which generally means that recall rights are forfeited). Refer to collective agreement (unionized workers) or provincial employment standards legislation (non-unionized workers), as this issue will be addressed there.

**D. In the case of Resignation**

An employee should provide a minimum of two weeks’ notice of resignation (no notice required from probationary employees). Where an Employment Agreement is in place, notice as outlined in the Termination Clause of that Agreement must be provided by the employee.

All appropriate papers (final pay including outstanding vacation entitlement and lieu pay, summary of final pay, record of employment, RRSP termination papers, etc.) can be prepared for delivery (by registered mail or courier) or for pick-up on the normal pay day following the effective date of resignation, or within the time period designated under provincial employment standards legislation, whichever is sooner. Whenever an employee leaves our employ voluntarily an Exit Interview should be conducted.

**E. In case of Retirement**

Guidelines for Retirement should be reviewed.

Employees should be approached about retirement early in their 64th year, to allow adequate time for preparations to be made for their retirement or, where authorized, to make arrangements for continued employment.

**Termination Voluntary and Involuntary Policy Cont’d**

**F. Other**

It must be understood that Sick Leaves (including Long Term Disability) and other authorized Leaves (ie Maternity/Parental Leaves or approved Personal or Education Leaves) are not terminations. These workers continue to maintain **ACTIVE** employment status during their leaves. However, seniority only accrues for those on Maternity/Parental Leaves, unless a collective agreement indicates otherwise.

A copy of Operating policy 3116 – Employees Termination Policy is attached.

|  |  |  |  |  |  |  |  |
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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Shield_small | ecblank   |  |  | | --- | --- | | **Operating Policies** | | | **31. EMPLOYEES** **3116 - Employees - Termination Policy** | **Effective: June 10, 1992** | | ecblank | |

The following constitutes the policy for terminating employees. This was approved by the Territorial Commander on the recommendation of the Territorial Finance Council on June 3, 1992.  
  
**An employee may only be terminated with the permission of the appropriate supervising headquarters, which will verify that the proper procedure of warnings has been followed.**  
  
The policy will not override provisions in collective agreements or established dismissal procedures in hospitals.  
  
The most important issue in a termination is the reason for the employee's dismissal. Employment is considered an implied contract. Therefore, termination without a just cause is a breach of contract and holds legal implications.  
  
1. **General**

The information contained is this document constitutes a broad summation of issues dealing with "termination". More detailed documentation is available from the Provincial Employment Standards Office and the Human Rights Commission.  
  
The process is different when dealing with unionized employees. The employment relationship between The Salvation Army and the unionized employee is governed by the Collective Agreement. Before terminating an employee working under a collective agreement, the provisions of the agreement relating to termination and/or dismissal are to be checked carefully. The burden of proof in showing just cause rests with the employer and termination are always subject to grievance and arbitration procedures.

2. **Dismissal**

A dismissal is any change by the employer of a major term of the employment relationship, such as the following:

a. Forced resignation;

b. Demotion - cut in salary, benefits or job responsibilities constitute a constructive dismissal;  
  
c. Downward change in reporting function;  
  
d. Unilateral change in job responsibilities;  
  
e. Forced transfer;

(If transfer is required, the employer is responsible for all relocation fees and must provide clearly-defined similar employment at the new location.)

f. Intolerable behaviour of employer;  
  
g. Termination.  
  
3. **Just Cause**  
  
3.1. The valid reasons for termination are:  
  
a. Serious misconduct not condoned by the employer:

(action must be taken immediately or condonation will be assumed.)

b. Habitual neglect of duty;  
  
c. Serious incompetence which has not been condoned;

(Not just management dissatisfaction with performance. Adequate warnings with opportunity to improve must be granted by the employer.)

d. Conduct incompatible with duties or prejudicial to the employer's interests;

(i.e. conflict of interest.)

e. Wilful disobedience to a lawful and reasonable order of a superior in a matter of substance:  
  
f. Theft, fraud or dishonesty;

(The onus is on the employer to prove this, and immediate action must be taken or condonation will be assumed.)

g. Continual insolence or insubordination;  
  
h. Excessive absenteeism and/or consistent lateness despite corrective counselling.  
  
i. Permanent illness;  
  
j. Inadequate job performance over an extended period, resulting from drug/alcohol abuse, and failure by the employee to accept the employer's attempts to rehabilitate the employee.

3.2. The employer carries the onus to **prove just cause**, so sound documentation must be in place:  
  
a. Regular, accurate performance evaluations are essential in order to substantiate any dismissal for just cause.  
  
b. Where poor performance is cited as the reason for dismissal, at least **three** warnings must be given documenting:   
- the area of inadequacy,   
- steps to be taken to improve,   
- the level of competency required and   
- the consequences of non-compliance, including the possibility of dismissal.  
  
c. These warnings must be shared with the employee, both **verbally** and **in writing**.   
(It is to be recognized that redundancy or lack of sufficient work does not constitute just cause for discharge. In that case full severance pay must be made to the terminated employee.)   
A proper "Employee Warning Record" should be used in the case of poor performance.   
  
3.3. Where just cause is proven, the employer is not required by law to pay the employee any severance allowance. If none of the valid reasons for dismissal exist, then adequate compensation in lieu of notice and severance allowances must be provided. Other factors eliminating the need for severance pay are:  
  
a. If the employment arrangement was temporary or on a contract of less than 12 months, with a specific termination date.  
  
b. If the employee has refused reasonable alternate employment with the employer.  
  
c. If it is impossible to perform the contract of employment due to an unforeseeable circumstance; or  
  
d. If an employee is temporarily laid off with a reasonable prospect of return to work.  
  
4. **Human Rights**

Under Human Rights legislation wrongful dismissal is considered to have taken place where discrimination is evidenced (involved or implied) in any of the following areas: age, race, sex (including pregnancy, and, in some jurisdictions, sexual orientation), colour, religion, marital status, physical or mental handicap,   
ethnic origin, a prior unrelated criminal record. It is important to consider the human rights in all matters of employee relations, and especially when dealing with the subject of termination. The reason for dismissal may well include grounds which potentially infringe upon prohibited discriminatory grounds. Even if the underlying circumstances of the dismissal involve prohibited discrimination, then the dismissal could be construed to be a human rights violation. If so, the employer must satisfy the Board of Enquiry that it is an unjustifiable hardship to the organization to keep the employee.

5. **Termination Without Cause and Severance Allowance.**

5.1. When termination is being considered, it must first be established if any of the approved criteria for rightful dismissal exist. If not, a reasonable notice period or pay in lieu of notice is to be granted. Reasonable notice is the length of time necessary for the terminated employee to find equivalent work elsewhere. In determining the length of reasonable notice to be granted, the following factors are to be considered:

a. Availability of similar employment in immediate area;

This is considered the major factor in determining reasonable notice.

b. Age;

Recognize that older employees may find it more difficult to secure suitable alternative employment.

c. Character and Nature of the Position held;

Was this employee in a management/executive position or unskilled?

d. Circumstances surrounding the hiring;

If the employee was induced to leave a secure, well-paying position to join the employer and then, subsequently, dismissed, the notice period will need to be increased.

e. Manner of dismissal;

In some cases the circumstances of an unwarranted and abrupt dismissal merit a greater severance allowance.

f. Length of Service;

Provincial Employment Standards outline the minimum notice periods required by law, based on the employee's length of service. It should be recognized that these are minimal guidelines.

g. Experience, training and qualifications of employee, which would have a bearing on his considered value to the employer prior to termination

5.2. In considering these factors, it may be advisable to seek the counsel of the Employee Consultant or the Legal Advisor at Territorial Headquarters. Any severance package to be offered should be outlined in a letter to the employee. The employee must be granted reasonable time to consider the severance package and any release to be signed as a condition of settlement. The key issues which should be addressed in the letter and severance package are

a. Pay in lieu of notice (as specified by Provincial Employment Standards) and any additional severance payments being granted;  
  
b. Vacation Pay;  
  
c. Reimbursement of any outstanding expenses upon presentation of applicable receipts;  
  
d. Benefits; (**NOTE:** Coverage must be continued for the minimum period of notice as established by Provincial Employment Standards.);

e. Arrangements for a letter of reference, if requested

This letter should provide only basic information - date of hire, date employment ceased, employee's position, and brief description of duties held.

f. Arrangements for the return of employer's property;  
  
g. The release form to be signed by employee.

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# Vacation

**Policy:**

It is the policy of the Women’s Counselling Centre to adhere to the Territorial Employee Vacation Policy which is included below. However, for safety reasons, no more than two people will be approved for vacation days at any one time.

**EMPLOYEE’S VACATION POLICY**

1.The guidelines for the items covered in this policy are the requirements for the Canada and Bermuda Territory of The Salvation Army for non-unionized employees. Where minimum statutory requirements prescribed by applicable employment standards legislation provide greater benefit than those provided by this Policy, then this Policy shall be deemed to instead provide such greater right or benefit.

**Note**: Vacation provisions in collective agreements between The Salvation Army and its various unions will govern and take precedence over this policy.

2. **New Employees**

|  |  |  |
| --- | --- | --- |
| **Immediate upon hiring** |  | 1.00 day per month |
| **January 1st of the**  **following year**  NEW HIRE VACATION (NHV) | 3 weeks |  |

**Full-time New Employees: Must be paid a minimum of 12 days in a month**

**in order to receive credit for the month.**

**\*\*New full-time employees will accrue 1.25 days per month effective January 1st following their employment.**

**Vacation Policy Cont’d**

**\*\*Note: Part-time vacation will be prorated.**

\*\***Note: In the event an employee terminates prior to the completion of a full calendar year, vacation will be prorated based on the length of time worked.**

**Continuing Employees**

**Full-time Employees**

Based on the employee's normal working week, full-time employees are entitled to vacation with pay as set out in the chart below.

|  |  |  |
| --- | --- | --- |
| ***Completed Years of Service as at December 31st*** | ***Total Vacation Entitlement per Year (January 1st – December 31st)*** | ***Accrued Days per Calendar Month* to be taken in the next calendar year** |
| 1 – 6 Years | 3 weeks | 1.25 days per month |
| 7 – 13 Years | 4 weeks | 1.66\* days per month |
| 14 – 19 Years | 5 weeks | 2.08\* days per month |
| 20 Years or more | 6 weeks | 2.50 days per month |

**\***Rounded up to the next full day.

**Full-time Employees: Must be paid a minimum of 12 days in a month**

**in order to receive credit for the month.**

**Part-time Employees**

All part-time employees are entitled to vacation with pay on a pro-rated basis as per the chart above, based on their regular weekly hours of work. For example, a part-time employee who is regularly scheduled to work two (2) days per week will accrue vacation at a rate of 0.5 days per month (i.e. 1.25 days x 0.4), which is equivalent to six (6) paid vacation days each year.

Part-time employees may choose to receive vacation pay on each paycheque, rather than accruing paid vacation time. However, a document confirming the employee’s agreement is required.

Should a part-time employee choose to receive vacation pay on each paycheque, the part-time employee will still accrue unpaid vacation time which may be used as per policy. For example, a part-time employee who is regularly scheduled to work two (2) days per week will accrue vacation at a rate of 0.5 days per month (i.e. 1.25 days x 0.4), which is equivalent to six (6) **unpaid** vacation days each year.

3.1Vacation entitlement is determined by an employee’s years of service as of December 31st the year prior to entitlement.

**Vacation Policy Cont’d**

3.2 Employees who are on statutory leave in accordance with applicable provincial employment standards legislation will continue to accrue paid vacation during their leave (i.e. pregnancy leave, parental leave, family medical leave, etc.).

3.3 Employees who are on other leaves of absence (i.e. worker’s compensation, unpaid leaves of absence) will continue to accrue unpaid vacation time during the period of leave, but will not continue to accrue vacation pay except as may be required by applicable law.

3.4 Vacation may not be banked or carried forward into the following vacation year without prior written approval from the employee’s immediate supervisor. In absence of this approval, vacation time that is not taken prior to the end of each calendar year will be forfeited, subject to any applicable statutory requirements.

3.5 Payment in lieu of unused vacation days is not permitted.

3.6 Vacation may be scheduled anytime during the calendar year, but under normal circumstances it should not be scheduled consecutive to a previous year's vacation. The scheduling of vacation must be mutually agreed to by the employee and his or her immediate supervisor.

3.7 Temporary and relief/casual employees (working 15 hours or less per week on a normal basis) will receive vacation pay equal to

6%of wages on each pay in lieu of paid vacation leave, or such other percentage of wages as may be required by law.

3.8 Employees on a contract will be governed by the terms of the contract regarding

vacation which was negotiated at time of hire.

3.9 In the event of an unforeseen facility closure (snowstorm, emergency building closure etc.), there will be no adjustment to scheduled vacation days.

* 1. Should an employee become ill while on vacation, vacation days will not be

substituted for sick leave unless the employee provides a medical certificate

proving serious illness or debilitating injury.

4. **TERMINATION OF EMPLOYMENT:**

4.1 If employment is terminated for any reason prior to December 31st of the initial

year of employment, the employee will be compensated for all unused vacation days accrued but not taken prior to the effective date of termination. This amount will be paid out at a rate of one (1) day per month worked, which is equivalent to 4.6% of wages.

* 1. If employment is terminated for any reason after January 1st of the year

subsequent to their date of hire, the employee will receive any unused vacation

pay accrued to the effective date of the termination. This shall be calculated as

the appropriate percentage of the current year’s earnings as follows:

**Vacation Policy Cont’d**

**Completed Years Percentage of Wages**

**of Service as at**

**December 31st**

less than 1 year= 6% of wages plus a prorated portion of 3 weeks

vacation

1 - 6 years = 6% of wages

7 – 13 years = 8% of wages

14 – 19 years = 10% of wages

20 years or more = 12% of wages

Vacation days taken by the employee in the calendar year of termination will be deducted from the calculation of vacation pay owing. In addition, the employee shall also be entitled to receive payment for any unused vacation days the employee was permitted to carry over from a previous calendar year under paragraph 3.4.

4.3 An employee who has taken more vacation than he or she has earned at the time of termination will be required to repay those amounts to The Salvation Army. To the extent permitted by law, any amounts owing by the employee for vacation taken but not earned will be deducted from any payments owing to the employee as of the effective date of termination.

5. **VACATION PAY AND TRANSFER OF EMPLOYMENT**

5.1 Territorial Headquarters Employees:

a. An employee approved for transfer from one THQ department to another, may carry all vacation entitlement to the new department.

b. The payment of such vacation will be the responsibility of the new department.

5.2 Employees transferring from one Salvation Army facility to another.

a. An employee transferring from one Salvation Army facility to another

may carry vacation entitlements to the new Army employer provided

there is no break in service.

Employee’s vacation accrual and appropriate dollar value should be transferred with the employee.

If an employee is terminated from a Salvation Army facility and receives a gratuitous severance, previous service cannot be transferred to the second facility for determination of vacation entitlement.

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# Volunteers

**Policy:**

It is the policy of the Women’s Counselling Centre to use Volunteers, where possible, to enhance the program of the Centre.

**Procedure:**

When possible and necessary, Volunteers will be utilized in the Women’s Counselling Centre to assist with a variety of tasks. Most often these tasks will be administrative in nature.

Volunteers will not be used in a clinical manner – they will not have a caseload of clients.

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# Weapons

**Policy:**

It is the policy of the Women’s Counselling Centre that no employee may come into the Counselling Centre with any weapon, concealed or otherwise on her person.

**Procedure:**

Any employee seen with a weapon in her possession while on the property will be asked to remove the weapon from the counselling centre immediately.

Repeated offences of this nature will be dealt with according to our Progressive Discipline policy.

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# Whistleblower Policy

**Policy:** It is the policy of the Women’s Counselling Centre that staff are aware of the Territorial Whistleblower Policy which is listed below.

**General**

The mission and values of The Salvation Army require Officers, employees, representatives and volunteers to observe high standards of business, ministry and personal ethics in the conduct of their duties and responsibilities.

The Salvation Army insists on:

1. integrity in fulfilling its responsibilities;
2. treating all individuals with dignity and respect;
3. compliance with Salvation Army policies, standards, practices and with applicable laws and regulations.

**Purpose**

The purpose of this policy is

1. to facilitate making disclosures;
2. to facilitate the investigation of disclosures;
3. to protect those who in good faith make disclosures.

**Matters Warranting Disclosure**

"Disclosures" include, but are not limited to, information concerning:

1. an act or omission constituting a violation of Salvation Army policies, standards or practices;
2. an act or omission constituting an offence under any provincial or federal legislation;
3. an act or omission that creates a substantial and specific danger to the life, health or safety of persons or to the environment;
4. gross mismanagement.

**Reporting Responsibilities**

It is the responsibility of all Officers, employees, representatives and volunteers to comply with the mission and values of The Salvation Army in their Officership, employment, contractual obligations and volunteer activities, and to make disclosures when appropriate.

**Making Disclosures**

The Salvation Army encourages individuals to make disclosures of the 'Matters Warranting Disclosure' identified above. Under normal circumstances disclosures should be made directly to supervisors, whose responsibility it is to ensure organizational integrity, compliance and accountability.

The Salvation Army recognizes, for various reasons, it may not always be possible to make disclosures through normal channels and thus has provided a means for reporting such disclosures through the mechanism provided in this policy.

**No Reprisal**

An individual who retaliates, in any fashion, against someone who has made a disclosure in good faith may be subject to discipline up to and including termination.

**Anonymity**

Individuals are encouraged to provide their name and contact information when making a disclosure, through the email address provided understanding that this makes it easier to investigate the disclosure. If requested, anonymity can be secured.

**Disclosures not made in Good Faith**

The Salvation Army is concerned about protecting the reputation of its Officers, employees, representatives, volunteers and members from false or malicious allegations. The Salvation Army will therefore ensure that the necessary resources are provided to investigate any disclosure which it receives.

It is important to understand that The Salvation Army will view seriously any disclosure which proves to be false, malicious or of a frivolous nature, and that any person making such a disclosure may be subject to discipline up to and including termination.

**How the Organization will respond**

The Salvation Army will respond to each disclosure in a timely and efficient manner. It should be noted that the seriousness, complexity and timeliness of a disclosure may impact the method, resources and speed with which a disclosure is reviewed and/or investigated, and resolved.

**Reporting Mechanism**

Contact via email at[**Whistleblower\_Hotline@can.salvationarmy.org**](mailto:Whistleblower_Hotline@can.salvationarmy.org)**.**

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# Work Area

**Policy:**

It is the policy of the Women’s Counselling Centre that employees are to be provided with a work area.

**Procedure:**

Each employee will be assigned a work area.

Employees are not to remove any personal property of another employee’s from her work area.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Human Resources |
|  |  |
| Date Created: | September 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Work Attendance / Non Attendance

**Policy:**

It is the policy of the Women’s Counselling Centre to permit Counsellors to work flexible hours and also to permit working off site.

**Procedure:**

Counsellors at the Women’s Counselling Centre are required to work 25 - 35 hours per week depending on the position held.

While it is encouraged that staff be in at the Centre as much as possible, it is understood that sometimes client needs require us to work outside of this location.

Counsellors who are working offsite on any given day will notify the Director as to their whereabouts.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Human Resources |
|  |  |
| Date Created: | July 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Worker Safety

**Policy:**

It is the policy of the Women’s Counselling Centre to ensure the safety of all its clients, staff, volunteers, interns and students. The definition of safety for this policy is any threat or attempt of a physical violent act towards a client, staff, volunteer, intern or student.

**Procedure:**

If any client, staff, volunteer or student has been assaulted or feels threatened they must go immediately and inform the Director.

If staff members are aware of a potential serious threat they are to see the client with another staff member present so that the other staff person can go get help if required.

**Worker safety alert**

If at any time a staff, volunteer or student is in a severe safety situation, the Director should be notified, and 911 called immediately.

**Serious Occurrence**

See the Human Resources Section of the Policy and Procedure Manual for the details about serious occurrence reporting.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Human Resources |
|  |  |
| Date Created: | June 2014 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Workplace Harassment Discrimination and Violence Prevention

**Policy Statement Territorial Operating Policy #7907**

The Salvation Army Canada and Bermuda Territory is committed to providing a work environment that is free from harassment, discrimination and violence where all Salvation Army workers are treated with dignity and respect. All Salvation Army workers including officers, employees, volunteers and other individuals affiliated with The Salvation Army are expected to uphold this policy by maintaining a respectful work environment in which all work together to prevent harassment, discrimination and violence.

In accordance with applicable legislation and regulations, the Workplace Harassment, Discrimination and Violence Policy will be reviewed annually, revised appropriately and posted at all Salvation Army workplaces. The Health and Safety Committee at Territorial Headquarters will participate in the review of this document.

**1.0 PURPOSE STATEMENT**

The purpose of this policy is to:

1.1 Establish and maintain a workplace that is free from harassment and violence.

1.2 Outline types of workplace behaviour which are considered to be harassing and/or violent.

1.3 Ensure that all workers are aware that harassment, discrimination and violence in the workplace are unacceptable and will not be condoned. Any worker, who is found to be in violation of this policy, may be subject to discipline.

1.4 Establish a structure for the receipt of complaints.

1.5 Provide a process for notification about allegations of violations to this policy.

**2.0 DEFINITIONS**

In this policy, the following definitions are used:

2.1 **“Workers”** includes officers, employees, volunteers and other individuals affiliated with The Salvation Army.

2.2 **“Workplace”** is defined as any place where a worker performs work for the organization

**Note**: “workplace” can include vehicles, off-site business-related function locations (conferences, trade shows), social events related to work, and clients’ homes.

2.3 **“Workplace Violence”** is defined as any actual, attempted or threatened exercise of physical force against a worker in a workplace that could cause physical harm, or where it is reasonable for a worker to interpret a threat:

· physical attacks e.g, hitting, shoving, pushing, kicking and biting

· threatening behaviour e.g, shaking fists, destroying property or throwing things

· verbal or written threats e.g, a threatening phone call to a worker’s home, or any expression of intent that could reasonably be interpreted as potential for physical harm

2.3 **“Discrimination”** is defined as a distinction, whether intentional or not, based on protected grounds relating to personal characteristics of a worker or group of workers. This distinction has the effect of imposing burdens, obligations, or disadvantages on an individual or group of workers. It could also include the withholding or limiting of access to opportunities, benefits, and advantages available to other workers. The prohibited grounds of discrimination include:

· race, colour, ancestry, citizenship, ethnic origin or place of origin

· creed, religion

· age

· sexual orientation

· family, marital or same sex or common law partnership status

· disability or perceived disability (including the dependence on alcohol or drugs)

· gender**,** gender identity or gender expression

· any other prohibited ground of discrimination under applicable human rights legislation

2.4.1 **“Workplace Harassment”** is defined as a vexatious course of comment or conduct against a worker in a workplace that is known, or ought reasonably to be known, to be unwelcome. It may include unwelcome, unwanted, offensive, or objectionable conduct that may have the effect of creating an intimidating, hostile or offensive work environment, thereby adversely affecting an individual’s employment relationship and/or denying an individual dignity and respect. It may be directed at specific individuals or groups.

2.4.2 “Sexual Harassment” is defined as (a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to unwelcome, or (b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

2.5 **“Domestic Violence”** is defined as any actual, attempted or threatened exercise of physical force against a worker in a workplace by a person who is or was in a domestic relationship with the worker (for example, spouse, former spouse, current or former partner or family member) that could cause physical harm to a worker at the workplace.

2.6 **“Complainant”** is defined as any worker(s) that makes a complaint under this policy.

2.7 **“Respondent”** is defined as any worker(s) against whom a complaint is being brought against under this policy.

2.8 **“Investigator”** is the individual assigned to investigate the complaint. This could include but not be limited to a senior employee, an officer, or a contracted third party. In certain jurisdictions, a Government Inspector has the legal authority to require the employer to hire an independent third-party Investigator to conduct an investigation at the expense of the employer.

**3.0** **GENERAL PROVISIONS APPLYING TO WORKPLACE HARASSMENT, DISCRIMINATION AND VIOLENCE**

3.1 The Salvation Army will take appropriate action to deal with all concerns, complaints, or incidents of workplace harassment, sexual harassment, discrimination, violence and domestic violence in a fair and timely manner while respecting workers’ privacy as much as possible.

3.2 The Salvation Army reserves the right to discipline any worker, regardless of position or title, who is found to be in violation of this policy. False accusations may also result in disciplinary action.

3.3 Any person who retaliates or engages in reprisal against a worker for filing a complaint or claiming a right under this policy commits a serious violation of this policy and will be subject to discipline.

3.4 Management actions conducted in a respectful non-vexatious manner; including measures to correct performance deficiencies or to impose discipline for workplace infractions, do not constitute workplace or psychological harassment.

3.5 It is also recognized that in the course of employment/service some physical contact may be required (e.g, when supporting elderly persons or persons with disabilities). It is expected that workers will treat one another and those they serve with the utmost respect, upholding the personal dignity of all.

3.6 The Salvation Army reserves the right to conduct its own investigations, provided that the investigation does not interfere or compromise an external authority’s investigation.

3.7 The Salvation Army will take all reasonable steps to reduce the risk of harassment, discrimination and violence by clients towards workers. In some instances, The Salvation Army may only have limited legal authority to terminate its client relationship or to impose restrictions on such clients for harassing or violent behaviour. Workers should report all workplace harassment, discrimination or violence from clients to their supervisor.

3.8 In the event of any conflict between this policy and applicable legislation, the applicable legislation will prevail.

3.9 Each Salvation Army workplace will assess the risk of workplace violence in that location and develop, implement and post a specific workplace violence prevention program, which complies with this policy and applicable legislative requirements.

**4.0**  **COMMUNICATION**

4.1 A current copy of this policy shall be posted in a conspicuous place at all Salvation Army workplaces so it is available to all workers.

4.2 Supervisors and managers shall give new workers a copy of this policy and all other related policies during the orientation process.

4.3 Revisions of the policy shall be communicated to all workers.

**5.0 RESPONSIBILITIES AND REPORTING**

5.1  **RESPONSIBILITIES OF WORKERS**

5.1.1 Promote and support a workplace that is free from harassment, discrimination and violence.

5.1.2 Attend training and/or information sessions related to workplace harassment, discrimination and violence.

5.1.3 Report to your supervisor any workplace harassment, discrimination, violence, or potential violence that you may be aware of, experience or witness. This also includes domestic violence issues that may have an impact on your safety or that of a co-worker. Where a worker is uncomfortable reporting violation of this policy to their Supervisor incidents can be reported to another Manager, Department Head or the Divisional Director of Employee Relations.

5.1.4 Assess the risk (along with your supervisor) associated with the situation and document the incident.

5.1.5 Contact building security, or where necessary, dial 911 or the local emergency number for emergency services where immediate assistance is required and a supervisor is unavailable.

5.1.6 Summon help when immediate assistance is required. Do not enter any situation or location where you feel threatened or unsafe.

5.1.7 Advise your immediate supervisor at the earliest opportunity in the event that threats of workplace harassment, discrimination or violence are received by mail, telephone, fax, email or any other manner, or if you come into contact with an individual whose behaviour has the potential to result in workplace violence.

5.1.8 Co-operate with the police, Salvation Army investigators, and other authorities during an investigation related to workplace harassment, discrimination or violence. If you give evidence, information or if otherwise involved in the process, you must keep this information confidential, except when disclosure is necessary to effectively deal with an issue.

5.2  **RESPONSIBILITIES OF MANAGERS AND SUPERVISORS**

5.2.1 Promote and support a workplace that is free from workplace harassment, discrimination and violence.

5.2.2 Attend training and/or information sessions related to workplace harassment, discrimination and violence. Ensure that each worker receives training on this policy, and the workplace prevention program for the location.

5.2.3 Ensure a workplace violence risk assessment is conducted, a workplace violence prevention program is in place, and that the program is reviewed and updated annually for each location.

5.2.4 Encourage workers to inform their immediate supervisor or alternate individuals outlined in section 5.1.3 of any workplace harassment, discrimination and violence or potential violence (including domestic violence issues that may have an impact on the safety of a worker or his/her co-workers) that they may be aware of experience and/or witness.

5.2.5 Advise your immediate supervisor at the earliest opportunity in the event that threats of workplace harassment, discrimination or violence are received by mail, telephone, fax, email or any other manner, or if you come into contact with an individual whose behaviour has the potential to result in workplace violence.

5.2.6 Report all incidents of workplace harassment, discrimination and violence (including situations that could result in future workplace violence) to your senior manager.

5.2.7 Ensure that the Divisional Commander/Department Head and his/her designate is advised. The Divisional Commander/ Department Head is to advise the Territorial Headquarters Employee Relations Director and the Secretary for Personnel will be notified.

5.2.8 Co-operate with the police, Salvation Army investigators and other authorities during an investigation related to workplace harassment, discrimination or violence. If you give evidence, information or if otherwise involved in the process, you must keep this information confidential, except when disclosure is necessary to effectively deal with an issue.

5.3 **RESPONSIBILITIES OF DIVISIONAL DIRECTOR OF EMPLOYEE RELATIONS**

5.3.1 Promote and support a workplace that is free from harassment, discrimination and violence, and offer worker training and awareness programs.

5.3.2 Notify and consult the Territorial Director of Employee Relations when a formal investigation to a complaint is recommended.

5.3.3 Provide guidance and support to the workplace parties involved in a complaint under this policy including the provision of information on Employee and Family Assistance Program (for employees) and Pastoral Services (for officers) as applicable.

5.3.4 Ensure confidential records are maintained.

5.4 **RESPONSIBILITIES OF THE TERRITORIAL EMPLOYEE RELATIONS DIRECTOR OR DESIGNATE**

5.4.1 Promote and support the harassment, discrimination and violence prevention policy in the organization.

5.4.2 Ensure the Secretary for Personnel is advised of all incidents.

5.4.3 Assign investigators to complaints/incidents. This may be in conjunction with the Secretary for Personnel if an officer is party to the complaint/incident.

5.4.4 Provide guidance and support to the workplace parties involved in a complaint/incident under this policy including the provision of information on Employee and Family Assistance Program and Pastoral Services as applicable.

5.4.5 Receive the formal investigation report from investigators. The report will be distributed to the Divisional Commander/Department Head and to the Divisional Director of Employee Relations. Where a Salvation Army officer is the complainant or respondent, the Secretary for Personnel will also receive the report.

**A summary of the findings of the investigation and corrective action to be taken will be provided to both the complainant and the respondent.**

In cooperation with the Division/Department Head appropriate action will be taken based on findings of the investigation.

Where a Salvation Army officer is the complainant or respondent, the Secretary for Personnel will take appropriate action.

5.5 **RESPONSIBILITIES OF THE INVESTIGATOR**

5.5.1 Promote and support the harassment, discrimination and violence prevention policy in the organization.

5.5.2 Conduct the investigation of a formal complaint or violent incident in accordance with the investigation guidebook.

**6.0** **PROCEDURE FOR INVESTIGATIONS OF HARASSMENT & WORKPLACE VIOLENCE**

6.6.1 When a complaint of workplace harassment or violence has been received, the procedures outlined in the *Investigative Reference Guide* will apply.

**Note:**  In addition to the definitions under “Discrimination” Salvation Army officers are bound by Orders & Regulations and the ecclesiastical standards set within. In the event of a conflict between the provisions of this policy and by Orders and Regulations, the latter shall take precedence.

 WORKPLACE HARASSMENT, DISCRIMINATION AND VIOLENCE

PREVENTION POLICY

## Workplace Harassment and Discrimination Formal Complaint Form

**SECTION 1: IDENTIFYING INFORMATION**

**Date of Incident:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Time:** \_\_\_\_\_\_\_\_\_ am pm

**Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Job Title:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name of Facility:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Department:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Immediate Manager/Supervisor: \_\_**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name of Individual(s) Responsible for Violation:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SECTION 2: FORMAL COMPLAINT - Describe Incident(s):** (use additional paper if necessary)

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**SECTION 3: WITNESS**

**Witness #1** (name):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Witness #2:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Witness #3** (name): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Witness #4:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SECTION 4: SIGNATURES** (I authorize The Salvation Army to initiate an investigation into the above noted complaint).

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

(Name of Complainant) (Signature) (Date)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Individual providing assistance in the completion of this form – optional) (Date)

**Workplace Harassment, Discrimination and Violence Prevention Policy 7907**

## Formal Violence Incident Report Form

All workers who have been involved with a workplace violence incident are to complete this form. Please keep blank photocopies of this form and ensure the form is available during all shifts to ensure that the workers can complete this report as soon as possible.

**IDENTIFYING INFORMATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name:** | | **Today’s date:** | |
| **Date and time of incident:** | | **SA Ministry Unit name and location:** | |
| **Location:**  Automobile  Corps  Thrift Store  Ministry Unit  Parking Lot | Front Reception  Kitchen  Office  Other \_\_\_\_\_\_\_\_\_\_\_\_ | **Type of violent act:**  Verbal  Struck (hit)  Bitten  Pushed | Threatened  Kicked  Scratched  Other \_\_\_\_\_\_\_\_\_\_\_\_ |
| **First aid obtained:** YesNo  **First aid report completed:**  Yes  No  **Name of first aid attendant:** | | **Medical attention advised and obtained:**  No  Yes -  Ambulance  Walk-In Clinic  Physician | |
| **Reported to supervisor?**  Yes  No – why? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date and Time Reported\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | |
| **Police called?**  Yes  No  If yes, Police file # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  If no, why? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | **Ambulance or Fire called?**  Yes  No  If yes, provide details \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
| **Describe what happened, including factors leading up to the incident.**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | **Describe any action taken after incident occurred.**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
| **DESCRIPTION OF PERSON** | |  | |
| Unknown person  Person you know  Delivery person  Co-worker  Ex-boyfriend/girlfriend  Ex Worker  Customer/Client  Family member  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | **Name, if known:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Has the person been involved in any previous violent situations that you know of? \_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
| **If unknown, please describe the person in detail:**  Male or female:  Age:  Height:  Weight:  Hair Color:  Glasses/eye color:  Clothes:  Shoes/socks:  Tattoos/scars:  What did he/she say? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | **Additional information:**  Hat:  No hat:  Objects in hands:  Weapons visible:  MC900370482[1]  Vehicle description (make, model, color, license plate)::  Direction of person upon exiting: | |
| Your name ( please print): | | Signature: | |
| Date: | |  | |

**PLEASE SUBMIT THIS REPORT TO YOUR IMMEDIATE SUPERVISOR/MANAGER**

****

## Formal Violence Incident Witness Report Form

**Witness Account Form**

*Note: Complete this form if you are a witness to the alleged workplace violence –photocopy additional copies as needed*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Date of incident:   |  | | --- | |  | | Name:     |  | | --- | | Victim  Witness | | Date of report   |  | | --- | |  | |
|  | Address/City location of witness:   |  | | --- | |  | | Phone number:   |  | | --- | |  | |
| Describe incident in detail. Include what happened, where, who was involved, other witnesses, what you heard, saw, etc:   |  | | --- | |  | | | |
| List names of the witnesses:   |  | | --- | |  | | | |
| Signature: Date:   |  | | --- | |  | | | |
| Person receiving witness statement: Date:   |  | | --- | |  | | | |

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Human Resources |
|  |  |
| Date Created: | November 2013 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# WSIB

**Policy:**

It is the policy of The Salvation Army, Canada and Bermuda Territory that all employees and Officers in Ontario will be covered by the Workplace Safety Insurance Board.

**Procedure:**

Effective April 1, 2013, all employees and Officers are covered by WSIB.

If an employee is injured in the workplace or in the carrying out of their employment activities, she must notify her supervisor immediately. If the supervisor is not available for an extended time (eg. on vacation), the employee must notify the Corps Officer or the Admin Assistant who will also ensure that reporting is done.

The supervisor will ensure that the appropriate reporting is done according to the regulations of WSIB.

In the event that the injury is serious or life threatening, the employee should call the EMS system. The reporting can then be done by the supervisor after the employee receives emergency medical care.