

Policies and Procedures Manual

Yellowknife Association for Community Living

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Section 1 - About This Manual

About this Manual

This manual outlines the personnel and general operational policies and procedures for employees of the Yellowknife Association for Community Living. It is to be used as a resource for all personnel decisions.

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

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

A copy of this manual is available in the main office of the Association for employees to review at any time. Each employee is required to read the Personnel Policies and Procedures Manual and sign the acknowledgement form as part of their Orientation.

Concerns or questions should be discussed with your Supervisor or a Director at the earliest possible opportunity.

Policies and Procedures Manual Changes

When substantive changes are made to this manual, staff will be advised by management or their Supervisor. When this happens, employees are encouraged to review the changes.

Definitions

Management refers to the Executive Director and Managers.

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

Section 2 - Welcome and Association Information

Mission Statement

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

We carry out our mission through:

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

Our Beliefs

The Yellowknife Association for Community Living is guided by the following beliefs:

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

History and Present Status of the Association

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

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

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

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

Today the Association is directed by an eleven person volunteer Board of Directors and provides services to children, youth, and adults with disabilities and their families.

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

Section 3 - Standards of Conduct

Code of Conduct

All employees are expected to:

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

Human Rights in the Workplace

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

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

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

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

Conflict of Interest

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

While employed by the Association, an employee must not:

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

Employees have the duty to disclose any possible conflict of interest to their Manager immediately.

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

Employment of Relatives

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

Staff Communication

The Association:

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

The Association presents its information in plain language format.

Staff / Board Contact and Communication

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

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

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

Statements to Media

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

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

If information about persons with disabilities is included in media coverage (video, photos or written references), the person with a disability or his/her guardian must first sign a Consent to Release Information form.

Contacting Senior Government Officials / Funders

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

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

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

Political Activity

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

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

Employee Conflict Resolution Process

Yellowknife Association for Community Living requires that relations among staff members and between staff members and their supervisors are professional and respectful in manner and application.

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

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

Definitions

Harassment

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

Sexual Harassment

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

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

Abuse of Authority

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

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

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

- Communication takes place regarding the issue between or among staff members affected using informal channels of communication to attempt to resolve the issue and address misunderstandings;
- If the issue persists, the staff involved should keep a record of all related information and discuss the issue with their supervisor to develop mutually agreed upon strategies to resolve the issue;

- If the issue continues, the supervisor discusses the issue with management including the Executive Director;
- A meeting is held with management, the supervisor and the staff affected to further discuss the issue;
- If the conflict continues, the Executive Director takes additional steps to address the situation as they deem necessary.
- The Executive Director issues a written response which is final and binding on all parties

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

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

- The complainant who is alleging harassment should, if possible, immediately tell the alleged harasser that the behaviour is unacceptable and ask that it be stopped immediately. If the behaviour continues, the complainant keeps a record of all related information surrounding the alleged harassment.
- Harassment complaints are brought to the attention of the Executive Director. The Executive Director conducts or appoints someone to conduct an informal review of the situation and determine the seriousness of the harassment by meeting with the complainant and the alleged harasser. The informal review will remain confidential.
- An attempt is made to mediate all complaints before proceeding to a formal investigation.
- A formal investigation may be initiated if the Executive Director determines that there is a substantive issue and mediation has not resolved the issue. The complainant must concur with this initiative and provide a full written description of the complaint. The Executive Director then appoints someone to investigate the complaint.
- The formal investigation will involve interviewing the complainant, the alleged harasser and all witnesses. The report will include a formal written record of the incident(s).
- The investigator provides a written report that outlines recommendations for action. The Executive Director takes action based on the investigator's recommendations.
- If the allegations are found to be in bad faith, the appropriate discipline will be taken against the complainant.

- If the alleged harassment or abuse of authority is from the Executive Director, the procedures remain the same except that the complaint is brought to the attention of the President of the Board.

Section 4 - Recruitment and Hiring

Employee Categories

Probationary

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

Full Time

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

Part-Time

A part-time employee is one who works less than 35 regularly scheduled hours per week.

Casual

A casual employee is one who does not work regularly scheduled hours.

Term

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

Permanent

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

Volunteers / Practicum Students

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

General Hiring Practices

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

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

Internal Hiring Priority

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

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

Job Postings

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

Interview Process

Candidates are interviewed by a minimum of two Association representatives. These two individuals determine who is interviewed. The interviewers develop standardized questions to be asked. The Executive Director will be involved in all interviews for Director and Coordinator positions.

References

At least two employment references will be contacted including the most recent employer.

Letter of Offer

- Employment is offered contingent upon the successful completion of a criminal record check.
- A letter of offer outlining the conditions of employment and benefits is provided to each new employee.
- The letter includes the title of the position, the Supervisor for the position, starting date, probationary period, salary, vacation pay, payment details, hours of work, information about the insurance and pension plans, and other conditions of employment including a statement regarding the criminal record check.
- The job description is included as an attachment with a statement in the letter that the attachment forms part of the letter of offer.

- By signing this letter and the attached job description the candidate agrees to the conditions outlined therein.
- A Director or the Executive Director approves and signs all letters of offer.
- A copy of the signed letter of offer is filed in the employee's personnel file and a copy is given to the employee.

Applicant Notification

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

Criminal Record Check

Employment with the Association is contingent upon the successful completion of a successful criminal record check.

A successful applicant must immediately apply for a criminal record check with the RCMP, including the more detailed check related to vulnerable people. The completed check should be given to the Association and is kept in the employee's personnel file.

If a criminal record is identified, further discussions will take place between the applicant and the Association. Depending on the nature of the criminal record, employment with the Association may be terminated.

The Association reserves the right to request an employee to complete an updated criminal record check at any time.

Employees are required to inform their Supervisor immediately if they are charged with a criminal offence including loss or suspension of their driver's license.

Engaging Contractors

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

Section 5 - Conditions of Employment

Employee Orientation

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

- In understanding the philosophy, values and beliefs of the Association and how this is reflected in their work with persons with disabilities;
- By providing information about the Association, its services, staff, and sites;
- By reviewing the Association's Personnel Policies and Procedures;
- By reviewing the relevant Service Policies and Procedures (where they exist);
- By reviewing the job description, expectations, and reporting requirements.

The direct Supervisor and the employee are responsible for ensuring completion of the orientation prior to the end of the probationary period. Both are required to sign the Orientation Check List.

The signed copy of the Orientation Check List is placed in the employee's personnel file.

Probationary Period

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

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

A probationary review, involving the employee and their direct Supervisor in consultation with a Director, takes place before the end of the probationary period.

Confidentiality and Privacy Protection

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

Maintaining Client Confidentiality

All staff of the Association are required to sign an Oath of Confidentiality upon their appointment to a position within the Association.

Employees' responsibilities in maintaining client confidentiality include:

- physically protecting confidential documents including locking up, marking confidential, and shredding written material about clients when discarding;
- preventing disclosure of confidential information;
- reporting to the Executive Director any attempt by unauthorized individuals to obtain confidential information;
- maintaining confidentiality after leaving the employment of the Association;
- not sharing any information outside of the Association about a person with disabilities without their written consent.

Examples of when employees may be asked to share information beyond the Association include:

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

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

Privacy Protection for Employees

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

Personal information of employees includes age, name, Social Insurance Number, income, medical records, and disciplinary actions. Personal information does not include the name, title, business address, or business telephone number of an employee of the Association.

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

Employees' payroll records (T-4's, Records of Employment) are retained for fifty years or until the individual is deceased.

Personnel files are retained for fifty years or until the individual is deceased from the date of employee termination. Old records are stored electronically.

Access to Personnel and Client Files

Personnel files are secured in locked filing cabinets. They are not to be photocopied or removed from the building where they are stored. Personnel files are treated with the strictest confidentiality.

Disclosure of employee information to individuals other than the employee is restricted to the Executive Director, Director and/ or Finance Manager.

A Supervisor must request permission from management to view the personnel file of staff they supervise.

Employees may access their own personnel file.

Persons with disabilities may access their own file. Parents or caregivers of persons with disabilities under 18 or legal guardians of those 18 or over are also given access to the files.

Persons with disabilities' files are accessed as necessary by employees providing services to them, either to verify information or add new documents.

Job Descriptions

All employees have job descriptions that reflect the responsibilities of their position. Staff are expected to perform the duties outlined in their job description.

Job descriptions are periodically reviewed by the supervisor, employee, and management.

All job descriptions are written in the Association's standard format. Job descriptions form part of the letter of offer and are attached to it.

From time to time, a staff member may be asked to carry out additional responsibilities not itemized in their job description to meet the needs of the Association. All job descriptions reference other related duties.

Scheduling

Each employee's standard schedule is outlined in the letter of offer.

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

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

Attendance and Lateness

The Association strives to maintain maximum effectiveness and quality service to individuals through full employee participation.

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

Absences/Sick Call-In

Employees who are late or unable to report to work for any reason are required to notify their supervisor by telephone as soon as possible prior to the scheduled start time.

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

Drug and Alcohol Consumption and Impairment

The use of non-medicinal drugs or alcohol while on the job is strictly forbidden.

If an employee is showing signs of drug or alcohol consumption while on the job, they will be asked to leave and appropriate action will be taken by their Supervisor in consultation with management.

While attending Association events where alcohol may be served, responsible use consistent with the Code of Conduct is expected.

Employee Review

Probation Review

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

Annual Review

The purpose of the annual review is to go over the employee's job performance, skills, professional development interests and the Association's expectations, the employment environment, and quality of service provided. The annual review takes place between an employee and their Supervisor.

Annual reviews take place as follows:

- Full time employees participate in an annual review;
- Reviews take place during the month of the anniversary of the first day of the employee's employment;
- Part-time, casual and term employees participate in a review when completing not less than one year employment (1820 hours) with the Association.

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

The review is completed using the Annual Review Form. Draft reviews are approved by management before being provided to the employee. The employee receives a signed copy and one is placed in the employee's personnel file.

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

Progressive Discipline

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

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

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

Steps of progressive discipline are as follows:

Step 1	Verbal Warning	<ul style="list-style-type: none">○ The employee is verbally advised that his or her conduct is not acceptable and is provided with guidance as to what is expected.
Step 2	Verbal discipline	<ul style="list-style-type: none">○ The employee is told that this is more than a warning and that they are being disciplined.○ Details are provided as to acceptable conduct○ The Supervisor records the date of the meeting and the matters discussed.
Step 3	Written discipline	<ul style="list-style-type: none">○ The employee's Supervisor documents and informs the employee of the areas of job performance which are to be improved.○ Performance goals and objectives are established which can be realistically achieved within set time frames.○ The employee is provided with coaching, and may be provided with additional training in order to achieve these objectives.○ If the goals and objectives have not been reached then further discipline may result.
Step 4	Suspension	<ul style="list-style-type: none">○ If the goals and objectives in step 3 have not been met then the employee is suspended for five (5)

		working days without pay.
Step 5	Dismissal	○ If the above attempts have failed to improve the employee's performance, their employment with Association will be terminated.

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

Investigations (Internal)

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

Investigations (External)

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

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

Section 6 – Salary and Other Compensation

Remuneration Philosophy

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

Payroll Administration

On hire, employees provide necessary personal information to the Finance Manager to process the payroll. Employees provide written consent for the Association to use this personal information.

A Payroll Action Form is completed with all new employees. Throughout their employment, any change in pay, position or personal information requires the completion of a new Payroll Action Form.

Employees of the Association are paid on the final working day of each month. Each pay covers payment from the 26th of the previous month to the 25th of the current month. Respite workers are the exception to this rule; their pay period is from the first to the last day of each month. They submit timesheets on the 1st of each month for hours worked on the previous month. If the timesheets are submitted on time, respite workers are paid on the 4th business day of each month.

The Association deducts the required statutory deductions including income tax, employment insurance, and Canada Pension Plan. Also deducted from the pay cheques are the premiums for the benefit insurance and the pension plan payments.

Employees are encouraged to keep a copy of their time sheets and the copies of their pay cheque stubs.

Employees may request information about their pay cheque from their Supervisor.

Timesheets

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

Employees are responsible for turning their time sheet into their Supervisor. Supervisors check the accuracy of time sheets and sign them. Supervisors are responsible for forwarding time sheets to management. Management reviews and approves time sheets and forwards them to the Finance Manager.

The Executive Director's time sheet is approved by the Chair of the Board of Directors or designate.

Any corrections to the time sheets must be initialed by management and the employee affected.

Advances for Employees

Requests for pay advances against future earnings are negotiated between the employee and the Finance Manager and approved by the Executive Director. Advances are issued on the 15th of the month or closest preceding working day.

On Call

Employees required to be on-call for clients or other staff will be compensated.

Call-out time which requires the employee to return to the worksite will be recorded at three hours or the actual time required, whichever is longer.

Lieu Time

All lieu time must be approved by management prior to being worked. In emergency situations involving direct need by an individual client, lieu time will be reported to management the next day.

Hours worked in excess of the hours outlined in the letter of employment are considered lieu time and recorded as 'lieu time earned'. Employees are encouraged to use earned lieu time within the month when it is earned. Lieu time is to be used prior to fiscal year end (March 31) unless management approves carrying it over into the next fiscal year. Use of lieu time earned must be approved by the appropriate Supervisor. Every effort must be made to use lieu time earned in the year it is earned.

Employees will receive as much advance notice as possible of the need to work lieu time and have the right to decline this work.

Some services have flexible hours to meet the needs of individuals served. It is the practice of the Association that employees do not work more than 40 hours during a seven day period. After 40 hours, lieu time is accrued at time and a half. In cases where clients' needs are better met through an extended work day or week, an order under the Employment Standards Act will be applied for with the employee's approval.

Management employees are eligible for lieu time at straight time rather than time and a half. All lieu time for management must be approved in advance by the Executive Director.

Staff are expected to make every effort to use lieu time before year end. Generally, if there is unused earned lieu time at year-end, the Association will pay out this amount. However, budgetary constraints may prohibit a cash payout and the lieu time earned will be carried over.

Acting Duties

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

Wage Adjustment

Wage adjustments are based upon the length of service and performance review. Wage reviews occur annually at the time of the performance review. Changes to wage grid must be approved by the Board of Directors including cost of living adjustments.

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

Wage Adjustment on Involuntary Reassignment

If a position is eliminated and the employee is retained in a position with a lower wage, the employee's prior rate of pay will continue for three months and then revert to the maximum step of the new position in the salary grid.

Confidentiality of Pay Information

Information related to individual employee pay is treated as confidential. Employees have access to their own information only. Supervisors and the Director may access information for the staff they supervise. The Executive Director and Finance Manager can access as necessary to ensure the effective operations of the Association.

Section 7 - End of Employment

Resignation/Retirement

Employees who resign their employment with the Yellowknife Association for Community Living or retire are expected to notify their Supervisor at least two weeks (2) or longer prior to the effective date of resignation/retirement.

After 6 months of inactive services, an employee may be requested to complete a letter of resignation.

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

Layoff

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

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

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

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

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

Notice or pay in lieu of notice is not required for employees who work less than 25 hours per week.

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

Termination for Just Cause

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

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

Generally there has been implementation of a performance improvement plan, prior verbal and/or written warnings and an opportunity to correct the unacceptable behaviour before employees are terminated for just cause.

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

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

Section 8 - Employee Leave and Benefits

Statutory Holidays

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

- where he or she has worked for the employer a total of 30 days in the 12 months immediately preceding the statutory holiday;
- where he or she did report to work on that day after having been scheduled or called to work on that day;
- where he or she has reported for work on both his or her last regular working day preceding and following the statutory holiday unless the employee has permission from the employer to be absent; or
- where the employee is not on pregnancy or parental leave.

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

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

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

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

Agency Days

The Executive Director may grant up to six agency days off each fiscal year providing that operational requirements are met. These may include:

- half day at noon on December 24;
- working days between Christmas Day and New Year's Day;
- Easter Monday

If an employee is required to work between Christmas and New Year's and the Executive Director has granted an agency day(s) during that work period, the employee may request an equal amount of time off at a alternate time by filling out a Request for Leave form.

Leave

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

- When requesting leave, the employee submits a request for leave form to his/her Supervisor as far in advance as possible, normally at least 14 days in advance of time requested;
- The Supervisor recommends the request to a Director who reviews the request and either approves the leave, offers alternative leave dates, or denies the leave.
- In the case of leave for the Executive Director, approval is given and the form is signed by the Chair of the Board.

Vacation Leave

Employees are entitled to the following vacation leave

Employee Type	Number of Years of Service	Annual Vacation Allotment
Full time and part time employees	1 - 3 years	4 percent
	4th year	6 percent
	After 4 completed years	8 percent
Management	1 – 3 years	6 percent
	Over 3 completed years	8 percent

Where possible, vacation scheduling is done to ensure the appropriate number of staff are available to deliver the service. A maximum of six continuous weeks of vacation leave may be taken at any one time. The Executive Director must pre-approve vacation longer than six continuous weeks.

Annual vacation days that are not yet earned may be requested and approved at the discretion of management.

Employees are strongly encouraged to use all of their vacation leave each year. A maximum of one year's vacation leave may be accumulated at a time. Employees will be asked to immediately use vacation leave that exceeds one year's entitlement.

Sick Leave

Each full time employee will accrue sick leave at the rate of one day per month worked. A maximum accrual of twenty (20) days will be banked for any employee.

An employee who is sick must call in to advise that they will be absent as soon as possible. It is acceptable practice to leave a voice mail message for their Supervisor.

If a dependent person who lives with the employee is sick, the employee may use their accumulation of sick days to care for the relative.

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

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

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

Bereavement Leave

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

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

Compassionate Care Leave

An employee can get up to 6 weeks of EI benefits under this program if they have a family member who is expected to die within 6 months. It would be leave without pay from the Association.

Jury and Witness Duty

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

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

Medical and Dental Appointments

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

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

Leave to Vote

Any full time employee who is eligible to vote may have time off for three consecutive hours of paid time to cast his or her vote in a territorial or federal election.

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

Leave Without Pay

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

Special Leave

Special leave, with pay, may be granted to employees at the discretion of the Executive Director. An example that could qualify for special leave is parent-teacher interviews.

A written request is required in advance. Each request is considered on an individual basis.

Maternity and Parental Leave

Entitlement

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

Length of Maternity and Parental Leave

Women are entitled to maternity leave without pay for seventeen consecutive weeks surrounding the time of birth. Women are entitled to a maximum of 52 weeks of combined maternity and parental leave without pay. Fathers and adoptive parents are entitled to 37 weeks of parental leave without pay.

Extension of Maternity Leave

Maternity leave may be extended by up to six weeks without pay if the delivery is later than estimated.

Reduction of Maternity Leave

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

Leave without Notice

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

Benefit and Pension Plans during Maternity and Parental Leave

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

- deduction from pay cheques; or

- by providing monthly post-dated cheques.

An employee is permitted to continue to contribute to the pension plan during maternity and/or parental leave. If an employee continues to make contributions, the Association will also continue to pay the Association portion.

Returning Date Maternity/Parental Leave

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

Reinstatement

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

Resignation

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

Benefit Plan

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

- Life insurance
- Short term and long term disability
- Dental plan

Employees receive the details of enrollment in the insurance plan from the Finance Manager. Employees can opt out of the life insurance and dental portions of the plan.

The employee pays the full premiums for the short term and long term disability coverage and half of the premiums for the life insurance and dental.

Part time employees are not eligible for the insurance plan. Part-time employees receive benefits according to the NWT Employment Standards Act which includes four percent vacation pay.

Pension Plan

All full-time employees of the Association who work 35 hours or more per week are eligible to join the pension plan after six months of continuous employment with the Association. The Finance Manager provides application forms and administers the pension plan.

Each staff is required to contribute to the plan on a monthly basis based on the table below:

Completed Years of Continuous Employment	Percentage of Earning
Less than 3 years	2 percent
At least 3 but less than 4 years	4 percent
4 years or more	6 percent

The Association contributes an amount equal to required employee contributions. The pension is calculated based on the monthly salary. Lieu time, on-call, and vacation pay and transportation payments are not eligible for pension contributions.

If an employee terminates employment with the Association before they have completed two years of continuous membership in the pension plan, they are entitled to leave their contributions in the plan, transfer to another employer's plan or receive a cash refund equal to:

- The accumulated value of the employee's required contributions, and
- The accumulated value of the employer's contributions made on the employee's behalf.

If an employee terminates employment after they have completed two years of continuous membership in the plan, the employee cannot withdraw their funds. They are entitled to receive a pension equal to:

- The accumulated value of employee's required contributions, and
- The accumulated value of the employer's contributions made on the employee's behalf.

If employees have made additional voluntary contributions to the pension plan, they may withdraw those contributions at any time.

The required contributions made by employees to the pension plan and the employer's contributions made on employee's behalf must remain in the plan until the employee terminates employment, dies, or retires. The plan is a defined contribution plan.

If employees are on an extended absence from work due to disability, leave, other absence or temporary lay-off, all contributions cease during such periods.

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

Part-time employees may join the plan on the first day of any month on or after the completion of two years continuous employment. They must have earned 35 per cent of the Year's Maximum Pensionable Earnings in each of the two consecutive calendar years immediately before joining the plan.

Employee Professional Development and Training

The Association encourages continuing education and supports employees as they seek professional development and training. Cross-service training opportunities will form part of the professional development offered by the Association.

Association Initiated Professional Development

Staff may be required to participate in one mandatory professional development retreat at which time they have no responsibility for the support of clients or other areas of their daily work.

The Association may also provide other mandatory in-house professional development workshops. Alternative arrangements will be made to address the needs of clients to allow staff to attend.

Position Specific Training

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

Other Professional Development

Requests for professional development through courses, workshops or conferences may be made to the Supervisor who will discuss the request with management. In some cases,

staff, in conjunction with their Supervisor, may identify professional development that may address goals from their annual review.

The Association may provide financial assistance for other professional development. In some cases, staff may be asked to cover some of the costs. Employees must provide a written request outlining the details of this development including how it applies to their job, cost, time commitment and dates.

This request is made to the Supervisor and approved by the Executive Director. Approval for professional development is based on current job performance, relevance, usefulness of the course to the current position, the cost of the course, and the Association's financial position

Professional development required by the Association is scheduled as much as possible during regular working hours. If this is not possible, the Supervisor, in consultation with management, will identify an option for compensation for training outside of working hours.

The Executive Director may approve partial reimbursement (up to 40%) of tuition/course fees initiated by the employee and completed on their personal time where

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

Request for reimbursement must be made during the course completion period.

Training Travel Days

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

Recognition of Long-Term Employment

Employees will be recognized for each consecutive five years of completed service.

Recognition will be as follows:

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

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

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

Section 9 - Health & Safety

General

The Association is committed to:

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

Smoking

Workers are not permitted to smoke in the workplace or within a 30 foot radius of the entrances of the workplace. Employees who work in a client or family home are prohibited from smoking in the home. A non-smoking worker has the right to refuse to be matched with a client or family who smokes.

Accidents

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

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

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

Motor Vehicle Accidents

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

Emergencies

For emergencies requiring ambulance, poison control, or fire department, the employee calls 873-2222 immediately.

For emergencies requiring RCMP, the employee calls 669-1111 immediately.

Critical Incident

Definition

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

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

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

Reporting Requirements

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

After hours critical incidents are to be reported as follows:

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

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

All critical incidents are reported to the Executive Director.

Reporting

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

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

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

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

Section 10 - Association Equipment and Technology

Use of Computers

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

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

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

Computer passwords are confidential to the employee to whom it is assigned and to Association management. A record of all passwords is kept in a secure location by the Administrative Assistant to the Executive Director. Unauthorized use of other employees' computers to gain access to sensitive or personal data is prohibited.

All e-mail, voice mail, documents, images, or other electronic information stored on Association equipment is the property of the Association. While it is not the policy of the Association to routinely monitor or access a staff member's voice-mail or e-mail, the Association has the right to periodically perform unannounced inspections of its systems.

Personal Use of Electronic Mail and Phones

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

Prohibited Uses of Association Computers

The use of Association internet accounts for personal online purchasing is prohibited.

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

Software Management

The Association attempts to provide access to computers for working purposes that are safe and secure, with the necessary software in place. All software belongs to the Association and is stored with the respective services. Software is not to be removed from the Association premises.

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

Data Safety

All computers will have Association-standard virus software.

Any work-related downloads are to be carried out with caution and staff are discouraged from using disks or CD's from outside locations on Association computers.

Communication Devices in Vehicles

Association employees and volunteers are not permitted to operate electronic devices such as cell phones and hand-held music players when driving a vehicle for Association business.

Confidentiality

Email and other electronic transfer of information is not necessarily secured. Caution should be taken in transmitting confidential information.

Repairs and Maintenance

If repairs are required on any Association equipment, employees should identify the problem to their Supervisor. Requests for technology support are made through the Administrative Assistant to the Executive Director and approved by the Executive Director.

Technology Standards

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

Section 11 - Administration and Finance

Financial Approval Limits

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

For amounts over \$1,000 for a capital expense or a contract, a minimum of 2 quotes is required as well as prior approval from the Executive Director or Finance Manager.

Prior approval from the Executive Director is required for sole source purchases over \$1000.

Prior Approval of Expenditures

All purchases by staff must be accompanied by a completed purchase order. Purchases order can only be signed by management. Once purchases are complete, receipts and other supporting documentation must be given to the Supervisor who will submit them to the Finance Manager within one business week.

Credit Cards

Credit cards are provided to management. These are used for Association expenditures within the financial approval limits. Supervisors may also be approved to use credit cards. Credit cards must be logged in and out through administrative office. The receipt showing GST must be submitted to the Finance Manager as soon as possible after the purchase is made.

Petty Cash

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

Purchase Orders

For all purchases, excluding Petty Cash purchases, there must be a Purchase Order (P.O.) signed by management. A copy of the PO is taken to the shop to make the purchase. The receipt or invoice and a copy of the PO are given to the Finance Manager as soon as possible after the purchase is made.

Cheque Requisitions

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

Reimbursements for Purchases

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

Property Damage Charge-Back

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

Transactions Between Services

When one Association service uses the 'services' of another Association service, there is a transfer of funds from one service/project to another.

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

Cell Phone Provision and Usage

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

The need for additional cell phones is determined by management on an as-requested basis. As a general guideline, the Association encourages those who need cell phones to carry the Association's phone.

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

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

An employee must also be prepared to have their personal cell number available on the YKACL internal phone list to be eligible for the stipend. The stipend is \$15 per month for full-time staff and \$10 per month for staff who work less than 20 hours per week.

Transportation

The Association provides vehicles for various Services to transport persons with disabilities and carry out work related duties. For an employee to drive an Association vehicle, they have to be approved by the insurer of the Association. Arrangements can be made through Coordinators.

The Association reserves the right to prohibit an employee from driving an Association vehicle if the employee's criminal record check or driver's abstract reveals an offence related to driving. It is the employee's responsibility to inform the Association of any driving offences between annual criminal record checks.

Employees of Services without Association vehicles may use their own vehicle for work related duties with permission of management. Employees are compensated for the distance travelled while using their own vehicles. The rate of compensation is \$0.40 per kilometer.

The Transportation Reimbursement Form is completed to obtain compensation. The Form requires the date, reason for transportation, starting kilometers and ending kilometers.

Transporting Clients in Private Vehicles

Wherever possible, staff should use Association vehicles. To be able to transport clients, employees must meet three conditions:

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

Travel and Business Expenses (Work Related Travel)

Approved travel is arranged by each Service. The Association will reimburse relevant travel, accommodation and meal costs. Charges for alcohol are not accepted and are not covered in meal costs. Itemized receipts listing purchases, GST and tip are required for all eligible expenditures.

For meals, a \$55.38/day per diem is provided:

Breakfast	\$ 9.60
Lunch	\$11.02
Supper	\$34.76

This covers breakfast, lunch and supper where not otherwise provided. No incidentals amount is provided. Staff can request an advance of the per diem. Any advanced funds unspent or not supported by receipts must be paid back. Tips associated with meals will be reimbursed within a 15% limit of the meal cost.

Based on prior approval, staff could also claim:

- mileage at \$0.40 per km which must be documented
- private accommodations at \$50.00

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

Where accommodation is arranged at the time of booking, it is generally done through the Association and paid directly by the Association.

Association Parking

There are parking stalls available at the Association locations on 53rd street (Abe Miller building) and 48th street (YK Centre West). At the 48th street location, one parking spot is allocated for an Association vehicle and one other stall is available for rent. At the 53rd street location, there are two stalls for Association vehicles and one stall is to be left

vacant for public and other visitors. The remaining stalls are available to all staff. If a staff person wishes to have a guaranteed spot, they may purchase that spot on a year-round basis at a rate of \$120 per month. All spots not purchased are available to any staff on a first-come, first-served basis.

Arrangements to rent a parking stall are made through the Finance Manager.