Regina Open Door Society Inc.

STAFF POLICIES & PROCEDURES

As of November 2024

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INTRODUCTION AND STATEMENT OF PURPOSE

1. Introduction and Statement of Purpose

The Board of the Regina Open Door Society (RODS) believes that our people are our most important asset. We understand that an open, transparent and effective relationship is the best way to ensure the aims and objectives of RODS are accomplished in the service of Regina's newcomer community.

The purpose of the Code of Conduct, Policies & Procedures is to contribute to effective human resource management practices and to provide guidelines for managing terms and conditions of employment. These guidelines are reviewed and approved by the Board of Directors of RODS and may be amended from time to time as necessary.

The Board expects that the Executive Director, managers and employees as required, will lead the implementation and application of these Policies, recognizing that they exist as guidelines. The needs of individuals or of the organization as a whole may require reasonable modification of these policies, by the Department Manager or Executive Director, on a case-by-case basis.

The Policies contained in this document meet the minimum Labour Standards and in some cases exceed them. For more information on the Saskatchewan Labour Standards go to:

http://www.aeei.gov.sk.ca/rights-and-responsibilities

1.1 Diversity, Equity & Inclusion Policy

The Polices contained in this document are committed and compliant to Gender-Base Analysis Plus aka GBA Plus for all candidates, employees, students, board members, volunteers, vendors and community partnerships. This includes: Sex, Sexual Orientation, Gender, Religion, Age, Disability, Geography, Culture, Income, Language, Ethnicity Race, and Education.

The Diversity, Equity & Inclusion Committee is representative of RODS commitment to GBA Plus initiatives. This Committee is Co-Chaired by the Manager of Human Resources and Manager of Marketing & Communications. The purpose of the Committee is to bring awareness to the employees via educational opportunities and participating in special events.

All RODS employees share the responsibility for creating a supportive and inclusive environment. They are accountable to:

- Nurture a culture that embraces diversity, equality, inclusion, and belonging.
- Acknowledge and address the biases, underlying beliefs and values, assumptions, and stereotypes that inhibits opportunity in work and learning environments.
- Welcome, embrace, respect and foster positive, informed and inclusive attitudes towards each other.
- Support environments that are free of discrimination and harassment, and inclusive of all individuals.
- Encourage and ensure the inclusion of perspectives, opinions and voices of underrepresented groups in decision-making.

All Leadership are accountable to:

- Model the way for the employees by demonstrating commitment and action toward a more diverse, equitable and inclusive organization.

- Critically and regularly review structures, systems, policies and procedures, and processes to address disadvantage and underrepresentation.
- Critically review authorized documents, publications, and other works to ensure the use of inclusive and non-discriminatory language and images that reflect social and cultural diversity.
- Provide physical and virtual environments that are accessible, including but not limited to the equipment and resources within them.
- Create and sustain a welcoming environment in common spaces that reflects social and cultural diversity through signage, art, ceremonial spaces, language, and inclusive cultural practices and protocols.

1.2 Role of the Board of Directors

The Board of Directors as a whole is responsible for managing the non-profit corporation and is accountable for the proper conduct of the corporation's affairs. The Board of Directors of a non-profit corporation is responsible to:

- Establish and be accountable for the mission and values of the corporation.
- Establish bylaws and policies about how the corporation will be governed.
- Approve an annual budget and the financial resources necessary to achieve the annual operating goals.
- Elect or appoint officers who will assure high quality board leadership.
- Ensure the accountability of the Executive Director.
- Ensure that the strategic and operational goals are achieved.

A Board of Directors must function together as a team to make informed decisions that all the directors of the corporation support. It is critical that directors make decisions as a team in order to carry out the purpose and goals of the non-profit corporation.

1.3 Role of the Executive Director

The Executive Director is responsible for the successful leadership and management of the organization according to the strategic direction set by the Board of Directors.

- Participate with the Board of Directors in developing a vision and strategic plan to guide the organization
- Identify, assess, and inform the Board of Directors of internal and external issues that affect the organization
- Act as a professional advisor to the Board of Directors on all aspects of the organization's activities
- In addition to the Chair of the Board, act as a spokesperson for the organization
- Represent the organization at community activities to enhance the organization's community profile
- Oversee the efficient and effective day-to-day operation of the organization
- Oversee the planning, implementation and evaluation of the organization's programs and services
- Ensure that the programs and services offered by the organization contribute to the organization's mission and reflect the priorities of the Board
- Oversee the determination of staffing requirements for organizational management and program delivery

- Oversee the implementation of policies, procedures and practices including the development of job description for all employee
- Ensure an ongoing positive, healthy and safe work environment in accordance with all appropriate legislation and regulations
- Work with management and the Board (Finance Committee) to prepare a comprehensive budget
- Secure adequate funding for the operations of the organization
- Communicate with stakeholders to keep them informed of the work of the organization and to identify changes in the community served by the organization
- Establish good working relationships and collaborative arrangements with community groups, funders, politicians, and other organizations to help achieve the goals of the organization
- Oversee the management of the risks to the organization's people (clients, staff, management, volunteers), property, finances, goodwill, and image and implement measures to control risks

1.4 Role of the Director

The role of the Director is to oversee large units of RODS made up of various departments (Central Administration and Finance; Settlement, Family and Community; Language, Employment and Childcare) and work with and advise the Executive Director regarding organizational goals, strategic objectives and initiatives, programs and policies of the organization. Directors will coach, mentor and assist Managers with departmental operations to ensure program effectiveness and alignment with organizational goals, policies and funder requirements. Sample duties:

- Make decisions at the program, policy and organizational levels
- Fulfill the Executive Director role during absences
- Provide advice to and assist Managers with staffing/HR, program evaluation and other department operations and projects
- Manage risks within the organization and departments
- Work with Managers and ED on program planning, budgets and funding proposals and monitor monthly progress
- Responsible for the performance evaluation of Managers and specialized staff within their assigned departments/programs
- Communicate RODS' role within the community with internal and external partners and represent RODS at the organizational level to external agencies and committees

1.5 Role of the Department Manager

The role of the Manager is to oversee department operations to ensure program effectiveness and alignment with organization goals, policies and funder requirements. Sample duties are;

- Establish and maintain departmental policies and procedures and implement organizational policies and procedures within the department
- Manage annual program evaluation and monthly program performance measures to meet program goals and funder requirements
- Manage human resources within the department including hiring of staff, supervision of staff and performance appraisals, conflict resolution, timesheets/scheduling and provide opportunities for professional development for staff
- Create and manage department budgets and expenses within contractual guidelines and obligations
- Prepare program reports for Directors, Executive Director and Board of Directors as required
- Provide input into RODS annual priorities and strategic initiatives

CODE OF CONDUCT

2. Code of Conduct

2.1 General Statement of Commitment

RODS is committed to meeting the needs of newcomers by offering programs and services that enable them to achieve their goals and participate fully in the larger community. The code of conduct provides guidelines to staff, volunteers and the board of directors in achieving RODS' goals by maintaining integrity and professionalism at all times.

Mission

The Regina Open Door Society (RODS) is a non-profit organization that provides settlement and integration services to refugees and immigrants in Regina. RODS is committed to meeting the needs of newcomers by offering programs and services that enable them to achieve their goals and participate fully in the larger community.

Vision

"A Welcoming Community Enriched by the Diversity and Strength of Newcomers to Canada."

Values

Diversity

We value diversity, whereby individuals from different cultures and backgrounds work together to strengthen our communities and workplaces, exchanging fresh ideas and perspectives and generating new energy.

Respect & Dignity

We value respect and dignity, whereby we demonstrate fairness, consistency, inclusiveness, honesty and compassion as we support each other to discover, learn and achieve our goals.

Service Excellence

We value service excellence, whereby each of us is committed to professional, accountable, adaptable, caring and compassionate service to all our clients, colleagues, volunteers and community.

Partnership & Collaboration

We value partnership and collaboration, whereby we build mutually beneficial relationships where we can share responsibilities and ideas, and work together to enhance opportunities for all.

2.2 Professional Conduct

All RODS employees will:

- Support and manifest RODS mission, vision & values in the performance of their professional responsibilities
- Carry out their professional responsibilities according to the requirements of their position to meet or exceed expectations
- Provide service in an honest and professional manner
- Seek assistance when confronted by issues which exceed or are outside of their qualifications and/or experience

2.3 Confidentiality

Confidentiality defines and describes the management of confidential information for all clients, employees, board members, committee members, volunteers and contract professionals of RODS.

Philosophy

RODS believes that client and employee information is confidential and every safeguard should be taken to ensure information is kept confidential.

Responsibilities and Guidelines

Clients, employees, board members, committee members, volunteers and contract professionals agree not to disclose any confidential information learned through affiliation/employment with RODS or after the term has ended.

Examples of confidential information may be:

- Names, addresses, phone numbers, date of birth
- Digital and electronic information
- Personal affairs of clients, employees, board members or volunteers

Examples of a breach of confidentiality:

- Unauthorized use of photos
- Sharing of information or discussion of work related topics via social media (Facebook, Twitter) or through other verbal, written, or electronic means
- Sharing of proposals, curricula, program content or other RODS intellectual property (** There may be examples where it would be appropriate to share program content or curricula. This would be subject to approval from the department manager or Executive Director.)
- Sharing details or a description that would compromise a person's identity

Appropriate sharing of information is:

- Between employees when it impacts client services
- With other organizations or individuals when consent or release of information has been signed

Social Networking Policy

Regina Open Door Society understands some employees participate in social networking sites (Facebook, Myspace, Twitter, YouTube, and Linked In) and chat rooms, and create and maintain personal websites, including blogs. Regina Open door Society respects employees' online social networking and personal Internet use. However, your online presence can affect Regina Open Door Society as your words, images, posts and comments can reflect or be attributed to the Regina Open Door Society. As a member, you should be mindful to use electronic media, even on your own personal time, responsibly and respectfully to others.

Because employees' online comments and postings can impact the Regina Open door Society and/or the way employees are spending their time at work, Regina Open Door Society has adopted the following guidelines that employees must observe when participating in social networking sites and/or engaging in other forms of Internet use on and off duty. It shall be considered a breach of acceptable conduct to post on public or private website or other forums, including but not limited to discussion lists, news groups, listservs, blogs, information sharing sites, social and business networking sites, such as LinkedIn, Facebook, MySpace, chat rooms, telephone based group communications such as Twitter or any other electronic or print communication format, any of the following:

1. Anything that may harm the good will or reputation of the Regina Open Door Society or any disparaging information about the Regina Open Door Society.
2. Anything that would impact the quality of service to any group of clients or goes against RODS core values of Diversity, Respect and Dignity, Service Excellence and Partnership and Collaboration.
3. Any disparaging, discriminatory or harassing information concerning any client, employee, volunteer, or other person associated with the Regina Open Door Society. Regina Open Door Society policies prohibiting harassment apply online as well as offline.
4. Any private information relating to a client, employee, volunteer, vendor, board of directors or business partners of the Regina Open Door Society.
5. Any confidential information and/or intellectual property of the Regina Open Door Society obtained during your employment/affiliation, including information relating to finances, research , development, marketing , operational methods, plans and policies.

If you are speaking about job-related content or about Regina Open Door Society you must either clearly identify yourself as a Regina Open Door Society employee, or speak in first person and use a disclaimer to make it clear the views expressed belong solely to you. In addition the following statement must be used, "The opinion expressed on this site are my own and do not necessarily represent the views of the Regina Open Door Society".

This policy applies regardless of where or when employees post or communicate information online. It applies to posting and online activity at work, home or other location and while on duty and off duty.

2.4 Financial Accountability

RODS will adhere to generally accepted accounting principles, applicable laws, regulations and internal accounting control systems. RODS acknowledges the receipt of public funds for our programs and is transparent in the use of these funds. An audited financial statement is published for public viewing once per fiscal period in our annual report.

2.5 Improper use of Information

All RODS employees, volunteers and board of directors are prohibited from using documents, records, proposals, teaching materials etc. for personal gain.

"Intellectual Property Right" means any intellectual property right recognized and protected by common law or statute, including but not limited to, copyrights, patents, industrial design, trademarks, and trade secrets.

Where in the course of carrying out services, RODS produces any work, materials, documents, etc. these rights shall be owned solely by the funder or RODS.

2.6 Conflict of Interest

In general terms, conflict of interest can either be a conflict with the overall goals and objectives of the organization or a situation which involves monetary or other gain for the employee at the expense of RODS. Some examples of conflict of interest are:

- Public disclosure of material detrimental to the organization
- Alternate employment performed during working hours
- Alternate employment which puts the employee in a competitive position with RODS
- Arrangements with suppliers of goods and services to RODS that result in favouritism and/or preference to those same suppliers and/or the employee

Employees will not engage in any outside activities that will be detrimental to, or result in collusion against the Regina Open Door Society Inc.

Where it is determined that an employee of RODS is in a conflict of interest situation, it will be regarded as cause for discipline up to, and including dismissal. If an employee is not sure if a situation is a conflict of interest, or could be perceived as such, the onus is on that employee to seek clarification from their Department Manager or designate.

2.7 Marijuana/Drug/Alcohol Influence

Employees, board members, committee members, volunteers and contract professionals, and clients shall not be impaired by marijuana/drugs/alcohol while performing duties related to RODS on or off site. Possession of marijuana, drugs or alcohol in the workplace and locations where performance of duties are taking place, which includes vehicles will not be tolerated.

Repeated abuse of marijuana, drugs or alcohol during RODS duties may be grounds for termination as a volunteer or in the case of an employee immediate dismissal with just cause without notice or pay in lieu of notice.

It is the employees' responsibility to self-disclose to their supervisor if they are taking a prescribed medication (including medical marijuana) where side effects may impede their ability to fulfill their normal job duties, including work in RODS facilities, work in the community or driving/transporting themselves or RODS clients.

2.8 Professional Relationships

To avoid nepotism, RODS will not hire family members of the Board of Directors or the Executive Director. Applications for employment from family members of RODS employees will be reviewed, by all parties concerned, depending on the position and department applied for.

In addition, RODS will refrain from having employee and family members of employees serve on the RODS Board of Directors.

2.9 Improper use of Assets

It is the responsibility of RODS employees, board members, committee members, volunteers and contract professionals to prevent the loss, damage, misuse or theft of property, records, funds or other assets belonging to the organization. The assets of RODS are not for personal use and shall be strictly for the business of the organization.

2.10 Gifts & Gratuities

RODS employees shall not accept monetary gifts or gifts of a personal nature for the purpose of bribery or favoritism. Small tokens of gratitude may be received and whenever possible shared with other employees and/or clients.

2.11 Dress Code/Personal Appearance

Maintaining a professional, business like appearance is very important to the success of the Regina Open Door Society (RODS).

Regardless of the employee's interaction with clients, customers, suppliers, contractors, or volunteers, each employee projects the reputation of the organization. Part of this impression depends on each employee's choice of dress.

RODS has chosen to offer a business casual dress environment for employees. Employees are expected to use good judgment and to show courtesy to their co-workers and clients by dressing in a manner that is presentable and appropriate. At all times employees are asked to be cognizant that regardless of their interaction with clients, customers, suppliers, contractors, or volunteers, RODS is still a professional place of business.

Should employees be asked to attend business meetings, either in RODS offices or otherwise, they should dress in appropriate business attire.

2.12 Implementation

Strict observance of the Code is fundamental to the activity and reputation of RODS. It is essential that all RODS staff, volunteers and board of directors adhere to this Code. They will certify this by signing a declaration upon hire and on annual basis during employment that they have read and will abide by this Code.

2.13 Declaration

I, , have read, understand and agree to abide by the Code of Conduct and Staff Policies and Procedures of the Regina Open Door Society (RODS) and that such adherence is a condition of my employment. I understand that my conduct with clients and colleagues as well as within the larger community can reflect on RODS, so I agree to conduct myself professionally both within RODS and the community. I will not disclose information about the business of RODS, its clients or the personal affairs of the Board of Directors or employees during or after my term of employment at the Regina Open Door Society. I understand that a violation of the Code of Conduct or Staff Policies and Procedures may be grounds for immediate dismissal with just cause without notice or pay in lieu of notice.

(This is a template. A copy of this form must be signed by staff, Board of Directors and volunteers during orientation and kept on file)

CODE OF CONDUCT
DECLARATION

I, ________________________________, have read, understand and agree to abide by the Code of Conduct and Staff Policies and Procedures of the Regina Open Door Society (RODS) and that such adherence is a condition of my employment. I understand that my conduct with clients and colleagues as well as within the larger community can reflect on RODS, so I agree to conduct myself professionally both within RODS and the community. I will not disclose information about the business of RODS, its clients or the personal affairs of the Board of Directors or employees during or after my term of employment at the Regina Open Door Society. I understand that a violation of the Code of Conduct or Staff Policies and Procedures may be grounds for immediate dismissal with just cause without notice or pay in lieu of notice.

Signed this ____ day of ____________, 20_____.

____
Employee Signature

____
Department Manager/ Director

HUMAN RESOURCES POLICY

Disclaimer: RODS HR Policies are not a contract of employment. They are used as a tool for decision making by the management team and to address concerns and issues that may arise from time to time.

For clarification on any of the Human Resources Policies, please contact the Human Resources Manager

3. Human Resources Policy

3.1 Conditions of Employment

The Human Resources Manager administers all documentation for employees, the Volunteer Manager administers documentation for volunteers and the Executive Manager administers documentation for the Board of Directors.

3.1.1 Declaration of Code of Conduct

All RODS employees, volunteers and board of directors are required to abide by and sign the Code of Conduct declaration as a condition of their employment or volunteer work upon hire and on an annual basis.

3.1.2 Criminal Record Check

Criminal Records Police Check is part of a prudent and consistent approach to:

- Maintaining public confidence in Regina Open Door Society Inc. (RODS);
- Providing for the safety of our employees, clients, and stakeholders;
- Ensuring that public funds are securely administered.

All new employees of RODS will be required to provide a **Criminal Records Police Check** at the expense of the employee. There are no exceptions. These documents must be dated less than six months at the time of hiring.

A **Vulnerable Sector Check** may be required within your criminal record check, if it is required by programs that have direct, unsupervised contact with children and youth, such as Daycare, Youth Program and KidsFirst.

Process: A **Criminal Records Police Check** can be applied for through the local police service. A satisfactory **Criminal Records Police Check** is either:

- An indication from the police that no criminal records/charges exist; or
- If convictions/charges are documented on **Criminal Records Police Check** the Executive Director and Department Manager will determine relevancy to the individual's position and will make a decision prior to hiring.

3.1.3 Child Abuse Record Check

- No Longer a condition of Employment, as Social Services not providing this document anymore.

3.1.4 Attendance

RODS employees are expected to have a commitment to excellence: working together as a team to best meet the needs of our clients and organization. Part of this commitment is to attend work regularly, including arriving for work on time (or even a little early) and putting in a complete day's work. Failure to maintain regular attendance and a strong work ethic may result in removal of privileges or disciplinary action.

3.1.5 Employment-Related Training

Occupation specific training may be required by the department. Cost of training will be evaluated on a case-by-case basis and is subject to funding.

3.2 Categories of Employment

3.2.1 Full-time empsloyees

Full-time employees are persons who work full-time, 30 hours or more per week, on an ongoing basis. These employees are eligible for all employee benefits subject to the various qualifying period(s) and other eligibility criteria for different types of benefits.

**these employees will be added to the Replicon Timesheet system*

3.2.1.1 Compressed Work Week

(Only applies to Permeant/Temporary/Seasonal Fulltime Employees)

A mutual agreement between the Employer and the Employee, in which an employee works his/her full-time hours (e.g. 40 hours in a week) in fewer than the normal number of days per time period. E.g. 4 x 10 hour shifts/ a week or 5 x 8hrs shifts/ a week.

3.2.2 Part-time employees

Part-time employees are persons who work part-time, less than 30 hours per week, on an ongoing and regular basis throughout the year. These employees are eligible for all employee benefits, generally on a prorated basis, subject to the various qualifying period(s) and other eligibility criteria for different types of benefits.

**part time employees with less than 20hrs per week will have a manual timesheet completed by their supervisor*

3.2.3 Casual employees

Casual employees are persons who do not work either on an ongoing or a regular basis but rather to fill in for regular employees or to perform short-term work.

**All casual employees will have a manual timesheet completed by their supervisor*

3.2.4 Term/Temporary employees

Term Employees

Employees hired into fixed-term positions

In the event that there is an extension to the term of a short term employee and there is no interruption in employment or if there is an employer-initiated interruption of employment of less than two weeks, the initial start date will be used for benefits and seniority. If there is an interruption in employment of more than two weeks or if the employee initiates the interruption in employment, benefits and seniority will be restarted at the later date.

At the time of hire, departments must inform the candidate or current RODS' employee of the term end date. Layoff notice and separation pay will not be applicable due to the term end date being defined for the employee at the commencement of his or her employment. Term extension may be based on the availability of position and funding.

Short Term Employees

Short Term Employees are hired for a temporary period of 3 months or less and for work that is not ongoing. Short Term employees are sometimes called "contractual", "seasonal", or "interim."

Short Term Employees:

- May work full time or part time, depending on the organizational situation
- Complete and submit a manual timecard to their supervisor as per HR Policy, clause 3.3.3.3
- Vacation paid out on each pay cheque
- Do not accrue sick time or EDO's
- Do not participate in the Employee Benefits package and Saskatchewan Pension Plan

Long Term Employees

Long Term Employees are hired into fixed-term positions, with full time or part time hours, and are hired for more than 3 continuous months. They are considered "Regular" employees. This hiring could be made to cover maternity leave, health related absence, or to meet a specific service requirements.

Long Term Employees–Full Time:

- Work 30 – 40 hours per week
- Complete and submit a timecard through an online tracking system (Replicon), as per HR Policy, clause 3.3.3.1
- Accrue vacation and sick time
- Qualify for mandatory participation in Employee Benefits and Saskatchewan Pension Plan after probation pass, as per HR Policy, clause 3.4.4
- May accrue EDO's if they work 7.5 hours per day, depending on the position

Long Term Employees–Part Time:

- Work less than 30 hours per week
- Complete and submit a timecard through online time tracking system (Replicon), as per HR Policy, clause 3.3.3.1

- Accrue vacation and sick time
- Qualify for mandatory participation in Employee Benefits and Saskatchewan Pension Plan after probation pass, as per HR Policy, clause 3.4.4, if they work 15 plus hours per week
- Qualify for Saskatchewan Pension Plan after probation pass but not Employee Benefits, as per HR Policy, clause 3.4.4, if they work less than 15 hours per week

3.2.5 Contract employees

An independent contractor is a self-employed person engaged under the terms of a written contract for a fixed fee to perform a specific task within a specified period of time; an independent contractor is not directly supervised nor subject to the working hours specified for employees. Independent contractors are not eligible for any employee benefits.

3.2.6 Volunteers

A volunteer is anyone who, without compensation, performs a task at the direction of and on behalf of the Regina Open Door Society Inc. All volunteers have the right to be treated with respect in an environment free from harassment. Volunteers whose assignments will involve working with clients or cash will be required to provide a clean criminal record check. Any record check fees that are incurred will be at the volunteer's expense. Volunteers will be provided with an orientation to the organization. Volunteers will be eligible for reimbursement of any out of the pocket expenses incurred on behalf of the organization, so long as they are approved in advance by the volunteer's supervisor and submitted with receipts. Volunteers are eligible to apply for any available job opportunities within the organization. Some volunteers may receive an honorarium for services provided to the Regina Open Door Society Inc. (for example: verbal interpretations and translations of documents).

3.3 Wages/Payroll

3.3.1 Pay periods

Employees are paid twice per month on the 15th of the month and the end of the month (30th or 31st) through a direct deposit method. Most employees' hours of pay are based on 6.75 hours regardless of whether or not the employee is entitled to an Earned Day off (EDO). There are some departments that have shorter or longer work days.

Paystubs are emailed to employees twice per month, within 1-2 business days before the pay is deposited.

3.3.2 Wages

Wages are paid according to a wage scale that is approved by the Board of Directors. There are three steps in the wage scale: Steps 1-3. The new wage scale steps begin April 1st. New employees' who started before September 30th are eligible for the step up except employees who were participating in unregulated unpaid leave for at least 183 days of the year. All other pay increases, such as annual wage increases Cost-of-Living Adjustment (COLA), are subject to Board approval and available funding, which correspond with the fiscal year start date of April 1st. This policy will be revised annually to reflect the appropriate fiscal year.

3.3.2.1 Higher Pay for Temporary Work

When deemed operationally necessary by the Director, the Higher Pay for Temporary Work is an option to transfer internal staff to meet the temporary work requirements e.g. short term leave either paid or unpaid. There are three different conditions:

Secondment:

An employee is transferred to another position inside or outside the organization to gain experience and to enhance professional development that is beneficial to the organization as a whole. No pay increase is granted.

Acting:

An employee is placed “in charge” during the temporary absence of a higher position. This assignment is given when the employee assumes some of the responsibilities in addition to their regular work responsibilities. Acting assignments commence after 30 days and not to exceed 6 months. A pay increase of 3% to the current salary of the employee will be granted to the acting employee.

Interim:

An employee assumes full responsibility for a higher position that is vacant. Interim assignments are not to exceed 6 months. This option is used when the position is in the recruitment and selection process. A pay increase of 3% to the current salary of the employee or promoted will be granted to the interim employee. Whichever is the greater.

3.3.3 Timesheets

3.3.3.1 Regular

Employees are required to complete an online timesheet in Replicon. Timesheets are to be submitted **within two business days** after a pay period. Managers are to check for accuracy of timesheets and approve/reject **within five business days**. Any rejected timesheets must be finalized prior to the next pay period.

This process follows a strict timeline and is put in place to ensure that you always receive correct and on-time paycheques semi-monthly. In order to accomplish this goal, it is important that the following procedures be followed:

- At the end of pay period, you must record your worked hours and time off hours fully and accurately before submitting it electronically and/or manually.
- Any overtime must be entered in a separate row, with proper comments and prior management approval.
- It is your responsibility to check Replicon regularly for any unsubmitted and/or rejected timesheets and submit it on time.
- Timesheets that are not submitted by the deadline and as outlined above will be considered “Late” or “Incomplete” or “Incorrect”. Employees who have 3 or more late/ incorrect/ incomplete submissions will result in disciplinary action according to the following:

    1. Verbal Warning after 3 late/incomplete/incorrect submissions
    2. Written Warning after 5 late/incomplete/incorrect submissions
    3. Final Written Warning on the 6th late/incomplete/incorrect submission

4. Payroll will be suspended until timesheets are submitted in Replicon for each pay period

Late submission of timesheets not only leads to disciplinary action, but they have a significant impact on financial budgets and can put programs/RODS at risk with funders.

3.3.3.2 Casuals

All casual employees will be paid hourly on a semi-monthly basis through a manual timesheet completed and submitted by their manager or designate. They will have their vacation paid out on each cheque and will not accrue any sick time.

3.3.3.3 Short Term Employees

All short term employees will be paid hourly on a semi-monthly basis through a manual timesheet completed and submitted by their manager or designate. They will have their vacation paid out on each cheque and will not accrue any sick time.

3.3.4 Saskatchewan Immigration Nominee Program (SINP)

Eligibility

Employees employed full-time in a permanent position who successfully passed their 6 month probation.

Procedure

Employee submits a written request to department Manager outlining the desire to participate in the program.

Manager reviews request and sends a Letter of Offer stating the current position and salary with a job description to Human Resources.

Human Resources will complete the SINP application on behalf of the employee.

All questions requested by the SINP Officer will be responded by the department Manager and submitted to Human Resources for submission.

Other portal submissions will be addressed by department Manager and Human Resources. The fee for the portal submission will be incurred by the Regina Open Door Society on behalf of the employee.

3.3.5 Recruitment

At the Management discretion, generic competitions can be held to solicit qualified candidates for an eligibility list. Only successful candidates that meet the competition standards and have been referenced checked will included on the list. The candidates will be ranked and contacted as per their standing. This list may be used to select employees quickly but will be expired 3 months after the competition has been completed.

3.3.6 Pay Deductions

Deductions for vacation or unpaid leave are delayed by one month to allow time for employees to enter their online timesheets (Replicon).

Other regular deductions such as income tax, Canada Pension Plan and Employment Insurance are deducted regularly off each pay cheque.

3.3.7 Payroll Adjustments

3.3.7.1 Overpayments

To minimize the impact of possible overpayments employees are reminded it is their responsibility to verify the information on their paystub is correct with each semi-monthly pay. If any discrepancies are noticed they must contact the Human Resources Manager to verify the pay statement and advise the pay is correct or take the necessary steps to correct the overpayment.

In the event of the occurrence of an overpayment staff will be advised by email and, depending on the amount, a repayment plan will be proposed to the employee by the Human Resources Manager. The approved repayment plan will result in a payroll correction to begin on the next pay date.

For former staff when an overpayment is identified within a reasonable amount of time after employment terminates, a letter will be sent by the Human Resources Manager to the former employee detailing the background of the overpayment and seeking recovery of the net amount. If agreed, former staff can make their cheque(s) payable to the Regina Open Door Society Inc. and sent to the Human Resources Manager.

If the former employee fails to respond or an agreement cannot be reached, Human Resources Manager will ask to issue an invoice. The invoice will be issued under normal repayment terms (30 days) and recovered following normal credit control procedures.

3.3.7.2 Negative Balances

A negative balance can occur when either more vacation time has been taken before the employee was able to earn the vacation pay, or if an employee takes sick time that has not yet been accrued.

In the event of the occurrence of a negative sick time balance staff will be advised by email and a payroll correction will occur on the next pay date. Any negative vacation balances at the end of the fiscal year/contact year will be adjusted on the March 31st pay period.

3.3.8 T4

Employees will receive a completed T4 slip for income tax purposes before February 28th of each year.

3.4 Employment Practices

3.4.1 Hiring

All full-time employees shall be hired by a combination of any two department managers or manager and the Human Resources Manager .Managers will be hired by the Executive Director and one manager. Temporary employees and casual employees can be hired by the Department Manager alone.

In the event of an employee vacancy or new position, all employees will be provided with the opportunity to apply for the vacant position. As a courtesy to the department, employees are encouraged to notify their manager that they have applied for a position in another department of RODS. All positions shall be posted so as to provide employees with a minimum of seven working days to apply. This process may also include simultaneous general advertising and internal/external recruiting to fill vacant positions. If there are last minute vacancies to fill due to illness/disability, no notice given for casual positions, manager may hire directly from HR short lists/resumes on file, without posting the position, for a maximum of three months.

Rehires who have been laid off may return to the organization without losing their seniority and resume benefits (if eligible) within 90 days of their leave. Rehires over this time period do not assume seniority but are not required to submit another Criminal Reference Check under 180 days of rehire.

All offers of employment outlining the terms and conditions of employment shall be in writing and shall be signed by the Executive Director and department manager. A duplicate copy of the offer of employment shall be provided to the Human Resources Manager and retained in the employee’s personnel file.

Applicants for employment shall be evaluated solely on the grounds of education, training, work experience, skills, suitability to the position and ability to perform the required tasks. There must also be an indication that they are in harmony with the purpose and values of the organization. The Regina Open Door Society will ensure all job postings include information on GBA Plus and Treat Acknowledgement.

The Regina Open Door Society will consider job sharing if the position is suitable and if the employee prefers to job share. The decision to share the position will be made by the Department Manager and be funder approved.

There is to be employment equity among employees. It is the intention of RODS to create a respectful work environment in which all employees, regardless of race, creed, colour, nationality, and ancestry, place of origin, sex, age, sexual orientation, family status, marital status, disability or religion can enjoy equal opportunities in their employment relationship with the organization.

No question in any interview or other personnel proceeding will be so framed as to attempt to elicit information concerning protected characteristics from an applicant, eligible candidate or employees. Each interview conducted at RODS may include a written component.

3.4.2 Orientation

Within the first week of employment, employees will receive a RODS orientation package, which includes items such as: RODS Policy & Procedure Manual, human resources required forms and employee identification badge. Program-specific information and orientation will be provided by the program manager or designate.

Personnel files shall be maintained by the Human Resources Manager on all current and past employees, in accordance with The Labour Standards Act, and such files shall be kept in secure storage at all times.

Employees are requested to notify the Human Resources Manager of any changes of name, address, telephone number and other changes impacting employee benefits in order to ensure that the personnel records are updated.

3.4.3 Personnel files

Employees may view their personnel file, through a formal written request, at any time under the supervision of the Human Resources Manager or his or her designate. Department Managers have access to their employees' personnel files at any time.

3.4.4 Probation

All new employees to RODS are required to complete a probationary period beginning on the employees first day of employment. The purpose of the probationary period is to provide an opportunity for both the Regina Open Door Society and the employee to assess their respective satisfaction with and suitability to the job. During the probation period employees will receive regular informal feedback from their department manager as well as a written mid- probationary consultation after three (3) months and a formal final evaluation upon completion. The standard probationary period is six (6) months; this is subject to a possible extension of up to six (6) months on the authority of the department manager, based on extenuating circumstances. Regular follow-up will occur throughout the extended probation period.

All permanent full time and part time employees (working more than 15 hours per week) after passing their six (6) month probation, will qualify for mandatory participation in the Employee Benefits package and Saskatchewan Pension Plan. Due to insurance enrolment deadlines, an extension of probation may result in additional information and health consideration being required by the insurance company.

When an employee changes their job or position within the Regina Open Door Society, they will return to a probation period of six (6) months to assess their respective satisfaction with and suitability to the new position (this does not affect the initial benefit enrolment).

3.4.5 Layoff & Resignation

Due to the cancellation of a project, program, contract, or funding, or a change in position the employee will be given the following written notice. If employed for:

0-3 months	no notice
3 months – 1 year	1 week
1 – 3 years	2 weeks
3 – 5 years	4 weeks
5 – 10 years	6 weeks
10 years and over	8 weeks

It is requested that an employee planning to resign give the same notice (or a minimum two weeks) to the employer in writing. . In the event of sick time being used during the notice period, a doctor's note may be requested by the department manager.

Employees will not receive their final paycheque on the regular pay schedule. The final paycheque will include regular hours worked and any vacation/flex time owing and will be issued within two weeks after the employee's final day of work. As per Saskatchewan Labour Standards, an employer has 14 days to calculate and issue an employee's final pay cheque.

3.4.5.1 End of Contract / Resignations:

- **A Year or More**: A Card and Special RODS Token will be given to Employee in this case.
- **Five Years or More**: There will be a get together. A Card and Special RODS Token will be given to Employee in this case.

It is the responsibility of the Department Manager or designate to present the employee with card and special RODS token.

3.5 Performance Appraisals

Performance Appraisals are conducted on an annual basis by the management team to evaluate/review an employee's job performance in terms of:

- Goals
- Responsibilities
- Competencies
- Comments/Feedback
- Future Planning

3.6 Leave

3.6.1 Leave Of Absence (Unpaid)

Only employees who are permanent full/part-time for a ***minimum*** of one year are eligible to submit an unpaid leave request. Upon application, an employee may be granted a leave of absence without pay for a period not exceeding 2 months for certain reasons such as RODS work related career enhancement, emergency situations and extension of bereavement. An employee should provide one month's notice (if not an emergency) with a ***return date*** prior to returning to work and will be subject to approval by the Department Director. The employee will exhaust all vacation accrued at the time of departure first. All unpaid leave over 2 months must have the approval of the Executive Director.

Those employees who are permanent full/part time who have worked for less than year and are faced with a medical issue (personal or family) may request leave without pay. This consideration and decision will be made by the Director. Medical documentation for the employee may be we requested.

Upon approval of the leave of absence the department manager will complete the Leave of Absence request form and provide it to the Human Resources Manager. All employees are required to exhaust any time off in lieu of over time or accrued vacation, prior to or as part of the leave of absence.

When an employee is given a leave of absence without pay (30days or less) and returns to work upon expiration of such leave of absence, that employee shall retain her/his existing accumulated benefits and seniority as accumulated up to the commencement of such leave.

Employees will not accumulate benefits while on leave. RODS will continue to cover the employer portion of the Benefit Package premium (50%) and the employee must contribute their 50% portion. Failure to return to work following the leave shall be considered sufficient cause for termination of employment.

Leaves of absence without pay of more than thirty (30) days, but less than 1 year, results in a break in continuous employment. The employee shall retain her/his existing accumulated benefits and seniority as accumulated up to the commencement of such leave. The length of leave will not be included in the employee's years of service. Employees will not accumulate benefits while on leave. Failure to return to work following the leave shall be considered sufficient cause for termination of employment. If the employee wishes to maintain their benefits, they must contribute 100% of the Benefits Package premium. If an employee chooses not to maintain their Benefits, their package will be suspended until their return to work. There may be a waiting period for re-enrolment depending on the return date and length of leave. An employee is required to indicate their wishes in writing to the Human Resources Manager regarding employee benefits during a leave of absence.

If the leave of absence is approved by the employee's manager/director to extend over 1 year, the employee will lose all accumulated vacation and sick time and their step on the wage scale will be determined by the manager/director upon the employee's return to work.

3.6.2 Bereavement Leave

An employee is entitled to bereavement leave after three continuous months of employment. If a member of the employee's "immediate family" dies, the employee can receive bereavement leave of up to five working days. The 5 days may be taken during palliative care, upon death, making funeral arrangements and/or funeral attendance at the employees discretion.

Immediate family is defined as the employee's spouse/partner, parent, grandparent/grandchild, child, brother or sister or the employee's spouse's/partner's parent, grandparent/grandchild, child, brother or sister.

Up to a maximum of five (5) working days will be granted to attend to bereavement responsibilities, without loss of pay or benefits.

Other exceptional situations may be considered on a case-by-case basis by the Department's Director.

3.6.3 Jury Duty

Leave of absence, with pay, will be granted to employees required to serve jury duty.

3.6.4 Maternity, Paternity and Adoption Leave

Parents of new children can get maternity, adoption or parental leave. Pregnant women can get 18 weeks of unpaid maternity leave and the primary caregiver of an adopted child can get 18 weeks of unpaid adoption leave. The parent taking maternity or adoption leave can also take up to 34 weeks of unpaid parental leave. Parental leave and maternity leave must be taken in one continuous period. The parent who does not take maternity or adoption leave can take up to 37 weeks of unpaid parental leave. Parents returning from maternity, parental or adoption leave must be re-employed in the same or a comparable job.

Full or part-time employees who are currently employed, and have been working for at least 20 weeks in the 52 weeks before the day the leave is to begin, can get maternity, adoption or parental leave.

Only the primary caregiver of an adopted child can get adoption leave. It is up to the parents to identify the primary caregiver.

Maternity Leave Notice: An employee must give her employer written notice four weeks before the day her leave begins. The notice must include the day she plans to begin the leave and a medical certificate with the estimated date of birth. The estimated date of return to work should be included in the notice.

Adoption Leave Notice: An employee must give the employer written notice four weeks before the day the child comes into his or her care. If the employee is unable to give proper notice, whatever notice is given by Social Services, the adoption agency, or the birth parents, must also be given to the employer. The estimated day of returning to work should also be included in this notice.

Parental Leave Notice: An employee must give the employer written notice four weeks before the leave begins. The notice must include the day he or she plans to begin the leave. If the employee is on maternity or adoption leave and is requesting a parental leave, the written application must be submitted at least four weeks before the employee was to return to work. The new estimated date of return to work should be included in this notice.

See Saskatchewan Labour Standards at http://www.aeei.gov.sk.ca/rights-and-responsibilities for more information.

3.6.5 Personal Emergency Leave

Subject to operational requirements, a short leave of absence of up to two (2) working days per fiscal year may be granted for unexpected personal urgent or emergency matters. E.g. bereavement days outside the bereavement policy (e.g. close friend or other relative), documented delayed travel, household emergencies (flood, fire etc), sick pet care, attending medical appointments and surgery of close family member.

Such leave shall be deducted from accrued sick leave credits and Manager/designate must be contacted immediately to approve such leave. Documentation may be requested.

3.7 Employee Training & Development

Employee development is important to the Regina Open Door Society. Employee development that is related to the strategic goals of RODS and to the employee skills and knowledge required to achieve these goals, will be provided within existing budgetary provisions as required or requested by department managers.

3.7.1 Military Leave

According to the Saskatchewan Labour Standards Act:

“Employees who are military reservists are entitled to a reasonable period of leave for service with the reserve force. The leave covers training and active service. Active service would include a regular deployment or a deployment in response to an emergency. Reserve Force leave is unpaid, job-protected leave for as many days as required.

An employee must have worked with the employer for at least 13 weeks to be eligible for this leave. Written notice must be provided to the employer as soon as possible before the leave begins. The employee must also notify the employer as soon as possible of their anticipated period of service. The employer may also ask the employee to provide confirmation from a reserve force official of the employee’s reserve force status, and the anticipated period of service.

Upon returning, an employee is entitled to return to the same job if the employment leave is for 60 days or less. If the leave is longer than 60 days, the employee can be reinstated to a comparable job. The employee must receive at least the same wage and benefits as before the leave.”

https://www.saskatchewan.ca/business/employment-standards/vacations-public-holidays-leaves-and-absences/leaves-family-medical-and-service/service-leave#reserve-force-leave

The National Defense and the Canadian Armed Forces Military Leave Policy is outlined at this site.

http://www.forces.gc.ca/en/business-reservist-support/military-leave-policy.page

3.8 Hours of Work

3.8.1 General information

The regular hours of operation at RODS are 8:00-4:30; however due to program requirements these hours may vary.

Full-time employees work thirty (30) or more hours in a one week. (According to the Labour Standards Act). Part-time employees work fewer than thirty (30) hours in a one week period.

The regular hours of work for RODS full-time employees shall be thirty-three point seven five (33.75) hours in a one week period. However due to program requirements these hours may vary.

Each employee’s hours of work are to be decided upon with the Executive Director and the appropriate Department Manager or designate according to program requirements.

RODS will consider written requests to the Executive Director or Department Manager or designate for flexible work hours if the position is suitable and if the services and programs of the organization are not compromised. The decision regarding flexible time will be made by the Department Manager or designate and Executive Director in consultation with the employee.

3.8.2 Earned Days off (EDOs)

Calculation of EDO credits shall commence on the date of employment and shall continue, provided the employee is on duty or paid sick leave, paid holidays, bereavement or jury duty. Job requirements permitting, an employee who works 7.5 hours per day will take an EDO every second week on a Monday or a Friday. Banking EDO’s is available for work requirements upon manager’s approval. Any banked EDO’s must be used within 1 month of it being banked. EDO’s are not paid out.

All EDO time must be used within the contract period/fiscal year. Some positions have a shorter workday in lieu of EDOs.

3.8.3 Overtime/ Flextime

Due to the funding nature of RODS as a non-profit organization, overtime shall be given as time in lieu. Exception will be made for the Child Care department and overtime may be paid out to accommodate program needs.

Overtime is any time worked in excess of an employee's regularly scheduled hours of work. Overtime shall not be worked unless authorized in writing by the Department Manager, designate or Executive Director.

The Department Manager or designate will monitor the workload of the employee and will ensure that the responsibilities of each employee can be reasonably accomplished with little or no extra time.

In most cases employees should flex their regular hours of work to account for anticipated work related duties that would result in overtime. When this is not possible, employees will be compensated with time off at an hour for hour rate up to 8 hours in a day, and time off at an hour and a half for an hour(1 ½) rate for over 8 hours in a day. Any earned overtime/flex time must be used the next day or scheduled at the discretion of the leadership within the shortest time possible based on operational needs.

Please note that overtime Labour Standards do not apply to Management staff including Executive Director, Directors and Managers. These positions have flexible hours of work to manage workloads appropriately.

According to Labour Standards, over time is accumulated after 8 hours per day and over 40 hours in a week. A "week" is defined as Saturday midnight to the following Saturday midnight.

https://www.saskatchewan.ca/business/employment-standards

Compensation at an hour and a half (1 ½) for one hour rate will be given for unanticipated and/or emergency work related duties that may include but are not limited to the following:

- Unexpected newcomer arrivals
- Client medical emergency
- Crisis intervention
- Call backs
- Providing services between the hours of 11:00 PM and 6:00 AM

Extra time is not earned when an employee attends the following outside of regular work hours, **unless attendance is mandated**:

- Conference
- Convention
- Training
- Meeting

Our funding does not cover the cost of employee overtime. RODS usually incurs the costs of travel, per Diems, hotel, etc. RODS appreciate the contribution of an employee's personal time towards their continued professional development they gain at conferences, conventions, etc.

- Any earned overtime/flex time must be used the next day or scheduled at the discretion of the leadership within the shortest time possible based on operational and department needs
- Overtime/flex time credits must be at zero by the end of the contract year

3.8.4 Unpaid time

Unpaid time must be approved by a manager or designate and can only be taken once all sick and vacation time has been exhausted. Upon return, vacation and sick time monthly accrual will be adjusted based on the amount of unpaid days taken. A payroll adjustment will also be processed for any unpaid time taken.

3.9 Committees

Committee participation is voluntary and encouraged by RODS management to enhance the services we provide to our clients and to encourage an employee's personal and professional growth.

Committee participation and total comp hours must be pre-approved by the department manager.

Volunteer time will be given to the designated volunteers when activities, such as the Client Festive Party, Annual Picnic or other special events, exceed the employee's regular work day. The volunteer time will be tracked by the managers outside of Replicon and given to employees at the manager's discretion to ensure proper service delivery.

3.10 Years of Service

Regina Open Door Society appreciates its long-term employees and as such will consider years of service when making decisions regarding the following:

- Financial compensation
- Vacation

3.11 Breaks

Breaks are extended to employees in recognition of the commitment to their roles and responsibilities at RODS. Breaks will take place as follows:

One fifteen (15) minute paid break mid-morning (between 10:00-10:30)

One fifteen (15) minute paid break mid-afternoon (between 2:30-3:00)

Breaks are considered to be a privilege, not an entitlement. As per the Labour Standards Act, employee breaks are at the discretion of the employer.

Unpaid meal breaks of 30 minutes to one hour will be provided depending on the department. Meal break times and duration will be designated by the Department Manager or designate in the letter of employment.

Time off shall not be taken in lieu of missed breaks. Nor can breaks be used to arrive late, leave early or extend lunch breaks.

3.12 Vacation Time

Vacation Leave for full-time employees is earned at the rate of one and one-quarter (1.25) days per month of full time employment and is prorated for any portion of a month worked.

Calculation of vacation credits shall commence on the date of employment and shall continue, provided the employee is on duty, on paid sick leave, paid holidays, bereavement and jury duty. Employees shall receive vacation days with pay, earned as follows:

- Less than nine years of continuous service: 15 working days per year to accrue at the rate of 1.25 days per calendar month.
- Upon the anniversary of the ninth year of continuous service: 20 working days per year to accrue at the rate of 1.67 days per calendar month.
- Upon the anniversary of the nineteenth year of continuous service: 25 working days per year to accrue at the rate of 2.08 days per calendar month.
- Upon the anniversary of the twenty five years of continuous service: 30 working days per year to accrue at the rate of 2.5 days per calendar month.

All short term and casual employees shall receive pay in lieu of time for their vacation entitlement with their regular pay.

An employee earns vacation leave during his or her probationary period. Any requests to take vacation time during the probationary period will be at the discretion of the Department Manager or Director.

Vacation leave may be taken upon application and with the written consent of their Department Manager. Applications for vacation leave of five (5) days or less must be made at least three (3) days before the day leave commences. Applications for more than five (5) days must be made at least ten (10) days before the leave commences.

The vacation leave year extends from April 1st to March 31st inclusive.

Vacation leave earned during a contract year must be taken prior to the end of that contract year. Employee’s not booking/taking vacation accordingly shall be assigned vacation leave to be agreed upon with the discretion of the Department Manager or Director.

An employee shall be entitled to receive vacation in one continuous period.

An employee may be permitted to take annual vacation in advance of earning, within the contract year, subject to approval by the employee’s manager or designate. Any negative vacation amounts will be adjusted on the final pay of the fiscal/contract year. An employee is only entitled to the vacation accrued during the contract year.

3.13 Holidays/Observances

Regina Open Door Society offices will be closed on Public Holidays (Statutory Holidays).

Public Holidays (Statutory Holidays) include: New Year's Day, Saskatchewan Family Day, Good Friday, Victoria Day, Canada Day, Saskatchewan Day (first Monday of August), Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day.

When a Public Holiday (Statutory Holidays) falls on a Saturday or Sunday, RODS will close according to the Government of Saskatchewan recognized holiday.

RODS is also closed on Easter Monday and Boxing Day depending on department.

3.13.1 Statutory Holidays (Public Holiday)

There are 10 public holidays per year: New Year's Day, Family Day (third Monday in February), Good Friday, Victoria Day, Canada Day, Saskatchewan Day (first Monday in August), Labour Day, Thanksgiving Day, Remembrance Day and Christmas Day.

If you work on a holiday, your employer must pay you your normal daily wage plus 1.5 times your regular rate for all hours worked.

In Saskatchewan during a week in which there is a holiday, employees will be paid overtime after working eight hours in a day or 32 hours in the week.

Holiday pay is one twentieth of the wages you earned in the preceding four weeks, regardless what your work hours are.

- Whether or not they work on Stat holiday, will not change the outcome of the Public Holiday Pay if they have still worked 40 hour work weeks. In looking at the last 4 weeks of regular time, whether they work 4 – 10 hour shifts or 5 – 8 hour shifts – both of these amount to 40 hour weeks of regular time.

Regular wages does not include any overtime or premium pay payable to an employee. The employee will receive 8 hours stat pay (it will never be greater than 8 hours pay).

Where compressed work week is applicable, an employee must adjust their regular work hours (max 32 hours/week) during stat holiday week to accommodate their work hours, 40 hrs/week, including stat holiday pay.

3.13.2 Unpaid Leave*

Unpaid Leave: 2 months or less is authorized by the reporting Manager and or Director

The Executive Director is authorized to approve leave for up to a year without pay or benefits. A leave letter will be provided by the employee's manager to document the parameters of the leave.

Only employees with one year employment may apply for a leave period. An employee must give minimum one month notice of leave to his/her executive director/ department manager or designate and must be approved.

Return from leave

An employee returning from leave without pay will return to his/her former position, unless there are funding or program changes while the employee is on leave resulting in a change to/cancellation of their former position. In the case of the former position being cancelled due to funding, the employee will be given notice as per Labour Standards length of service guidelines. (See chart in section 3.19) In the case of program changes resulting in a change to the former position, the employee will undergo an internal 6 month probation upon their return to evaluate their performance within the current position. If the employee does not successfully complete the probation they will be given notice as per Labour Standards length of service guidelines.

Benefits

This is a leave without pay and at no cost to the employer. An employee has the option of discontinuing benefits or maintaining all benefits coverage at his/her own expense.

Vacation and Sick Time

No vacation and sick pay is accrued during the unpaid leave.

Stat holiday

An employee who returns from leave without pay on the day immediately following a Public Holiday (Statutory Holidays) will not be paid for the holiday. Salary payments will recommence on the date the employee returns to work. An employee who ceases employment on the day immediately preceding the Public Holiday will not be paid for the Public Holiday (Statutory Holidays). The termination date will be the last day the employee was actively at work.

**Adopted from Human Resources Policies – City of Toronto*

3.14 Employee Health & Pension Benefits

All full-time and part-time employees (15 hours per week or more) qualify for mandatory participation in the Employee Benefits package and the 3% employer contribution to the Saskatchewan Pension Plan. RODS contributes fifty (50) percent and employees contribute fifty (50) percent of the health and dental premiums, Life Insurance, AD & D and Dependent Insurance.

Employees pay 100% of the Long-Term Disability, Mid- Term Disability and Short-Term Disability. Life Insurance and Dependent Insurance.

The package includes mandatory Long-Term Disability, Mid–Term Disability, Short-Term Disability, Life Insurance and Dependent Insurance and AD & D. Health and Dental Benefits are mandatory but can be optional (waived) if the employee has spousal/partner coverage (proof required). Details of the plan are available from the Human Resources Manager.

Eligibility for enrolment (GroupHealth) for employees will be 183 days from their start date and working a minimum of 15 hours per week. Saskatchewan Pension Plan benefits are provided to permanent employees regardless the number of hours worked per week. Employees who have been laid off and returning to Regina Open Door Society may resume their benefits if the return is 90 days or less they will not lose their seniority. Employees who voluntarily resigned and is returning, is not eligible to resume benefits.

Other than short/long term disability; when an employee takes a leave from work in excess of thirty (30) days, the employee wishing to maintain their benefits will contribute 100% of the Benefits Package premium. If an employee chooses not to maintain their Benefits, their package will be suspended until their return to work. **The employee is responsible for notifying in writing the Human Resources Manager of their intent.**

3.15 Sick / Medical Leave

The purpose of sick leave is to provide protection against loss of income for employees who become ill and need to be absent from work.

Sick / medical leave is defined as absence from work due to illness, medical, dental or other health related appointments for the employee or their family.

A Maximum of 2 hours of sick time can be used for a medical appointment. Additional time may be considered if needed for special appointments requiring more time (ex. hospital medical procedures, dental surgery)

A maximum of 5 consecutive days can be used for family care in the fiscal year. A doctor's note must be provided after 3 consecutive days of sick time.

Requests for sick time must be clearly defined in Replicon.

Sick / Medical Leave is a paid leave granted to full-time, part-time or term employees who are unable to perform their regularly scheduled hours of work due to sickness or medical appointments. It is provided as an expression of the value and appreciation RODS has for its staff. Such leave is a privilege and should not be abused. Abuse of sick / medical leave (excessive absenteeism) may warrant a manager to request a doctor's certificate or initiate disciplinary action.

Sick time may not be substituted if an employee happens to be sick on an EDO, holiday or observance or vacation day.

Full-time employees shall be credited with one and one-quarter (1.25) days of sick / medical leave per month. New employees start to accrue sick time after the first month of employment. The unused portions of this sick day allowance may accumulate up to a maximum of forty-five

(45) working days and may be carried from one fiscal period to another. Part-time employees will be credited a pro-rated amount. Sick time is not available for casual employees. Employees who do not have sick leave or overtime/flex time credits will be considered on unpaid leave. Any negative sick time will be adjusted through payroll.

Employees who work more than 15hrs per week must apply for Short Term Disability benefits through their health benefits package, after they have been absent from work due to illness for (7) consecutive calendar days ***or*** as outline in the GroupHealth plan. Any days covered through Short Term Disability will be unpaid through RODS. RODS will continue to pay 100% benefit contributions during the Short Term Disability period.

Employees who work less than 15hrs per week or are not eligible for Disability benefits due to age (65years old or older) and absent from work due to illness for more than seven (7) consecutive days due to illness, will need to use sick time, vacation time, or unpaid time for any additional days.

Employees who are denied Short Term Disability is allowed to exhaust sick leave while applying for the Sick EI benefits.

For more information, refer to the benefits booklet available from the Human Resources Manager or Human Resources Associate.

Employees are to call their Department Manager or designate directly to inform them of their absence due to sickness between 8:00am – 8:30am on that day, unless otherwise specified by manager.

Sick call-ins surrounding vacations/weekends will be monitored and doctor's notes may be requested by management.

3.15.1 Pandemic (COVID-19) Sick Time

During a Pandemic, the above conditions (3.15) will be altered on a case-by-case basis. The purpose is to ensure all employees are treated fairly and consistently. This policy is a guideline to address unusual circumstances that may arise due to COVID-19.

Employees who have received a positive COVID-19 diagnosis, and are too ill to perform any work duties remotely, will be eligible for Short Term Disability (STD) on the 8th consecutive day of being sick. If, due to the severity of the illness, an employee is unable to complete the STD application, RODS will continue to provide wages temporarily until the claim is completed and submitted. A reasonable repayment plan will be discussed and arranged individually with the affected employee(s). Employees who are **not eligible** for Short Term Disability, and/or have no banked sick time, can apply for Employment Insurance (EI) sick leave benefits. Employees who **are eligible** for STD, but have no banked sick time, will be considered on unpaid leave.

Employees who have been exposed to a positive COVID-19 case will be required to self-isolate and as appropriate, will perform their work related duties remotely and/or online. In cases whereby an employee's job does not qualify (is not suited for remote or online service delivery, for example some Early Childhood Educator positions), the employee will continue to collect their regular pay during the period of self-isolation, as directed by the Saskatchewan Health Authority (SHA).

3.16 Travel and Allowances

Employees attending conferences or training outside of Regina shall use the most economical method of travel and accommodations as approved by the department manager or designate. All employees authorized to use their vehicles on a regular basis in the performance of their duties shall receive fifty five (0.55) cents per kilometer. The mileage rate will be adjusted according to funding contracts. Meals for training, meetings or conferences that take place in Regina will not be reimbursed.

The meal rate and a per diem allowance are as follows:

In/out of province

Per Diem daily allowance	**$80.00**
For partial days:	
Breakfast (if departure is prior to 6:30 am)	**$20.00**
Lunch (if not in Regina between 11:00 am and 1:00 pm)	**$25.00**
Supper (if return is later than 6:00 pm)	**$35.00**

**Copy of boarding passes/bus tickets must be attached to travel claims.*

3.17 Corrective & Disciplinary Procedures

RODS' goal is to provide excellent client service in the framework of a fair and equitable working climate. To this end, the adoption of progressive discipline may be required on occasion with the aim of giving the employee reasonable opportunity to correct the situation complained of.
The Employer will make reasonable effort to resolve problems with respect to employee performance through discussion and consultation including their immediate Department Manager or designate and/or Executive Director prior to the initiation of disciplinary action. This may include a work plan to provide the employee with the opportunity to improve their work performance.

A Department Manager or designate and/or Executive Director may take the following action. The steps may not always be followed in order depending on the severity of the infraction.

Step 1 – Verbal Warning

Step 2 – Written Warning

Step 3 – Suspension without pay – 1 week

Step 4 – Dismissal

All steps will be formally documented, signed by Department Manager/Director and employee involved and kept on file.

After the written warning, the Human Resources Manager will be informed and will review documentation.

The facts and circumstances surrounding misconduct and performance issues must be examined carefully. Each case is different. When termination is being considered, the case will be reviewed by the department manager, Human Resources Manager and program Director to determine the outcome. The Human Resources Manager's role is to review and research Labour Standards, documentation and RODS policy and procedures to make a recommendation to program Managers and Director. The program Director will make the final decision and a formal meeting will be held with the employee, Director and Human Resources Manager.

According to the Labour Standards Act, those employees who are terminated receive written notice or pay in lieu based on length of service. Please refer to the chart in 3.19 for notice periods.

3.18 Conflict / Problem Resolution & Whistleblower

The Regina Open Door Society is committed to sustaining a positive work environment in which employees work constructively together. The conflict/problem resolution policy and process has been established as a foundation for ensuring that the work environment remains positive. The conflict/problem resolution policy is intended to:

- Provide the opportunity to resolve a conflict or problem quickly, fairly and without reprisal
- Improve communication and understanding between employees; and between employees and their manager
- Ensure confidence in management decisions by providing a mechanism whereby management decisions can be objectively reviewed

- Support a positive work environment by allocating managers responsibility for preventing and resolving conflicts and complaints
- Identify organization policies and procedures which need to be clarified or modified

Employees who are experiencing a work related conflict or have a problem are encouraged to resolve it through discussions with their manager whenever possible.

All requests for conflict resolution, complaints and appeals shall be fully investigated and a reply will be given as quickly as possible. Penalty or retaliation against an employee who initiates conflict resolution or makes a complaint, or participates in a problem resolution investigation will not be tolerated and will be subject to disciplinary action.

3.18.1 Informal conflict / problem process

a. Employees are encouraged to attempt to resolve the issue between the parties concerned in a professional manner that is in line with the Code of Conduct and RODS values.
b. If a resolution cannot be reached, then the employee may discuss the matter further with their manager.
c. The manager and the parties concerned will form a reasonable plan of action within three (3) working days.
d. If the employee is not satisfied with the informal resolution of the problem, he or she may proceed to the formal problem resolution process.

3.18.2 Formal conflict / problem resolution

a. Employees who have a formal conflict/problem or require management intervention in relation to a work related conflict/problem and wish to initiate the formal conflict/problem resolution process, must prepare written documentation with supporting details and submit it to the manager.
b. The manager will investigate the merits of the conflict resolution request or complaint. The manager will consult with the Executive Director, if necessary.
c. Within five (5) working days of receiving the conflict resolution request or complaint, the manager will complete the investigation and prepare a written response. The manager will forward a copy of the response along with a request that the employee sign and date the copy to confirm he or she has received the reply and agrees or disagrees with the manager's plan of action.
d. If the employee agrees with the recommended plan of action, the manager will send a copy of the signed reply to Human Resources Manager for inclusion in the employee's personnel file.
e. If the conflict or complaint has not been resolved to the employee's satisfaction, the manager will forward the complete file, including the conflict/problem resolution request or complaint, documentation of relevant factual information, analysis of the information, the conclusion, and the recommended resolution, to the Executive Director.
f. The Executive Director will investigate any relevant issues in the file and any newly discovered evidence or information that may arise during the conflict/ problem resolution process. The Executive Director may consult with the RODS Board of Directors before making the final decision.
g. The Executive Director will send a copy of the signed reply to the employee as well as the Human Resources Manager for inclusion in the employee's personnel file.

3.18.3 Whistleblower Protection Policy (Board)

Regina Open Door Society Inc. requires directors, officers, volunteers, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the Regina Open Door Society Inc., we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

This Whistleblower Policy is intended to encourage and enable employees, volunteers, and others to raise serious concerns internally so that Regina Open Door Society Inc. can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees, and volunteers to report concerns about violations of Regina Open Door Society Inc.'s code of ethics or suspected violations of law or regulations that govern Regina Open Door Society Inc.'s operations.

No Retaliation

It is contrary to the values of Regina Open Door Society Inc. for anyone to retaliate against any board member, officer, employee, or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of Regina Open Door Society Inc. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

Reporting

Regina Open Door Society Inc. has an open-door policy and suggests that employees and volunteers share their questions, concerns, suggestions, or complaints with their supervisor(s). Supervisors/Managers/Directors are required to report complaints or concerns about suspected ethical and legal violations in writing to the Regina Open Door Society Inc.'s Compliance Officer, who has the responsibility to investigate all reported complaints. If staff have concerns about possible violations of Regina Open Door Society Inc.'s code of ethics or suspected violations of law or regulations that govern Regina Open Door Society Inc.'s operations, and if they are not comfortable speaking with their Supervisor/Manager/Director or are not satisfied with their response, they are encouraged to speak with HR or the Executive Director, or, in writing to the RODS Compliance Officer. Please see the detailed reporting procedure in the attached Whistleblower Procedure.

Compliance Officer

The Regina Open Door Society Inc.'s Compliance Officer is responsible for ensuring that all complaints about unethical or illegal conduct are investigated and resolved. The Compliance Officer will advise the Executive Director and/or the Board of Directors of all complaints and their resolution and will report at least annually to the Finance Committee/Audit Committee on compliance activity relating to accounting or alleged financial improprieties.

Accounting and Auditing Matters

The Regina Open Door Society Inc.'s Compliance Officer shall immediately notify the Audit Committee/Finance Committee of any concerns or complaint regarding corporate accounting practices, internal controls or auditing and work with the committee until the matter is resolved.

Acting in Good Faith

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

The Regina Open Door Society Inc.'s Compliance Officer will notify the person who submitted a complaint and acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation.

Compliance Officer: Rodger Linka (RODS Board Member)

Outside Compliance Officer: Stephanie Yang Morris

3.18.4 Whistleblower Procedure & Reporting

Reporting Responsibility

Employees have an obligation to report what they believe is a material violation of any office practice or procedure, violation of the law or RODS' policies. The types of concerns that should be reported include for the purposes of illustration and without being limited, to the following:

- Providing false or misleading information on ROD's financial documents, grant reports, returns or other public documents;
- Providing false information to or withholding material information from ROD's board of directors, auditors, accountants, lawyers or other representatives responsible for ensuring compliance with fiscal and legal responsibilities;
- Embezzlement, private benefit, or misappropriation of funds;
- Material violation of ROD's polices, including confidentiality, conflict of interest, ethics, and document retention;
- Discrimination based on race, gender, sexual orientation, ethnicity or disability;
- Harassment of any kind, including sexual harassment;
- Facilitation or concealing any of the above or similar actions.

When to use this policy

a. There is a difference between whistleblowing and raising a grievance:

    i. Whistleblowing is where an individual has concerns about violations of Regina Open Door Society Inc.'s code of ethics or suspected violations of law or regulations that govern Regina Open Door Society Inc.'s operations. (See above in reporting responsibility)
    ii. A grievance is a complaint that generally relates to an individual's own employment position or personal circumstances at work.

b. This policy does not set out the procedure that applies to general grievances. If an employee has a complaint about their own personal circumstances, then they should use the Staff Policy and Procedures (Occupational Health & Safety sections 4.1 to 4.6 inclusive) or Conflict/Problem Resolution section 3.18.

Whistleblower Reporting Procedure

Whenever possible, employees should seek to resolve concerns by reporting issues directly to their supervisor/manager or to the next level of management as needed until matters are satisfactorily resolved.

Internal Complaints

First (1) Level

An employee will report a concern with their immediate Supervisor/Manager/Director. The Supervisor/Manager/Director will report the matter to the Executive Director and Human Resources if appropriate.

Second (2) Level

An employee will report a concern to Human Resources and/or the Executive Director if the concern involves their immediate Supervisor/Manager/Director, or if they do not feel comfortable reporting to the Supervisor/Manager/Director or if a report or concern made to their immediate Supervisor/Manager/Director has not been addressed or resolved.

Third (3) Level

An employee will report a concern ***directly*** to the Regina Open Door's Compliance Officer, in writing, when:

- all internal reporting in Levels 1 & 2 did not address the alleged issue or concern.
- if Human Resources or the Executive Director were unable to be objective or are involved in the allegation or concern.
- If for any reason an employee is not comfortable speaking to a Supervisor/Manager/Director/Human Resources/Executive Director or does not believe the issue is being properly addressed through steps 1 & 2, the employee may bring their concern directly to the Compliance Officer. All complaints to the Compliance Officer must be in writing and signed by the complainant.

External Complaints

An external complaint is a complaint made by a non-staff member or non-volunteer.

Complaints from clients of the organization are encouraged to make use of existing service complaint procedures established within each department. If for any reason a client-initiated complaint has not been properly addressed, the complainant is encouraged to follow the external complaints process outlined below.

All external complaints will come to the Supervisor/Manager/Director first for investigation. If the complaint has not been properly addressed or the complaint involves the Supervisor/Manager/Director, then the matter must be directed to the Human Resources and Executive Director to conduct the investigation. The complainant will report the alleged issue directly to the Regina Open Door's Compliance Officer if all internal reporting was exhausted or if the Human Resources or Executive Director were unable to be objective or if Human Resources of the Executive Director are involved in the allegation. All complaints to the Compliance Officer must be in writing and signed by the complainant.

If the concern raised is with a member of the Board of RODS, the employee or board member may raise the concern either with the Compliance Officer or the Outside Compliance Officer.

Actions of the Compliance Officer/Outside Compliance Officer (the "Officer")

Upon receipt of a complaint, the Compliance Officer or Outside Compliance Officer shall make a preliminary decision regarding the credibility of the complaint. The Officer may:

- Dismiss the complaint if it in the reasonable opinion of the Officer, lacks merit.
- Decide in their discretion if outside investigation is necessary and to cause such investigation to occur;
- Decide to whom the matter should be reported for further action, including,

    - The Executive Committee
    - The Finance Committee
    - The Human Resources Committee
    - Any other lawyer sitting on the Board of Directors solely for the purpose of consultation and advice.

Upon referral as above, the Committees listed above shall take such steps as are necessary in order to resolve the complaint.

No Retaliation

This policy is intended to encourage and enable directors, employees and volunteers to raise serious concerns within the organization for investigation and appropriate action. With this goal in mind, no director, employee or volunteer who, in good faith has submitted a complaint, shall be threatened, discriminated against, or otherwise subject to retaliation or, in the case of an employee, there shall be no adverse employment consequences as a result of such report. Moreover, a volunteer or employee who retaliates against someone who has reported a concern in good faith is subject to discipline up to and including dismissal from the volunteer position or termination of employment.

Acting in Good Faith

Anyone making a complaint must act in good faith and have reasonable grounds for believing the matter raised is a serious violation of law or policy or a material accounting or auditing matter. The act of making allegations that prove to be unsubstantiated, and that prove to have been made maliciously, recklessly, with gross negligence, or with the foreknowledge that the allegations are false, will be viewed as a serious disciplinary offense and may result in discipline, up to and including dismissal from the volunteer position or termination of employment. Depending on the circumstances, such conduct may also give rise to other actions, including civil or criminal prosecution.

3.19 Termination/Layoff

A "layoff" means the temporary suspension of the employment of an employee for a period longer than six consecutive work days.

A "termination" means a dismissal (firing) or a forced resignation.

Employees who have worked for more than 13 consecutive weeks will receive a written notice or pay in lieu of notice before termination or lay-off. This notice will depend on the length of service.

Length of Service	Minimum Notice/Pay out
0 – 3 months	0 weeks
3 months – 1 year	1 week
1 – 3 years	2 weeks
3 – 5 years	4 weeks
5 – 10 years	6 weeks
10 years and over	8 weeks

3.20 Duty to Accommodate

3.20.1 Policy Statement

The Regina Open Door Society is committed to creating and maintaining a barrier-free work environment to ensure the full participation of all persons. To this end, RODS will, where it is possible and reasonable to do so and does not cause undue hardship:

- Alter existing policies or practices
- Adopt new policies or practices
- Make adjustments to the workplace
- Re-assign employees to alternate work assignments

3.20.2 Definition

Accommodation means an exemption from or an adjustment to general policies and facilities for an individual with particular needs. For something to be justifiable, it must be clearly linked to the nature of the work performed or service provided by RODS.

OCCUPATIONAL HEALTH & SAFETY POLICY

Disclaimer: RODS HR Policies are not a contract of employment. They are used as a tool for decision making by the management team and to address concerns and issues that may arise from time to time.

4. Occupational Health and Safety

4.1 General Statement of Commitment

RODS is committed to providing a safe, healthy and harassment free work environment. Employees are required to conduct themselves in a manner that supports a safe and healthy work environment, and are encouraged to bring forward to the members of the Occupational, Health and Safety (OH & S) Committee any concerns related to occupational health and safety in the work place. Each RODS location has its own OH & S Committee.

RODS shall ensure the health, safety and welfare of its employees at work.

Internal Responsibility

The goal of internal responsibility is to get people working together to identify and control situations (hazards) that could cause harm. Its ultimate objective is to ensure everyone integrates health and safety into their work. The philosophy of internal responsibility recognizes that employers have a legal and moral duty to provide a healthy and safe workplace. Worker participation is crucial to effective health and safety, because only worker participation allows hazards to be properly identified and controlled. The philosophy of internal responsibility is based on:

- **Personal responsibility** – Each individual is responsible for integrating health and safety into work life. Health and safety is everyone's responsibility.
- **Inclusiveness** – everyone is involved in personal responsibility, both as individuals and as members of a group (workers, managers and committee members). Shared responsibilities complement each other.
- **Cooperation** – Everyone's objective should be the same – to improve health and safety. Workers and employers are expected to work together to identify and resolve health and safety problems.
- **Sharing of information** – Everyone has a right to receive information needed to identify and control hazards in the workplace. Information is needed before each person can adequately assume responsibility for health and safety.
- **Accountability** – Our responsibility for maintaining workplace health and safety comes with our right to a healthy and safe workplace. Everyone is accountable (as an individual) for carrying out their responsibilities.

Employers	Supervisors	Workers
• Providing a safe and healthy workplace. • Establishing a committee and ensuring the committee effective. • Consulting and cooperating with the committee.	Supervisors are "workers" and bear all of the health and safety responsibilities assigned to workers. However, they are also agents of the employer and are often assigned significant responsibility for carrying out	• Taking reasonable care to protect their health and safety and that of other workers. • Cooperating with employers, supervisors, and committee members.

• Providing the information and training needed to protect the health and safety of workers. • Ensuring committee members to obtain training in their duties. • Ensuring that supervisors are competent and those supervisors provide competent supervision. • Arranging for the regular examination of the workplace, tools, and equipment to ensure safety. • Ensuring tools, machinery, and equipment are properly maintained. • Ensuring workers are not exposed to harassment. • Enabling the committee to inspect the workplace regularly. • Promptly correcting unsafe conditions and activities reported by the committee or representative. • Ensuring that the committee or representative investigates reportable accidents and dangerous occurrences. • Knowing and complying with health and safety requirements.	the employer's duties under the legislation. Supervisors have specific duties under the regulations for: • Ensuring that workers under their direction know and comply with health and safety requirements. • Ensuring that workers under their direction receive adequate supervision. • Ensuring that workers know and follow health and safety requirements. • Cooperating with the committee. • Knowing and complying with health and safety requirements.	• Using safe work procedures, safeguards and personal protective equipment. • Reporting hazards (such as unsafe situations and activities) to the employer immediately. • Refraining from harassment. • Participating in training and health and safety meetings. • Knowing and complying with health and safety requirements.

By law, RODS buildings will provide a non-smoking environment. As per Saskatchewan Occupational Health and Safety Standards, **smoking cannot take place within three (3) metres of doorways, windows and air intakes**. RODS has determined that its buildings will be a **scent free workplace** for the health and comfort of employee & clients that have sensitivities. RODS employees will encourage clients to follow these guidelines.

4.2 Anti-Harassment Policy : Employees, Clients (including students) , Volunteers and Contractors

The following has been adapted from Preventing Harassment: A Guide for Employers *(Saskatchewan Women's Secretariat)*, The Saskatchewan Employment Act, and the Human Resource Manual *(Sask. Public Service Commission)*.

4.2.1 Statement of Commitment

The Regina Open Door Society Inc. is committed to providing a safe, positive work environment where everyone is treated with respect and dignity. Harassment in the workplace is unacceptable and against the law. It will not be tolerated in any form.

4.2.2 Definition of Harassment

(1). "Harassment" means any inappropriate conduct, comment, display, action or gesture by a person:

(i). that either:

(A). is based on race, creed, religion, colour, sex, sexual orientation, marital status, family status, disability, physical size or weight, age, nationality, ancestry or place of origin; or

(B). subject to subsections (2) and (3), adversely affects the worker's, client's or volunteer's psychological or physical well-being and that the person knows or ought reasonably to know would cause a worker to be humiliated or intimidated; and

(ii). that constitutes a threat to the health or safety of the worker, client or volunteer.

(2). To constitute harassment for the purposes of paragraph (1) (i) (B), either of the following must be established:

(A). repeated conduct, comments, displays, actions or gestures;

(B). a single, serious occurrence of conduct, or a single, serious comment, display, action or gesture, that has a lasting, harmful effect on the worker, client or volunteer.

(3). For the purposes of paragraph (1) (i) (B), harassment does not include any reasonable action that is taken by an employer, or a manager or supervisor employed or engaged by an employer, relating to the management and direction of the employer's workers, clients or volunteers or the place of employment.

Harassment and bullying can include but is not limited to:

- Jokes that cause awkwardness or embarrassment
- Display of racist, sexist or other offensive material
- Sexually suggestive or obscene comments or gestures
- Offensive sexual advances and propositions
- Unwanted physical contact such as touching, patting or pinching
- Verbal abuse, threats or intimidation Physical assault, including sexual assault

4.2.3 Employer Responsibility

The employer shall ensure that no employee, client or volunteer is subjected to harassment, whether it is from a manager, co-worker, or non-employee such as a client or customer. Harassment is also an expression of perceived power and superiority by the harasser(s) over another person, usually for reason over which the victim has little or no control. Harassment is not: bona fide work related interaction such as work assignment, performance feedback, counseling or disciplinary action or; normal social contact between people based on position of equality or mutual consent.

This policy does not limit or constrain the employer's right to manage the workplace. For example, work assignments, operational reviews, performance reviews, coaching, work evaluation and disciplinary measures taken by a Department Manager or designate, in good faith for valid reasons, do not constitute harassment in the workplace. These management actions must remain respectful of the individual.
This policy will not, under any circumstances, be used to impede the management relationship, nor is it intended to inhibit normal social interaction in the workplace.

4.2.4 Employee Responsibility

No employee, client or volunteer shall participate in or encourage the harassment of another person.

4.2.5 Coverage

This policy covers all employees, clients and volunteers at all levels. Applicants and candidates for employment are also covered. Harassment will not be tolerated in any work- related setting, such as work-related conferences, seminars, travel and social events.

4.2.6 Employee Complaint Procedure

Client (including students) ,volunteer and Contractors complaint procedure (please see 4.5)

4.2.6.1 Informal Options

An employee is encouraged to consider the following informal options:

- Raise the issue with the person whose behaviour is a problem. This could be done verbally or in writing.
- Inform a manager/designate (or if preferred, another employee of choice) of the problem and ask him or her to informally discuss the situation with the alleged harasser.

Informal complaints are those complaints which are brought to Department Manager or designate's attention but which are not written and do not necessarily result in an investigation.

If the alleged harasser is not named, the Department Manager or designate/Executive Director may offer to handle the complaint by arranging for employee education which could include: workshops, videos on the prevention of harassment or employee meeting discussions and a review of RODS Harassment Policy.

If the alleged harasser is named, he or she must be informed of the concern and be provided with an opportunity to respond. In this case, the manager/executive director may offer to handle the informal complaint by arranging for:

- Separate informal discussions between the manager and the complainant, and the manager and the respondent.
- A facilitated meeting between the complainant and the respondent. The meeting should be facilitated by a mutually acceptable individual and allow the complainant and respondent to address concerns about one another's behaviour. The facilitator may be someone from RODS or a trained mediator.

At any point in the informal complaint process, either the complainant or the respondent may choose to move to a formal complaint procedure and request an investigation.

4.2.6.2 Formal Options

If informal options are inappropriate or unsuccessful, an employee can file a formal complaint with one of the following people:

- Any Department Manager or designate
- Executive Director

As per Saskatchewan Occupational Health and Safety standards, employees have the right to request the assistance of an occupational health officer to resolve a complaint of harassment. The OHS Division Office can be reached at 306-787-4496.

A formal complaint is written and signed by the complainant. It should contain the following information:

- Name of the complainant
- Home and work phone numbers
- Nature of complaint: racial, sexual, disability, etc.
- Alleged harasser's name
- Details of complaint – description of behaviour or incidents, what was said, date and location, circumstances surrounding incident and names of witnesses.

4.2.7 Dealing with a Formal Complaint Confidentiality

Any complaint of harassment will be kept in confidence, except as is necessary to investigate and resolve the situation.

4.2.8 Investigation

An investigation will be undertaken immediately. The alleged harasser will be promptly notified of the complaint.

The person assigned to investigate the complaint should be someone whose impartiality will not be in question. It may be most appropriate to arrange for someone outside the workplace to investigate.

The investigator should:

- Interview the complainant, the alleged harasser and potential witnesses
- Take notes during every interview
- Determine whether others have experienced similar problems
- Assure confidentiality, as much as is possible

- Prepare a written report, which includes a summary of the allegations, substance of witness statements tentative findings

A copy of this report should be provided to the complainant and the alleged harasser. Both parties should have an opportunity to respond in writing to the investigator.

Following this, the investigator should prepare a final written report including a detailed description of the findings and recommended course of action. All materials surrounding the investigation should be retained. Copies of the final report will be given to the complainant, respondent and employer.

4.2.9 Appeal Process

Within seven (7) working days of receiving the investigator's written report, either the complainant or the respondent may make a written request that the investigation be reviewed for thoroughness. The request must state what aspect of the investigation is inadequate. The request must be submitted to RODS' Board of Directors, who will determine if the investigation is to be reopened in order to address concerns raised.

4.2.10 Binding Decision

The employer shall make the final decision as to whether or not harassment has occurred and what action is required as a result. The decision shall be communicated to the complainant and the respondent(s) within seven (7) working days from the day the report was received by the employer.

4.2.11 Discipline

If the investigation reveals evidence to support the complaint of harassment, the harasser will be disciplined appropriately. Discipline may range from a verbal reprimand to suspension or dismissal, and the incident will be documented in the harasser's file.

4.2.12 Documentation

If the investigation fails to find evidence to support the complaint, there will be no documentation concerning the complaint placed in the file of the alleged harasser.

4.2.13 Retaliation

Retaliation against any individual for reporting harassment or providing information will not be tolerated. This policy is meant to provide an effective redress mechanism. However, every employee also has the right to file a complaint with an outside agency, such as a Human Rights Commission or the Occupational Health and Safety Division, Saskatchewan Labour..

4.3 Working Alone or After Hours

Regina Open Door Society Inc. is committed to ensuring the health, safety and welfare of staff and clients at all times during regular work hours and outside the conventional hours (8am – 4:30pm).

When working alone or after-hours all staff are responsible for ensuring their supervisor or manager is aware of the time they will be working and for how long. Employees need to ensure they are taking all the necessary measures to ensure the building can be adequately secured from the inside and keeping all doors locked to prevent casual entry.

If employees are working after hours or late at night, they should park as near to the building as possible in an area that will be well lit at night.

4.4 Exposure Control Plan

According to the Occupational Health and Safety regulations 85(2), if an employee is exposed to infectious material or organism then an exposure control plan must be enforced. The Regina Open Door Society is committed to The Exposure Control Plan (ECP). This includes:

Orientation and Training

All cleaning employees that could be exposed to infectious material or organism via discarded needles will be trained on the proper procedure as outlined by The Street Project. Please see below:

1. Get an empty non-breakable hard-sided container that needles can't poke through. The container must have a lid. You can use an empty pop bottle or a small coffee tin.
2. Put the container on a flat surface.
3. Use tongs or pliers to pick the syringe up by the barrel end and keep the pointed needle end away from you.
4. DO NOT try to put the cap back on the needle.
5. Put the needle in the container. Put the lid on tightly.
6. Wash your hands.
7. Place the container in a safe place where it won't be opened by children.
8. Take to the nearest needle disposal drop box or call 306-766-7799 to arrange for someone to pick it up within a few days.

Risk Identification

The cleaning employees are at the most risk as their responsibilities take them to hidden places within the buildings and back alleys. They maybe poked by and unsuspecting needle as they wipe, sweep and discard garbage. There is a high level of risk of illness or disease if the employee is injected. If by chance the employee is poked accidently, the injury will be reported immediately to Director of Central Admin & Finance or Human Resources to ensure immediate medical attention has been sought. The incident will be recorded in the **Sharps Injury Log** including

- The date of injury
- Type and brand of the device involved (syringe)
- Work area where the incident occurred
- Explanation of how the incident occurred

This log will be kept and reviewed annually by the Occupation Health & Safety Committee

Other employees may spot the needle but are advised to contact the Street Project or alert their Manager immediately.

4.4.1 Policy in Case of Public Health Emergencies (such an epidemic or pandemic)

A "public health emergency" means a public health emergency of domestic and/or international concern determined by provincial and/or federal health authorities or the World Health Organization (WHO) in accordance with the International Heath Regulations (2005) or any subsequent International Health Regulations. The Saskatchewan Employment Act will adjust accordingly to the directives at the time of emergency.

Regina Open Door Society will adhere to the recommendations as out lined in the Provincial or Federal Public Health authorities e.g. Chief Medical Health Officer (CMHO). The Saskatchewan Employment (Public Health Emergencies) Amendment Act, 2020.

These directives from Saskatchewan Labour Standards Act will have a direct influence on the administration of payroll, benefits, procedures, lay-off, and /or workshare.

Payroll

- **Staff** will continue to be paid as long as they continue to perform their job duties, be this at their regular workplace or remotely (telework).
- RODS will aim to provide special accommodations for telework for staff who: a) Qualify for telework b) Needs to telework because s/he b1) was required to self-isolate b2) is at higher risk based on Health Authorities recommendations b3) lives with somebody who is b1 or b2. C) Falls under the Health Authorities e.g. CMHO, Provincial Government, and/or other Government official recommendations.
- It is up to the Manager's discretion and Director's approval to see if accommodations are feasible for RODS.
- In the event that funding is no longer available for a specific position or department, and/or partial or complete shutdown of services is required; RODS reserve the right to give lay-off or temporary lay-off notices as directed by the Saskatchewan Labour Standards Act. In the event employees cannot telework, it is up to the manager's discretion and Director's approval to retain (continue to pay). Employees who are retained may be assigned similar or different tasks that are related to their duties for which they and RODS will be able to accommodate.
- In the event that manager's recommend lay-off notices be given, managers should seek approval from their immediate director first. They should base their decision on a funder's, organization, stakeholders, and staff assessment.

Pay Roll Benefits

- Benefits should be given and maintained according the Saskatchewan Employment Act during a domestic, provincial, national, international or worldwide health emergency.
- Employees shall continue to gain and use their assigned benefits during a domestic, provincial or national emergency (e.g. sick days and vacation) should they continue to work, telework, or perform similar duties as assigned.
- In the case of partial or full shut down of services, employees who are required to telework or temporary lay off as directed by the Saskatchewan Employment act should continue to receive benefits.

GroupHealth Benefits

Depending on the financial situation at the time of the Public Emergency, GroupHealth benefits **may or may not** be offered to the temporary lay-off employees.

Procedures

- Based on local and federal authorities, the leadership team should assess potential risks.
- In the case of a Public Health Emergency, the leadership shall meet to assess the level of action and reaction. These levels shall be kept updated and reviewed by HR on annual basis
- Once risks have been assessed, the Directors and Managers of each department will activate their internal protocols and report to the leadership.
- The leadership team shall assess and identify essential and non-essential services for each level of public health emergency. This process is considered a fluid process and shall be adjusted according to the guidelines provided by the provincial and/or federal authorities, and the Director and Manager in each department.
- The reporting periods will be assessed and agreed by the leadership team.
- The Executive Director and the Manager of Communications shall address employees to keep them updated regarding the actions being taken by the organization.
- All inquiries must be funneled to the Manager of Communications. The Manager of Communications will work with the Managers, Directors, and Executive Director to address concerns.
- The Directors shall keep their own department informed about changes or disruption of regular operations.
- The Managers and Directors shall identify key employees to have access to different levels of security and provide them with the tools needed to perform their job.

Telework

- RODS shall facilitate training and tools (such a laptops) to key employees who might need to telework during Public Health Emergencies.
- Employees who telework are expected to continue to be available (by phone or e-mail) during regular working hours according their regular assigned schedule unless especial accommodations were arranged.
- Employees will sign the Oath of Confidentiality, which includes using current platform such as Zoom, Google Classsroom or any other platform that may be introduced before or during a public health emergency.
- Employees who had/have vacations scheduled during a Public Health Emergency shall be allowed to go on vacation as scheduled. Travel may or may not be restricted by the provincial or federal authorities, yet employees are entitled to continue to use their sick days or vacation, should they have any.
- When recommended or directed by the provincial or federal authorities, RODS will aim to transition non-essential services, as defined above, into teleworking. Each department shall define their non-essential services based on the procedures section of this policy.
- Whenever possible, Managers, with their Directors' approval, shall present a schedule to their team one week in advance. The Regina Open Doors Society recognizes that this may not always be possible. Flexibility might be required when provincial and federal emergency policies are constantly changing due to their own nature.
- Employees who telework may seek to "flex their time" from their managers or directors in order to address the possible increase of extra work.

4.4.2 Employee Exposure to Public Emergency (such an epidemic or pandemic)

Symptomatic employees will contact their Team Leader/Manager, Human Resources and Public Health immediately to receive guidance and next steps.

Under the advice of Public Health the Director of Admin & Finance Services will make arrangement to have on-site work area cleaned if employee was symptomatic on site.

Preventative Measures

Even with no known exposure or symptoms, all employees should always be vigilant, follow health authorities directions, and self-monitor for any symptoms during a public health emergency.

Although it is difficult to predict the kind of public health emergency RODS employees may need to face in the future, there are common preventive measures that most ought to follow. Directors and Managers should encourage and support key preventative measures including social distancing, staying home when ill, frequent hand hygiene, and cough and sneeze etiquette. Social distancing is proven to be one of the most effective ways to reduce the spread of illness during an outbreak. This means making changes in your everyday routines to minimize close contact with others, including:

- avoiding non-essential gatherings
- avoiding common greetings, such as handshakes
- avoiding crowded places
- limiting contact with people at higher risk like older adults and those in poor health
- keeping a distance of at least 2 arms-length (approximately 2 metres) from others

Risk Assessment

The Occupation Health & Safety will review this plan on an annual basis and alert Management of any additional concerns or actions that require attention.

Risk Control

All potential at risk employees exposed to infectious material or organism via needles will be dressed in appropriate and safe attire e.g. eye shields, gloves, overalls and proper footwear. Only needles found by the cleaning employee will be removed in the building or in the entrance path of the building. All other findings e.g. garbage bins etc will be removed by the Street Project.

4.5 Anti-Violence in the Workplace Policy

It is the policy of the Regina Open Door Society (RODS) and the responsibility of all staff to maintain a workplace that is free from threats and acts of violence. The Regina Open Door Society strives to provide a safe workplace for all employees and a safe environment for all clients, partners and stakeholders. RODS will not tolerate any workplace violence directed towards employees, clients or volunteers.

“Anti-Workplace violence” refers to physical acts of violence or threats to harm a person or property. Abusive behaviours whether verbal, psychological or physical are also considered violence. More specifically:

- Causing physical injury to another person
- Making threatening remarks, and/or using unwelcome, embarrassing, offensive, threatening or degrading language,
- Acting out in an aggressive or hostile manner that creates reasonable fear of injury to another person or subjects another individual to emotionaldistress.
- Intentionally damaging RODS’s property or property of another individual.
- Possessing a weapon while in RODS or while on organizational business.

Accountability

All employees are responsible for notifying their direct Manager and/or designate of any threats to workplace violence that they have witnessed, received, or have been told that another person has witnessed or received. Even without actual threat, employees should report any behaviour they have witnessed which they regard as threatening or violent. Employees are responsible for reporting incidents regardless of the relationship between the aggressor and the individual with whom the threat or threatening behaviour was directed. All employees, contract workers and volunteers will fully cooperate in any investigation leaning towards workplace violence.

Identification of Risk:

Regina Open Door Society is responsible to conduct regular assessments of the workplace for existing or potential violence. Management will complete risk assessments in consultation with the Occupational Health and Safety Committee (OHC) and employees. OHC members may be asked to assist management in the completion of the risk assessment. Once completed, a report sharing the results of the assessment and a plan to address potential areas of concern will be presented in writing and available for all employees to review.

Risk Reduction Measures:

Regina Open Door Society understands that it is not always possible to predict potentially violent situations; however, we do expect that all employees exercise good judgement and inform their Manager/Director/Human Resources or Executive Director if any employee, client, partner, stakeholder, volunteer or visitor exhibits behaviour that could lead to a potentially violent situation.

Warning signs are often subtle things that are observed before a violent situation. They may include:

- Physical signs (Red face, clenched fists or jaw, rapid breathing, trembling,dilated pupils)
- Heightened anxiety/hyper-vigilance (pacing, restless behaviour, repetitive movements, excessive sweating)
- Physical intimidation (slamming doors, pounding tables, making threatening movements)
- Verbal intimidation (swearing, sneering, taunting or raising theirvoice)
- Threatening (verbal threats of intent to act outagainst)

De-escalation Process:

This process may be used to de-escalate a potentially violent situation. Recognizing that situations are not always the same, this process serves as a guideline that may be utilized when encountering a potentially violent situation:

1. **Awareness:** Individual encountering a potentially dangerous incident should be aware of themselves and the situation in order to move forward constructively.
2. **Containment:** Individual trying to diffuse the situation should work towards helping the angry person feel heard and understood.
3. **Problem Solving:** Individual should clarify and address the problem and core reason for the escalation.
4. **Closing:** Individual should thank the individual for staying connected to the process and work on the next appropriate step in dealing with the incident.

Due to safety, or in cases of extreme escalation, an individual may choose to disengage from the interaction. The reception area is equipped with an alarm button if pressed alerts surrounding employees of potentially violent situation. At this point in time the decision to involve the police will be an option.

Dangerous/Violent Situations:

Employees who are confront or encounters a potential violent/dangerous person should not attempt to challenge the individual. Employees should remain calm, make constant eye contact and talk to the individual. If a supervisor can be safely notified of the need for assistance without endangering the safety of the employee or others, such notice shall be given. Every employee has the right to contact the police in a potentially violent situation without facing any repercussions.

Any acts of aggression or workplace violence will not be tolerated. Management is responsible to implement policies in a manner that is free from discrimination.

Employees who witness or suspect violence, or are victims of violence in the workplace should report this to their Manager/Director/Executive Director or Human Resources.

Procedure to Report Complaints:

All complaints will be taken seriously. The rights of all concerned will be respected. Workers are encouraged to use these steps to address incidents of alleged violence internally.

1. A worker who believes that he or she has been subjected to workplace violence is encouraged to first clearly and firmly make known to the alleged respondent that the violence is objectionable and muststop.
2. Where this cannot be done, or is unsuccessful, the worker should report the alleged violence to their Manager.
   - If the Manager is the alleged respondent or fails to take action, then the person should report the incident to the Executive Director and Human Resources.
   - If the Executive Director or Human Resources is the alleged respondent, or fails to take action, then the person should report the incident to the Chair of the Board.
3. Once the Manager/Director/Executive Director/or Human Resources receives a complaint, he/ she shall immediately bring the complaint to the attention of the Chair of the Board.
4. The Manager/Director/Executive/Director/Human Resources or Board Chair (where applicable) will:
   - notify the alleged respondent of the complaint;
   - provide the alleged respondent with information concerning the circumstances of the complaint;
   - and undertake a confidential investigation.
5. Following the conclusion of the investigation the Manager/Director/Executive Director/ Human Resources will inform the aggrieved and the alleged respondent of the results of the investigation.

Resolution and Corrective Action:

Where workplace violence has been substantiated, the Manager/Director/Executive Director/Human Resources will take appropriate corrective action to resolve the complaint. Where violence has not been substantiated, no action will be taken against the worker who has made a complaint in good faith.

Confidentiality:

All persons involved in the processing of a complaint will not disclose the identity of the worker or the circumstances of the complaint, except where disclosure is necessary for the purposes of investigating or taking disciplinary action in relation to the complaint, or where such disclosure is required by law. It is important that those involved in the investigation also maintain confidentiality to ensure the investigation is not undermined. Breaching confidentiality will not be tolerated, and may result in disciplinary action, up to an including dismissal.

Non-Retaliation:

All persons involved in the processing of a complaint will ensure that the complainant is neither penalized nor subjected to any prejudicial treatment as a result of making the complaint. Disciplinary action may be taken against any person who takes any reprisal against a person who files a complaint.

Client Charter

Rights and Responsibilities

CLIENTS HAVE THE RIGHT TO:

- Be treated with dignity, respect and courtesy.
- Receive an explanation of programs and services.
- Have the final say about the settlement decisions best for you / your family.
- Stop service at any time.
- Confidentiality and privacy (except in situations outlined in the receiving organization's confidentiality/consent forms).
- Discuss concerns regarding any program and services in a respectful way.
- Make a formal complaint.

CLIENTS RESPONSIBILITY IS TO:

- Treat program staff with dignity, respect and courtesy.
- Tell the staff how to contact them and their family, and inform them of any changes to their home address and/or telephone number.
- Attend scheduled appointments on time, with program staff as well as other service providers in the community.
- Contact program staff or other service providers with a minimum of 48 hours of notice to reschedule appointments if they are late or need to cancel. Please note services may not be available to clients and their family if client do not cancel or reschedule before appointment date. The client may also have to reschedule thier own appointments.

STAFF HAVE THE RIGHT TO:

- Be treated with dignity, respect and courtesy.
  *Any form of disrespect, rude language, aggression or violence is not tolerated.
- Decline service delivery to the client and their family outside of the outlined program services; decline service delivery to the client if they are not meeting their responsibilities as outlined in this document.

STAFF RESPONSIBILITY IS TO:

- Treat client with dignity, respect and courtesy.
- Provide quality services, as outlined in this document.
- Contact client as soon as possible if they are running late or if the appointment needs to be cancelled.
- Return telephone calls within an appropriate period of time during office hours.
- Make arrangements to continue offering program services while away from the office.

4.6 Anti-Racism and Anti-Oppression Policy (AROP)

The purpose of this policy is to foster anti-racism and anti-oppression values and attitudes and to develop anti-racism-anti-oppression knowledge and practices within Regina Open Door Society among the Board, employees, volunteers, students, members, associates, contractors and GBA plus individual.

Anti-oppression is the lens by which we see power, privilege and oppression, recognizing their various manifestations and seeking to mitigate these structures with a goal towards equity and social justice. Anti-oppression initiatives seek to identify different forms of oppression and reduce their effects to equalize power imbalance in communities and societies.

Anti-racism is the practice of identifying, challenging, preventing, eliminating, and changing the values, structures, policies, programs, practices, and behaviours that perpetuate Racism. Regina Open Door Society understands and acknowledges:

- That compliance with this policy may require, on an ongoing basis, new learning, unlearning deeply held beliefs and attitudes, and being open to navigating new experiences, and that the process may be complex, may include navigating tension and conflict and may include making and redressing mistakes.
- Is committed to fostering an environment that supports new learning, unlearning, evolution and change through increased personal awareness and self-reflection.
- Will prioritize ensuring that no one endures disrespectful or oppressive treatment in this process.
- Will support genuine efforts for facilitated learning through feedback, education, conflict mediation and resolution.
- Encourages a supportive learning environment for transformation and assumes goodwill unless otherwise demonstrated through persistent and/or deliberate failure to comply with related organizational expectations.

Organizational Accountability

Regina Open Door Society is committed to addressing racism and oppression in our values and mission. We recognize that racism, oppression, and social, systemic, and institutional barriers exist in Canada, including in the immigrant and refugee-serving sector. These barriers can impact and limit newcomers’ contributions and potential to engage in organizations, their communities and Canada at all levels, particularly at the levels of leadership and decision-making.

Regina Open Door Society will actively practice the required work to address racism and other oppressions by:

- Removing oppressive barriers that prevent individuals from fully engaging, participating, and contributing in ways that reflect their abilities, experiences, and knowledge.
- Challenging pervasive forms of racism and oppression systemically embedded in Canada's dominant culture and social institutions.
- Confronting the unique ways in which historic and ongoing settler-colonialism and ongoing injustices continue to harm First Nations, Metis, Inuit, and racialized peoples.
- Understanding that human beings are multi-dimensional, are at the intersection of various identities, and often experience intersectional oppression that cannot be addressed in isolation.
- Asserting that racial, religious, ethnocultural/ethnic, cultural diversity and/or identities of staff, members, affiliates, people, and communities are sources of enrichment and strength, including within Regina Open Door Society.
- Ensuring that the operations, structure, and systems reflect anti-racist and anti-oppressive practices and procedures.
- Going beyond the protected grounds set out in Canadian human rights legislation, as it does not consistently nor explicitly offer protection for newcomers.
- Working towards equitable outcomes for im/migrants and refugees, racialized people, and people without immigration status, and confronting and redressing their exploitation and devaluation of their contributions and participation.

Regina Open Door Society will act on:

Identifying, Naming, and Addressing Racism, Inequity and Oppression

- Identifying and challenging inequities within the immigrant and refugee-serving sector on an ongoing basis
- Proactively engaging in anti-racism and anti-oppression education and knowledge building for our Board, employees, management, volunteers, and members to foster anti-racism and anti-oppression values, attitudes, behaviours, and practices on an ongoing basis.
- Facilitating dialogue to identify and eliminate barriers embedded within systems such as health care, social and settlement services, immigration, and the criminal justice system that disproportionately impact im/migrants and refugees, racialized people, people without immigration status and First Nations, Metis & Inuit peoples.
- Working in solidarity with other groups and movements, committed to confronting and combating racism and oppression.
- Increasing awareness and facilitating the proactive creation of open and affirming environments for the participation of Indigenous peoples, racialized peoples, peoples with disabilities, and LGBTQIA+ peoples;

Policy, Practices, and Procedures

- Understanding that any related violations of this policy will be resolved through the organization's complaints protocols and members' complaints policy and bylaws;
- Examining and improving all organizational interactions, practices, policies, protocols, and programs on an ongoing basis to ensure consistent compliance and accountability with this policy.
- Creating equitable opportunities to ensure the participation of diverse interested persons at all levels of the organization, including leadership and decision-making.

- Recognizing that interested persons may need accommodations and ensuring they are met related to dis/ability or protected grounds
- Upholding a zero-tolerance position to proactively address and remedy any intentional or unintentional acts of racism and oppression towards an individual or a group of people that create barriers to access or participation.

TECHNOLOGY POLICY

5. Technology

5.1 Technological Change

Technological change means the introduction of equipment or material of a different nature or kind than previously utilized or a change in the manner in which the work is done. When technological change is introduced the employees affected will receive opportunity for necessary training at RODS expense.

5.2 Information Services Policy

In an effort to ensure that Regina Open Door Society employee is informed about all information systems within the organization, and to create a standard around the usage and privacy concepts of electronic mail, the Internet and our computers in general, RODS is instituting the following Information Services Policy and Procedure Agreement.

The Regina Open Door Society has and will continue to install electronic mail and use of the Internet to facilitate work-related communication and completion of job duties. While it is not the practice of RODS to infringe on the privacy of its employees, ‘privacy rights’ do not relate to work-related conduct or use of RODS owned equipment and supplies. All information contained within our systems is property RODS and/or the funders. Accordingly, RODS retains the right to do periodic, unannounced inspections of its systems, for work purposes, at its discretion.

5.2.1 General Policy and Guidelines

The Regina Open Door Society adopts a relatively good-faith policy of computer use. We do not have the resources or the desire to monitor daily activities around document use, email, or web access. However, we reserve the right to enforce guidelines that have not been followed and admonish repeat offenders. The need for a policy arises from the need to provide a consistent, stable and secure working environment. In order to do that, we need to establish general rules of conduct with regards to computer, software and Internet use so as to more effectively/efficiently use the limited resources available.

5.2.2 Acceptable Activities

a. **Email**
- Communication for business or program purposes
- Communication, including information exchange, for professional development or to maintain knowledge or skills

b. **Web Access**

- Information research
- Support for program or administrative purposes
- Mandated/required reporting

c. **Downloading**

- Automated operating system, application software or anti-virus updates

5.2.3 Unacceptable Activities

RODS computers are not for personal use.

a. **Email**
   - Sending offensive or improper messages, including racial or sexual references or slurs, insulting remarks about anyone
   - Transmitting fraudulent, threatening, obscene, intimidating, defamatory, harassing, discriminatory or otherwise unlawful messages or images
   - Sending email using another identity, an assumed name or anonymously
   - Distribution of unsolicited advertising or messages
   - Unauthorized communication with the media.

b. **Web Browsing**

   - Accessing, downloading, printing or storing information with sexually explicit content
   - Uploading/downloading copyrighted materials without Management direction
   - Uploading/downloading access-restricted agency information without Management direction
   - Accessing websites deemed offensive, obscene, defamatory or discriminatory
   - Use of online chat rooms & any other social media/networking (ex: Facebook, Twitter) sites.

c. **Downloading**

   - Downloading unauthorized computer software, programs or executable files
   - Downloading inappropriate documents or pictures

d. **Other Activities**

   - Unauthorized installation of software on any Regina Open Door Society computer that you use
   - Release of personal information on Internet sites other than name, title and agency name. If address and phone number is required, utilize the agency information.

e. **Violations**

   - Misuse will result in disciplinary action with a penalty of revocation of Internet access or other measures appropriate to the circumstance.

5.3 Cell Phones

a. Cell phones are provided to designated employee for use when they are out of the office during work, and are not intended to replace regular telephones at home or at work. During work hours, cell phones must be turned on.

b. Do not give employee cell phone numbers to clients. Clients should be directed to phone RODS main contact numbers if they wish to reach staff.

c. Do not lend the phone to other people and take care that is not lost or stolen. If an employee loses a cell phone or accessories (i.e. batteries), they may be asked for the replacement costs and to pay reconnection fees. Lost or broken phones must be reported immediately to the Department Manager or designate.

d. Employees must immediately report a lost or stolen cell phone or pager to the service provider (e.g. SaskTel or Rogers) and ask to have services discontinued from the lost or stolen phone/pager. Department Managers or designate should follow up with the cell phone/pager service provider to make sure services have indeed been cancelled by the employee.

e. Phones should not be used for personal calls – the employee is responsible to pay for any personal calls made on the phone. Cellphones should also not be used for accessing social media apps (ex: Facebook, twitter, Instagram)

f. During holidays/vacations employees are asked to turn their phones in to the Department Manager or designate before they leave. When an employee stops working for the Regina Open Door Society, the cell phone must be handed in before leaving.

g. RODS employees are required to refrain from using cell phones or other communication devices while driving during work hours or for work related purposes. Safety must come first before all other concerns. It is law in Saskatchewan that RODS employees must at all times pull off to the side of the road and stop the vehicle safely before placing or answering incoming calls. If pulling over is not an option, RODS employees must ignore incoming calls and attempt to reach the individual caller when it is safe to do so. Under no circumstances are RODS employees required to place themselves and their passengers at risk to fulfill business needs. Employees, who are charged with traffic violations resulting from the use of their phone while driving, will be solely responsible for all liabilities that result from such action.

5.4 Personal Phone Calls / Faxes

There is no charge to employees to receive or make local phone calls or faxes. Every attempt should be made by the employee to conduct personal business outside of work hours.

Employees are prohibited from making personal long distance phone calls or faxes from RODS telephones or fax machines.

5.5 Media Protocol

Whenever media (television, radio, newspapers, and journalism students) request information, opinions and/or reactions from staff, prior approval must be obtained from a manager and/or the Executive Director.

If the request is related to programs and services, the appropriate department manager or designate will follow up. Requests for client group opinions/comments can also be facilitated by the appropriate department manager or designate.

Requests for RODS opinions or comments on any topic must be directed to the Executive Director or designate.

This process will allow for the screening of requests, as well as assuring the proper representation of RODS and its clients.

If there is no department manager of designate available, administrative employees should indicate that RODS cannot fulfil the request at this time and attempt to schedule a more convenient time.

No employee is to communicate with a person in a manner that may damage the reputation of the Regina Open Door Society Inc., its staff, volunteers or clients, or that is inconsistent with the policies of the Board. Such behaviour is unacceptable and will be considered cause for disciplinary action.

VEHICLE POLICY

6. Vehicle Policy

Definition

RODS

Regina Open Door Society Inc.

RODS Vehicle

RODS van, bus cars and vehicle rentals

Employees

RODS employees who are given authority to operate RODS Vehicles for business purposes and who have been entrusted with the care and control of the Vehicles

Department Manager

Person with authority to manage/supervise a program or designates its employees

Business Use

The use of RODS Vehicles by authorized employees for business purposes as required by RODS agency and programs.

Personal Use

The use of RODS Vehicles for non-business purposes (i.e. commuting, going for coffee/lunch breaks, running personal errands, etc.).

SGI

Saskatchewan Government Insurance

Introduction

Purpose

RODS is committed to the safety and protection of all employees and passengers.

Policy

Regina Open Door Society Inc. provides Agency Vehicles for the purpose of enabling authorized employees to perform their duties.

Scope

RODS employees who requires the use of RODS van, bus, and cars for business purposes.

6.1 Organization and Management

Program Support

Provide advice and guidance to employees regarding RODS Vehicle management. Document the use of the Fleet Credit Card. Approve and submit employee Travel Log to RODS Accountant.

Department Manager Or Designate

Approve and oversee the operation of RODS Vehicles in their program(s) and ensure that employees comply with the policy and procedures handbooks. Approve and submit employees Travel/Mileage Log form.

Employees

Will follow all policy and procedure handbooks regarding RODS Vehicles. Students and volunteers are not Employees.

Accountant

Reimburses approved invoices and purchases.

** If the Department Manager or designate is unavailable, employees may direct urgent matters to the Executive Director*

Agency Vehicles are expensive to purchase, maintain and insure, therefore employees shall not use the vehicles for unauthorized purposes as this could legally and financially affect the agency. Please observe the following procedures:

6.2 Obtaining RODS Vehicles

a. Before driving a RODS vehicle, the following steps must be completed:

   i. Submit a copy of the driver's licence to the department manager or designate

   ii. The department manager or designate will forward the information to the Interoffice Administrative Manager
   iii. The Interoffice Administrative Manager will submit the information to the insurance provider
   iv. When the insurance provider has approved the driver, the Interoffice Administrative Manager will communicate this to the employee and the department manager or designate

b. Employees will read carefully, follow and respect the following policy and procedure handbooks:

   i. Regina Open Door Society Inc. Vehicles

   ii. Saskatchewan Government Insurance (SGI)
   iii. RODS Human Resource Policy and Procedure Manual
   iv. KidsFirst Policy and Procedure

c. RODS Vehicle keys will not be provided until the authorized employees present a valid driver's license to the Department Manager or designate who will keep a copy of the license in the file.

d. Employees will copy and submit a valid driver's license annually to the Department Manager or designate.

e. Employees will self-report suspensions or revocation of driving privileges to their Department Manager or designate

f. Employees assigned a specific vehicle will only drive such vehicle to carry out their program responsibilities. Unauthorized employees will not gain access to the assigned vehicles (i.e. KidsFirst vehicles will only be driven by KidsFirst staff) without consultation with the assigned Department Manager or designate

g. In order to operate RODS bus (SGI–Class 4):

   i. Employees must be over 18 years of age

   ii. Employees must go through a medical check
   iii. Employees must complete a written and driving test at SGI

(The removal of the seats does not matter, as the vehicle remains a bus.)

6.3 Employee Responsibilities

a. Will follow RODS policy and procedure handbooks and all local and provincial regulations related to operating RODS Vehicles.

b. Will ensure they are in possession of a valid driver's license and will annually submit a copy of the license to the Department Manager or designate. Authorization to operate a RODS Vehicle may be revoked if an employee fails to submit the license annually.

c. Will track all trips on **Travel/Mileage Log** and submit the log monthly to the Department Manager or designate. The log will include: date, mileage, vehicles, related purchases and purpose of the trips.

d. Will not use the vehicle for personal/private use.

e. Will manage passenger conduct while in RODS Vehicles.

f. Will ensure that seat belts are used by all passengers and not to exceed the seat belt capacity with passengers.

g. Will follow the Child Restraint guidelines as outlined in the SGI handbook. Employee is responsible for ensuring that passengers' seatbelts are fastened while in the vehicle.

h. Will not operate the vehicle while under any medication/treatment that may affect their driving ability.

i. Will immediately report and document all accidents, problems, damages and maintenance that are needed and will record all maintenance completed on the vehicle.

j. Will not operate the vehicle if excessively fatigued or stressed.

k. Will keep up-to-date records of the vehicle and ensure that all maintenance work is carried out as identified in the Vehicle Manufacturer specifications.

l. Will perform routine basic maintenance (i.e. oil check, add coolant, check tire pressure, fill windshield fluid, get a car wash) once a month.

m. Will perform a **Vehicle Safety Inspection Checklist** at the start of each day. Defect detection must be reported to the Department Manager or designate immediately and action must be taken to resolve the defect. The last employee to use the vehicle at the end of each month will submit the checklist to the Department Manager or designate.

n. Will refuel the vehicle (when at a quarter tank), remove all garbage and park it at designating parking space at the end of each work day.

o. Will take responsibility for any vehicle violations and parking tickets. [See RODS Vehicle Violations and Parking Tickets].

p. Will turn off engine when loading and unloading. Will not leave vehicle running when unattended.

q. Will not permit unnecessary passengers in the vehicles at any time (i.e. hitchhikers).

r. Will not transport dangerous materials such as flammable, radioactive, chemically or biologically toxic materials unless properly packaged, marked, labeled and secured as indicated with the local and provincial regulations.

s. Will use the most direct route to and from each destination.

t. NO ALCOHOLIC beverages are to be consumed.

u. NO ILLEGAL SUBSTANCES shall be used or transported.

v. NO RADAR DETECTION DEVICES shall be installed.

w. NO SMOKING in vehicles. Employees will be charged a professional cleaning fee to remove the odour.

x. NO EATING while operating the vehicle.

y. NO ANIMALS/PETS allowed.

z. Will remove trash from the vehicle after each use or be charged for vehicle cleaning.

6.4 Employer and Department Manager or Designate Responsibility

a. Will provide and explain the RODS Vehicles Policy and Procedures Handbooks to the employee before assigning a RODS Vehicle.

b. Assign employees to a RODS Vehicle.

c. Ensure that actions are taken to repair or solve all reported vehicle problems or concerns.

d. Ensure that employees submit or report the following:

    i. Mileage Log (monthly)

    ii. Vehicle Safety Inspection Checklist (weekly)
    iii. Accident or Incident Report (when applicable)
    iv. Driver's license (annually)
    v. RODS Vehicle Usage Agreement (annually)

6.5 Personal Use

a. Personal use of RODS Vehicles is not permitted.

b. Employees will be held personally liable if RODS Vehicles are used for non-business purposes.

c. Employees are prohibited from driving RODS Vehicles to their home without consultation with the Department Manager or designate (i.e. employee left work related material at home).

d. Personal use is only permitted when the personal and business travel is in the same direction (i.e. picking up lunch along the same route when returning to office) and in an emergency (i.e. child/ employee requiring immediate medical attention). Department Manager or designate approval is required.

e. RODS will not provide insurance coverage for unauthorized personal use.

6.6 Vehicle Pick Up and Drop Off

a. Employees may pick up the vehicle by 8:00 AM each work day.

b. Employees will return to RODS agency with RODS Vehicle no later than 8:15 AM. If employees will be arriving later than 8:15 AM the Department Manager or designate must provide pre-approval/ be notified before 8:15 AM.

c. Employees will drop off RODS Vehicle no earlier than 4:15 PM at the end of each work day. All early drop-offs must be communicated to the Department Manager or designate (i.e. leaving early for the day, using a different vehicle).

d. Weekend and after hours pick-up and drop-off must be approved by the Department Manager or designate.

6.7 Parking

a. After Business Hours – employees must park RODS Vehicle at the back of the Reception House or designating parking space at the end of each work day.

b. During Business Hours – employees must park RODS Vehicles in their designated parking lot at RODS Agency.

c. Employees must LOCK RODS Vehicles when not in use.

d. Employees will park vehicle in well-lighted areas at night or in populated areas during the day.

6.8 Fuel Credit Cards

a. Can be obtained from the program support after completing a RODS fleet card requisition form Manager. Receipts must be attached to the purchase order or pre-approval and given back to the Administrative Assistant within 24 hours.

b. Receipts of fuel purchases must be obtained and documented on the **Travel/Mileage Log Form**, and submitted at the end of each month to the Department Manager or designate.

c. Must be used at **Petro Canada** fuel stations only.

d. Must be used only to the vehicle it is assigned.

e. ONLY for fuel and oil purchases.

f. Unauthorized fuel purchases with “cash” or personal “credit card” will not be reimbursed.

g. Employee will be charged to pay back for the following:

    i. Unauthorized fuel credit card use

    ii. Fuel use which exceeds the vehicle’s fuel tank capacity
    iii. Fuel credit card use to purchase food, beverages or other similar merchandise
    iv. For fuel purchased for a vehicle not assigned to that particular fuel credit card

6.9 Vehicle Maintenance/Repairs

a. Employees will be responsible for the care of RODS Vehicles.

b. Employees will arrange and coordinate vehicle drop off/pickup for maintenance repairs.

c. Employees will keep the vehicle clean and submit all gas receipts to the Department Manager or designate.

d. Employees will immediately report all maintenance problems and accidents. All work orders must be approved by the Department Manager or designate. Unapproved repairs may be charged back to the employee.

e. Repairs to RODS vehicles will be provided by **Acclaim Auto, 1601 Ottawa Street, 525- 2044. Ask for Kevin or Garvin**. Please leave a contact name & number for the vehicle as well as which department the vehicle belongs to. A pre-approval must be obtained from a Department Manager or designate before any repairs take place.

6.10 Unsafe Conditions

During unsafe or poor weather conditions employees will postpone their travel in consultation with their Department Manager or designate.

6.11 Accident – Employee Responsibility

a. At the scene, with safety in mind at all times, stop immediately and determine damage. Avoid obstructing traffic and or other safety hazards.

b. Turn on the emergency HAZARD flashers.

c. Immediately contact the police, if necessary and your Department Manager or designate.

d. Assist with any injuries, if possible, according to the First Aid training.

e. Be polite, professional, and cooperative at all times during the investigation.

f. Provide the requested information to the other party, if any, and to the police. Ask the police for a report number.

g. Obtain complete information from the other party (i.e. name, address, phone, license plate, etc.).

h. Complete the **Accident and Incident Report Form** within **24 hours** and submit to the Department Manager or designate. [Check glove compartment]

i. Be available to answer any questions regarding the accident from RODS, police or the insurance agency.

6.12 Accident–Investigation

a. All accidents involving RODS Vehicles will be investigated by the Department Manager or designate.

b. Employees found to be engaged in reckless and negligent activities may be subject to disciplinary action.

6.13 Non Accident – Emergency Repair Service

If the vehicle requires emergency road service please contact the Department Manager or designate for guidance and authorization for repairs.

6.14 Seat Belts

a. Employees and passengers must use the seat belts when the vehicle is in operation.

b. Employees must use appropriate Child Restraints when transporting children. Please check the SGI website: http://www.sgi.sk.ca/sgi_pub/road_safety/child_restraints_fit.htm

c. RODS will provide appropriate child car seats and booster seats.

d. Passengers must provide their own infant car seat.

6.15 Cancellation of Driving Privileges

Driving privileges may be revoked as a result of gross or deliberate negligence by the employee.

6.16 Theft or Vandalism

a. Remove all valuables from the vehicle or move them to the trunk. Lost or stolen personal property will not be reimbursed by RODS.

b. Theft or vandalism must be reported immediately to the Department Manager or designate and the local police.

c. If materials are left behind by a previous employee please inform the Department Manager or designate or leave them in the vehicle in a safe location.

6.17 Cellular Phones

This policy is applicable to all Employees driving RODS vehicles and Employees driving personal vehicles during work hours.

a. As of January 1, 2017, it is illegal to hold, view, use and/or manipulate a cellphone while driving, even if the vehicle is in a stationary position. (ie. stopped at a red light).

b. Employees will locate a safe place to park their vehicle before initiating all cellphone- related activities, such as (but not limited to):

- Holding and/or viewing a cellphone;
- Making or receiving calls;
- Texting/messaging;
- Using apps;
- Using internet;
- Checking the time.

(https://www.sgi.sk.ca/individuals/penalties/2017laws/index.html)

6.18 Accessories and Specialized Items

Accessories and specialized items will not be added to vehicles unless there is a special accommodation request. The request must be provided in writing to the Department Manager or designate. Employees are encouraged to provide additional references regarding such requests (i.e. doctor's letter).

6.19 Vehicle Violations and Parking Tickets

a. Employees will be responsible for any vehicle violations and parking tickets.

b. Should RODS pay the ticket to avoid additional charges, such costs will be billed back to the employee responsible for payment. In the event the employee does not pay these charges, the fees may be garnished from the employee's salary and/or their right to drive RODS Vehicle may be reviewed/revoked.

c. Employees must not exceed the posted speed limit. Speed should be adjusted depending upon the road and/or weather conditions.

d. Disciplinary action will be taken if an employee is not abiding by the policy and/or local and provincial regulations.

6.20 Out-Of-Province/City Trips

a. Out-of-Province trips are not permitted with RODS Vehicles.

b. Out-of-city trips with RODS vehicle must be discussed and approved in writing by the Department Manager or designate or the Executive Director.

6.21 Off Road Use

Off-road (i.e. gravel) use is not permitted. Employees will be held liable for all repairs and/or cleaning as a result of off-road use.

6.22 Supplies/Safety Equipment

Drivers who are assigned RODS Vehicle for long-term use are responsible for maintaining the following:

- Spare windshield washer fluid
- Ice scraper/Snow brush/Snow shovel
- Floor mats

All purchases of the above supplies for vehicles will require a pre-approval obtained from Manager or Manager.

6.23 Vehicle Kit

The following items must remain in the vehicles at all times:

a. Vehicle registration card.

b. Blank Accident Report and Incident forms.

c. Roadside emergency First Aid Kit.

d. Travel/Mileage Log forms

   i. Each trip must be documented and submitted to the Department Manager or designate at the end of each month

   ii. Employees will ensure the traveling distance is reasonable
   iii. Document the current date of travels, the odometer readings, and lists of gas, oil or repair purchases
   iv. Obtain and attach applicable receipts for all purchases
   v. Document and submit any comments regarding the vehicle’s condition
   vi. Disciplinary action will be implemented if drivers do not maintain or keep up the Travel/ Mileage Log form.

6.24 Personal Vehicle for Business Use

a. Employees using their own personal vehicle for business purposes should consult with their Department Manager or designate and their insurance company.

b. Employees assigned to transport clients to and from appointments will accept and abide by RODS Personal Vehicle Use Policy and Procedures.

PRIVACY POLICY, SECURITY AND SAFETY GUIDELINES

7. Privacy Policy

7.1 Privacy Policy Principles

7.1.1 Legal protections for personal information

The Freedom of Information and Protection of Privacy Act (FOIP Act) sets the legal authority and ground rules for our collection, use and disclosure of personal information for the direct client services. This privacy policy document describes how we protect the personal information we collect, use and disclose in accordance with the FOIP Act. This policy also complies with Local Authority Freedom of Information and Protection of Privacy Act (LA FOIP) and the Personal Information Protection and Electronic Documents Act (PIPEDA) requirements.

7.1.2 Our privacy and confidentiality commitment

We have to collect, use and disclose some personal information about our clients to deliver services. Protecting their personal information is one of our highest priorities. We are responsible for personal information in our possession or custody.

This document describes how our privacy commitment is reflected in our activities. It applies to our organization, our employees and to any person providing services on our behalf. We have posted a copy of our privacy policy on our web site and copies are available in our offices. We will provide a copy to anyone on request.

7.1.3 What is personal information?

Personal information is recorded information about an identifiable individual, as defined in Section 24 of the FOIP Act. Personal information includes such things as name, gender, birth date, where the individual lives, the individual’s home, cell, business and fax numbers, e-mail address, marital status, photos and unique personal identifiers assigned to that individual, such as a social insurance number, driver’s license number, credit card number or a file number. It also includes other information about an identifiable individual contained in case files or any other records.

Recorded information includes any information that is written, photographed, recorded or stored in any manner, but does not include computer programs or other mechanisms such as a photocopier or fax machine that copy records.

7.1.4 What personal information we collect

We only collect the personal information necessary to provide the services that best meet client needs. We do not collect personal information that is “nice to know” or “just in case we might eventually need it”.

7.1.5 How we collect personal information

We normally collect client personal information directly from our clients. Sometimes we may collect client personal information from other persons or organizations, with client consent or as authorized by the FOIP Act.

When we collect personal information, our clients have a right to know why we are collecting their personal information, what we will be using it for, and who may see it. We will inform our clients, before or at the time of collecting personal information, of the purposes for which we are collecting the information.

If someone asks a question about the purpose for the collection, use or disclosure of information, we will provide an answer or refer the client to someone who can. We have designated a privacy contact person who can help our staff and assist with client questions or requests, as needed.

7.1.6 Notice and consent

Our funding agreements require that we share certain information about our clients. We provide notice of the information that may be disclosed and request the client's authorization for the disclosure. We may be unable to provide services if this authorization is refused.

Except when required by our funding agreements or by law, written client consent is required before we provide personal information to outside agencies or individuals. If we refer a client to another service provider, before sharing any information with that service provider we will get the client's written consent. We will not share client information with any person or organization outside those listed in the written consent, except as required by our funding agreements or by law.

A client may withdraw consent to the use and disclosure of personal information at any time, unless the personal information is necessary for us to fulfill our obligations under law or our funding agreements. We will respect a client's decision, but we may not be able to provide certain services if we do not have the necessary personal information. A withdrawal of consent cannot be retroactive; that is, it cannot be applied to actions taken in the past.

7.1.7 Ensuring accuracy of client information

When we collect information about a client, we make every reasonable effort to ensure that the personal information we collect is accurate and complete. We want to prevent using wrong or inaccurate information to make a decision about a client.

We rely on clients to tell us if there is a change to their personal information that may affect the services they receive.

7.1.8 How we use and disclose personal information

We only use and disclose a client's personal information for the purposes for which the information was collected, or for purposes that are clearly consistent with the original purposes. If we wish to use or disclose a client's personal information for any other purposes, we will ask for client consent before doing so.

7.1.9 How we keep personal information safe

We make every reasonable effort to protect all personal information from unauthorized access, collection, use, disclosure, copying, modification or disposal, or similar risks, using measures appropriate for the sensitivity of the information.

7.1.10 Access to records containing personal information

Clients have a right to access their own personal information in our records, subject to a few specific exceptions in law. Such access may be subject to procedures or conditions associated with the processing of such requests, including proof of identity.

7.1.11 Right to request correction

Clients may request correction of any errors or omissions in their factual personal information by making a request in writing. We can correct factual errors whenever we are notified of them. In some cases we may ask for verification.

If the request is to change information that reflects a professional opinion or assessment, the request will be directed to our designated privacy contact person. We may be limited in our ability to change information that reflects a professional opinion or evaluation.

7.1.12 Questions and complaints

If clients have a question or concern about any collection, use or disclosure of their personal information by us, or about a request for access to their own personal information, or our compliance with this privacy policy, they should contact their manager or designate.

Clients always have the option to contact the Office of the Saskatchewan Information and Privacy Commissioner for questions and concerns about their personal information.

Saskatchewan Information and Privacy Commissioner

503 – 1801 Hamilton Street Regina, Saskatchewan S4P 4B4

Telephone: (306) 787-8350 Toll Free Telephone (within Saskatchewan): 1-877-748-2298

7.2 Privacy Policy Statements

7.2.1 RODS (Regina Open Door Society) Responsibilities

1. We are responsible for personal information in our possession or custody.

2. We will make our employees and any person providing services on our behalf, including volunteers and contractors, aware of their privacy responsibilities when their employment commences and before they start collecting and using personal information.

3. We will communicate all changes to the privacy policy to employees as soon as possible after the changes occur.

4. We will post a copy of the privacy policy on our web site and make copies available in our office(s).

5. We will make employees aware that the FOIP Act includes offences and substantial penalties for intentional contravention of the Act:
   “Every person who knowingly collects uses or discloses personal information in contravention of this Act or the regulations is guilty of an offence and liable on summary conviction to a fine of not more than $1,000, to imprisonment for not more than three months or to both fine and imprisonment.” [FOIP s.68(1)]

6. We will designate a privacy contact person who can advise employees with privacy-related questions and assist with client requests, as needed.

7. We will provide information resources to help employees incorporate good privacy practices into their work activities.

7.2.2 Employee Responsibilities

1. Employees are responsible for compliance with this privacy policy.

2. Employees will be asked to sign a confidentiality oath, acknowledging that they have read and understand the privacy policy.

3. Employees are required to review the privacy policy at least annually.

4. Failure to comply with the privacy policy may result in disciplinary action, up to and including termination.

7.2.3 Notice and Consent

1. Clients shall be provided notice of the purposes of any personal information disclosures and the recipients of any disclosures made necessary by RODS (Regina Open Door Society) funding agreements, or by related legislation. Clients will be asked to sign an authorization for such disclosures.

   a. For all other disclosures of personal information outside RODS, a client must freely consent in writing before such a disclosure can take place. Such disclosures may include, but are not limited to, sharing information with another service provider or disclosure for a purpose different than that for which the information was originally collected.

      i. The signed form must be placed in the client’s file.

2. A client’s representative may provide written consent on behalf of the client, but only if the client is unable to do so.

3. The provision of consent on behalf of the client by a representative is subject to 2.4 8 below.

4. For the collection, use and disclosure of personal information by RODS in line with the stated purposes verbal consent is acceptable if it is provided by the client or the client’s representative and if the consent is noted and dated on the client’s file.

5. Client consent cannot be the only authority for the collection of personal information. The collection of personal information must be for a purpose that relates to an existing or proposed program or activity of the organization.

6. Explicit client consent may authorize the use or disclosure of personal information for purposes different than the purposes for which the personal information was collected.

7. A client may withdraw consent for the collection, use or disclosure of his or her personal information at any time.

    a. The withdrawal of consent must be in writing.

    b. The withdrawal of consent must take effect on a specific current or future date. Consent cannot be withdrawn for a date in the past.

    c. The client shall be informed of any services that might not be available as a result of a withdrawn consent, before the consent is withdrawn.

7.2.4 Collection of Personal Information

1. Employees must collect only the information that is necessary to provide services to the client at the time of collection, or for services that may be reasonably anticipated at the time of collection. Information that would be “nice to know”, “might be useful at some future time”, or simply to fill in a space on an intake form or a field in the information system must not be collected.

2. If there is uncertainty whether information should be collected, employees must seek advice from the designated privacy contact person prior to collection.

3. Clients must be informed at or before the time of collecting personal information, of the purposes for which we are collecting, using and disclosing a client’s personal information.

4. We will display a brochure that explains the purpose and privacy implications of collecting client information. The brochure will be kept in a location visible to all clients for their easy access.

5. If a client has questions about the collection of their information, employees shall respond to informal client information requests, and if required, contact the designated privacy contact person for advice.

6. The client must be asked to sign an informed consent form at the time of first collection of personal information.

7. Whenever feasible, personal information must be collected directly from the person to whom it relates.

8. If direct collection from the client is not feasible, the following options are available:

    a. Personal information may be collected from the client’s interpreter/translator, companion or relative, if the client is present at the time of collection.

    b. If the client is not present at the time of collection, any person providing personal information or consent on a client’s behalf must provide written evidence that they represent the client.

i. A spouse, parent, adult child, or adult sibling may be assumed to be the client's representative unless there is evidence to the contrary. The client's relationship with the representative should be validated and recorded whenever possible.

ii. A legal instrument of representation, such as a power of attorney, is binding evidence of representation.

- If the client or representative agrees, a copy of the legal instrument should be kept on file. If the client or representative does not agree, a notation should be placed on file indicating that the legal instrument has been examined and accepted.

iii. In other cases, a letter of representation signed by the client is acceptable as evidence of representation.

- A copy of the letter of representation must be kept on the client's file for future reference.

7.2.5 Accuracy and Correction of Personal Information

1. Employees shall collect personal information directly from the client, using our intake form where the client has signed the form indicating that the information is accurate, complete and up to date.

2. No matter how client information is collected, employees shall make every reasonable effort to ensure that the information collected is accurate, complete and up to date for its intended purpose.

3. If the accuracy, completeness, or timeliness of personal information is in question, the client, or his or her representative, shall be contacted to verify the information and update it as necessary.

4. Clients have the right to challenge the accuracy and completeness of the information about themselves and to have it amended as appropriate.

5. Employees shall correct factual errors when notified of them by the client. In some cases employees may ask for verification, in which case correction will be dependent on verification.

6. To change information that reflects a professional opinion or assessment, employees must advise the individual to make the request to the designated privacy contact person.

7. If a challenge is not resolved to the satisfaction of a client, the substance of the unresolved challenge shall be recorded in the individual's record.

7.2.6 Use and Disclosure of Personal Information

1. Personal information shall be used only for the purposes for which it was originally collected or for purposes that are clearly consistent with the original purpose.

2. If personal information is to be used for a purpose that is not clearly consistent with the original purpose of collection, prior authorization from the employee's supervisor and subsequent client written consent are required.

3. Personal information shall be treated as confidential and not disclosed to any person, other than the client, except as stated in the FOIP Act. [See "www.oipc.sk.ca"]

4. The FOIP Act allows limited specified exceptions to use or disclose personal information without client consent.

5. Employees must be familiar with our protocol(s) for sharing personal information with other service providers.

6. In the event that we are compelled to produce personal information pursuant to any applicable legislation, regulation, or any order of any court, tribunal, administrative body or other authority with jurisdiction, the request must be referred to the designated privacy contact, who will consult with RODS and the program funders.

7.2.7 Information Security

1. We shall take all security measures reasonably necessary, including those set out in any instructions issued by our funders for the protection of personal information against unauthorized use or disclosure. Our security measures shall be appropriate for the sensitivity of the information being protected regardless of the format in which it is held.

2. We shall make employees aware of the importance of maintaining the confidentiality of personal information.

3. We shall restrict access to personal information to authorized personnel with a "need to know" and to other parties to whom disclosure is authorized under the law.

4. We shall secure electronic files by user authentication and authorization measures, encryption, and/or other measures as appropriate.

5. Electronic files containing personal information will not be stored or transported on portable computing devices (such as laptop computers, USB sticks, CD's, DVD's, smartphones, or tablets) unless they have been encrypted.

6. Employees shall secure paper files using physical access controls such as locked filing cabinets, secure storage rooms and locked desks.

7. We will restrict access to personal information to the premises. No personal information will be allowed to be copied or transferred to portable computing devices that leave our premises without the prior approval of a supervisor.

8. Transmitting sensitive information by email, including but not limited to personal information about a client, requires the prior approval of a supervisor.

7.2.8 Records Management

1. We will keep all personal information transferred, collected, created, maintained, or stored securely.

2. We will retain personal information only as long as is reasonable to fulfill the purposes for which the information was collected, or for legal or program purposes.

3. Personal information that has been used to make a decision about an individual should be retained long enough to allow the individual access to the information after the decision has been made.

4. Retention guidelines should include minimum and maximum retention periods.

5. We shall apply appropriate security measures when destroying personal information, including shredding paper records and permanently deleting electronic records in accordance with applicable Funders records retention and disposition policies; and taking care to prevent unauthorized parties from gaining access to the information.

6. A record of destruction will be kept to verify what client documents were destroyed and when.

7.2.9 Privacy/Security Breaches

1. The Saskatchewan Information and Privacy Commissioner has prepared a reference document that presents privacy best practices for dealing with a privacy breach. The document is available at http://www.oipc.sk.ca/Resources/Helpful Tips–Privacy Breach Guidelines – September 2010.pdf. Our organization follows these best practices.

2. Employees may become aware of a breach through a complaint from the public, from observing something occurring or through personal involvement with the incident. Regardless of how an employee becomes aware of a breach, any employee who becomes aware of a real or suspected breach of privacy or security shall report the breach to his or her supervisor/manager immediately.

3. It is crucial that the supervisor reports the incident to the designated privacy contact person, who will in turn consult with RODS Executive Director and the funders.

4. Any real or suspected breach of privacy shall be investigated as soon as possible after the breach is known and involve the participation of the Funders.

5. Affected individuals will be notified as appropriate, depending on the severity and circumstances of the breach. Individuals who could suffer harm from the breach will be notified as soon as possible.

6. The investigation shall make the following findings:

    a. Whether a breach of privacy or security actually occurred.

    b. When the breach occurred.

    c. Why the breach occurred.

    d. How many persons were affected by the breach?

    e. The severity of the breach's effects on affected persons and whether they need to be notified.

    f. The measures required to prevent a reoccurrence of the breach and how such measures should be implemented.

7. Measures to prevent a re-occurrence of any breach shall be recorded and incorporated into RODS policy and/or procedures as necessary.

8. We will notify the program funder/s which can then inform the Office of the Saskatchewan Information and Privacy Commissioner if circumstances dictate.

7.2.10 Access to Client Information

1. We shall provide reasonable and timely access to clients who identify themselves and request access to view the information we have collected about them.

2. If we receive a request for access from a third party or a formal request under the FOIP Act, for client records in our possession, employees must:

   a. Advise the requester to make the request to the funder; and

   b. Not disclose the information in the records unless otherwise directed in writing by Funders.

7.2.11 Informing Clients and the Public

1. We will provide a copy of this privacy policy document to anyone on request.

2. We will post a copy of this privacy policy on our web site and make copies available in our office(s).

3. We will display a brochure that explains the purpose and privacy implications of collecting client information. The brochure will be kept in a location visible to all clients for their easy access.

7.2.12 Privacy Questions and Complaints

1. If a client is not satisfied with the response they receive regarding an inquiry or complaint about our policies and practices relating to the handling of personal information, the employee shall direct the client to contact the designated privacy contact person.

2. If a complaint is found to be justified, we shall take appropriate measures, including, if necessary, amending our privacy policy and practices.

3. If the complaint concerns personal information under our Funders' possession or control, the privacy contact person must direct the complaint to the Funders' contract manager.

7.3 Guidelines

7.3.1 Information Security

Information security means taking reasonable security measures to protect the personal information in the possession or control of RODS, from risks such as unauthorized access, collection, use, disclosure, copying, modification, disposal and destruction.

The guidelines in this section and the best practices in the following section are not strictly required by the privacy policy principles and statements. However, the guidelines and best practices provided here will provide good privacy-related information security for the appropriate balance between information security and ease-of-use.

Information security issues are subject to rapid change. We will review this information security at least annually and when new security issues become known, to address new and emerging security issues.

For more information about security, please see section 7.5 “Security Best Practices” in the APPENDICES.

7.3.2 Administrative measures

1. The privacy contact person has been designated with overall responsibility for security within RODS.
2. Information session for board members, employees and volunteers, to ensure they are aware of and understand their responsibilities including:
    a. security policy and practices,
    b. permitted access use and disclosure of personal information,
    c. retention and disposal policy,
    d. Requirements for password maintenance and proper password security.
3. Sanctions for breaches of the privacy policy and a process for reporting and investigating breaches.
4. Limit access to personal information by following the “need to know” principle. Staff should only be provided file cabinet keys and passwords to access files they need to perform their duties. Review access rights periodically and remove access when no longer required by an employee.
5. Check the references and background of each employee to ensure that he or she is a suitable person to have access to sensitive information, information systems and the facilities where they are located.
6. Require employees to sign a confidentiality agreement that clearly defines individual responsibilities for security, including the protection of personal information.

7.3.3 Physical safeguards

1. Lock file cabinets and areas where files are stored when no one is there. Provide keys only to staff needing access to the files to perform their work.
2. Establish a nightly closing protocol requiring employees to lock all office doors and cabinets; log out of all computers; remove all documents containing personal information from desks, fax machines and printers; and install intrusion alarms (where needed/or applicable).
3. Shred or otherwise destroy paper files before disposing them.
4. Securely wipe all personal information from hard drives before they are discarded, sold or donated.
5. Store personal information on portable devices like laptops, flash drives and CDs or DVDs only when necessary; only store as much personal information as is necessary for the task and delete as soon as possible.
6. Do not leave unattended, and securely lock away, portable media devices when not in use.
7. Position computer monitors so that personal information displayed on them cannot be seen by unauthorized personnel or by visitors.

8. Locate printers that are used by staff to print items containing personal information in a secure location.

9. Gain required approval prior to taking records off-site.

7.3.4 Technological Safeguards

1. Use software, hardware or operating system access controls such as passwords, termination on inactivity and clearance of display screens to limit access to files containing personal or otherwise sensitive information.

2. Keep firewalls and anti-virus/anti-spyware software up-to-date, to protect against invasive malware.

3. Password-protect portable media devices such as laptops and USB flash drives and encrypt to current encryption standards.

4. Do not install software that has not been approved for use by your organization.

5. Grant remote access into RODS internal office network only for individuals who need that access. Review access rights periodically and remove access when no longer required by an employee.

6. Establish security controls for remote access to information systems.

7. Where practical, erase the contents of fax machines and photocopiers prior to repair or disposal.

8. Ensure that passwords are not easily guessed or compromised:

    a. Do not use any word or phrase that might be found in a dictionary.

    b. Make sure all passwords are at least eight characters long and include at least one upper case character, one number and one punctuation symbol. (Holding down the SHIFT key while creating and entering your password is a good idea; it creates passwords that are hard to guess.)

    c. Change passwords at least every 90 days and whenever there is a chance that they may have been compromised.

    d. NEVER share passwords, except those that have to be shared to exchange encrypted documents.

7.4 Security Best Practices

7.4.1 At the Office

7.4.1.1 Personal Conversations

1. Do not discuss sensitive or personal information in areas where there is potential for conversations to be overheard.

2. Have regular interpreters/translators sign an oath of confidentiality. If it is not feasible to have an interpreter/translator sign an oath of confidentiality, such as in an emergency, be sure to advise them

that everything they hear in the course of providing interpreter/translator services must be kept confidential.

7.4.1.2 Securing Paper Records

1. Follow a "clean desk" policy. Do not leave confidential or sensitive files on your desk.

2. Place files in secured storage areas such as locked cabinets and desk drawers during lunch or other breaks away from your desk.

3. Do not store files in areas where the general public has access.

4. Files containing personal information or sensitive business information should be placed in locked offices or storage after business hours. Even though the office is secured, the premises are accessible by "outsiders" such as cleaning, security and maintenance staff.

5. Shred or otherwise destroy paper files before disposing them in accordance with your organization's retention policy.

7.4.1.3 Protecting Electronic Records

1. Computer monitor screens should not be visible to others.

2. Laptops used in high traffic areas should be cable-locked to reduce the possibility of theft.

3. Keep your portable devices out of sight when you are away from your work area for extended time periods and after business hours.

7.4.1.4 Safeguarding the Office Premises

1. Ensure that there is reception coverage as long as the office door is open.

2. Unescorted visitors should not be allowed. Question unescorted visitors in your area – start with "May I help you?" Ask for identification if the person is unknown to you.

3. Ensure that the office door is locked after business hours. Alarms or detection systems, if installed, should be activated.

7.4.2 Transmitting Information

7.4.2.1 Telephone (Cell and Desk Phones)

1. Be aware that in public areas or open office, your conversation may be overheard by others. If conversations are sensitive, consider a using closed room.

2. Most phones have voice mail that records messages. These are retrievable through a code which should only be known only to you. Treat it like you would a password.

3. If you must leave a voice mail message, make sure it is for the right person and avoid leaving sensitive information. Be aware that family members or co-workers may have access to messages not intended to them.

4. Cell phones and smart phones may also contain text messages and contact lists which should be protected by password. Do not leave text messages that contain personal information on your cell phone/PDA (Personal Digital Assistant).

5. Consider the sensitivity of information in case of loss or replacement of a 'smart' phone. A lot of confidential information may also be contained in 'smart' phones.

6. Never communicate personal or confidential information when using a cell or cordless telephone. This type of communication can be easily intercepted.

7.4.2.2 Wireless Devices

1. Do not connect on a public internet (WIFI) or unsecured home network.

7.4.2.3 Fax

1. Do not leave unattended documents that are sent or received on the fax machine.

2. Pre-programmed fax numbers should be regularly checked to ensure accuracy. Take care when using distribution lists.

3. When sending sensitive or personal information, first contact the recipient to schedule the transmission so they can be at the receiving fax machine when the fax arrives, unless you know that the receiving machine is not accessible to unauthorized persons.

4. Fax documents should be sent under a fax cover sheet that contains sender information and a disclaimer similar to the following:

5. This e-mail and any files transmitted with it are intended only for the named recipients and may contain legally privileged and/or confidential information. If you are not the intended recipient please do not disseminate, distribute or copy this e-mail without the consent of the sender.

6. Do not use internet services to send or receive faxes through e-mail or websites unless their use has been authorized within your organization.

7.4.2.4 E-Mail

1. The organization should provide business e-mail addresses to all employees and employees should be informed that e-mail messages to and from those addresses are accessible to the management of the organization.

2. Only use the office email system to perform your day-to-day job duties. Using a personal email address for official purposes carries a number of security risks and should be avoided because information is stored on servers outside your organization's network and therefore outside its control.

3. Do not forward any unencrypted e-mail containing personal or otherwise sensitive information to an outside network, or create any automated process to do so. Sending unencrypted confidential information from the office to your home e-mail to work at home is to be avoided.

4. When choosing e-mail as a means of communication, be professional. Keep in mind that e- mail sent by you can be kept for a long time and can be used during an investigation. Your e-mail content may be available to a number of people such as computer personnel.

5. Do not transmit any e-mail message you would not want someone other than the intended recipient to see.

6. Do not transmit any personal information by e-mail unless you have the appropriate authority to do so, and you have confirmed the intended recipient.

7. Do not share your e-mail password with anyone. If you must have a co-worker have access to your e-mail or files (e.g. during vacation) use delegated authority if your e-mail system has this feature. Delegation allows a co-worker or manager to use their own user ID and password to read or send e-mails on your behalf.

8. If you use a distribution list, verify that the list is up-to-date and that the recipients for a particular message are authorized to receive the message before sending it to the entire list.

9. If you must send sensitive information by e-mail, safeguard information by e-mailing it in an encrypted attachment and phoning the person to provide the password to use to decrypt the attachment. (Note that additional software may be required for the encryption and decryption of attachments, depending on which software you used to create the attachment. For example, recent versions of Microsoft Word will encrypt documents, but other word processors may not.)

10. Emails sent outside the office network should carry a disclaimer similar to the following:

11. "This communication may contain information that is privileged or confidential and is intended for the use of the intended recipient only. If you are not the intended recipient, you should not use, copy or take any action in reliance on it. If you have received it in error, please notify the sender at once and permanently all copies in your possession".

12. Do not open unknown or unsolicited attachments. They may contain viruses or spyware.

7.4.3 Away from the Office

7.4.3.1 Taking Records Out of the Office

1. Avoid using information off-site unless absolutely necessary.

2. Permission from your supervisor or manager is required before you take any records out of the office.

3. Only take the information you need, not the whole file.

4. Leave a list at the office of what you take off-site.

5. It is highly recommended that laptop hard drives use whole disk encryption systems (e.g. TrueCrypt) while USB sticks MUST use software encryption (e.g. TrueCrypt) or hardware encryption (e.g. IronKey).

7.4.3.2 Transporting Records

1. Transport hard copy information in containers (e.g., briefcases, envelopes), not loose.
2. Keep sensitive files with you at all times. Never leave files unattended in your car.
3. If you must leave files in your car, store them in a briefcase in the trunk (out of sight). Put them in the trunk before you depart, not after you've parked at your destination.
4. If you must leave your laptop and other equipment in a vehicle, put them in the trunk, before you depart.
5. Never leave your laptop, or any other equipment that stores information, unattended, even for a moment. If you must take it on public transportation, it must be in your carry-on luggage, which must be kept in your possession at all times.

7.4.3.3 Accessing Work Information Systems While Away from the Office

If you have to get into the internal office network to do your job away from the office, request a RODS remote access setup.

7.4.3.4 Discussing Sensitive or Personal Information in Public Places

Work in a private area where the public will not see paper files or hear sensitive or personal information during phone conversations.

7.4.3.5 Reducing the Risk of a Privacy or Security Breach at Home

1. Do not use your home or public computer to process sensitive information. Always use a work-issued device.
2. A direct wired connection is the preferred option to a wireless connection when connecting to the office network from home.
3. If you are using a wireless connection, the connection must be secured with network password containing at least 8 characters. Wireless connections must be encrypted using the WPA (Wi-Fi Protected Access) standard or better. Note that WEP (Wired Equivalent Privacy) encryption is easily broken. Wireless connections within the office must be encrypted. Consult your computer services provider for help or more information about wireless network encryption.
4. Keep information secure and away from household members or visitors.

Regina Open Door Society Inc.