

EMPLOYEE HANDBOOK AND POLICY MANUAL

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Purpose of This Manual

It is the purpose of this manual to summarize the basic Personnel policies of the Town of Carberry and the various Boards (the Employer) regarding the relationship between non-unionized employees and the Employer with respect to wages, benefits, hours of work and other conditions of employment. These policies are general in nature and the Council may pass more specific policies that will supersede this policy and are meant to provide more detail for their specific Employee/Employer relationship.

The details of the various Municipal policies, procedures and benefit plans may be referred to in various sections. Nothing in this policy is intended to limit, alter, or expand the complete statements of the policies, procedures and benefit plans set forth in those official documents.

Questions regarding the content, interpretation, or application of the policies stated in this manual should be discussed with your immediate Supervisor who will review with you the full text of applicable policies relating to your questions.

The basic policy commitments summarized in this manual will remain in effect without change until improved or amended, and announced to employees in advance.

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1. Employment

Employment Policies

Anniversary Date

The first day you report to work is your "official" anniversary date. Your anniversary date is used to compute the holiday entitlement and benefits described in this manual.

Business Hours

Full time Administration employees (this includes office staff, Manager of Leisure Services, and Economic Development Officer) work Monday through Friday from 8:00 a.m. to 4:30 p.m. inclusive, with one (1) hour off for a scheduled noon meal between 12:00 and 1:00 p.m.

Hours of work for full time employees in the Parks & Recreation Department, including the Foreman will be forty (40) hours per week with one-half (1/2) hour lunch.

For the Parks & Recreation Department, the schedule is more flexible due to the nature of the services which are required to be performed, but these hours will generally be worked between the hours of 7:00 a.m. and 3:30 p.m. Monday to Friday in the summer months with one-half (1/2) hour lunch. When working at the Carberry Plains Community Centre during the winter months the hours will generally be worked between the hours of 6:00 a.m. and 12:00 a.m. Monday to Sunday but will be defined in greater detail by the Parks & Recreation Forman. These shifts will normally be ten (10) hours in length, with appropriate breaks.

The Transfer Station Attendant will normally work Monday from 8:00 am to 4:00 pm, Wednesday and Friday from 10:45 am to 7:15 pm, and Saturday from 8:45 am to 5:15 pm. These shifts will include a thirty (30) minute lunch break. These hours and days may vary from time to time due to statutory or general holidays.

The Joint Utility Employee will normally work Tuesday and Thursday from 7:00 am to 3:30 pm, Wednesday and Friday from 10:45 am to 7:15 pm, and Saturday from 8:45 am to 5:15 pm. These shifts will include a thirty (30) minute lunch break. These hours and days may vary from time to time due to statutory or general holidays.

Confidential Information

Our clients can entrust us with important information. The nature of this relationship requires maintenance of extreme confidentiality. In safeguarding this information, the Town assumes your obligation to maintain confidentiality, even after you leave our employ. Disclosure of confidential information is treated seriously and could lead to dismissal. Further details are outlined in the Employee Code of Conduct.

Driver's License & Driving Record

Employees whose work requires operation of a motor vehicle must present and maintain a valid driver's license and a driving record acceptable to our insurer. You may be asked to provide us with a copy of your driving record from time to time. Any changes in your driving record must be reported to their direct supervisor who would then report to the CAO immediately.

Equal Employment Opportunity

The Employer will afford equal opportunity to all Employees and applicants for employment and advancement regardless of race, color, religion, age, sex, sexual orientation, or national origin and will comply with the provincial statutes and their regulations.

Former Employees

Depending on the circumstances, the Town may consider a former employee for re-employment. Such applicants are subject to The Town's usual pre-employment procedures. To be considered, an applicant must have been in good standing at the time of their previous termination of employment with The Town and must have provided at least two weeks advance notice of their intention to terminate their employment with the Town.

In the event you return to work for the Town, regardless of the length of your previous employment with absences of more than one year in service from the Town, your benefits including vacation entitlement shall accrue as if you were a new/first-time Town employee.

Harassment

The Town Workplace Anti-Harassment Policy has been developed to prevent harassment or violence of any type and will deal quickly and effectively with any incident that might occur. Refer to the Workplace Anti-Violence and Harassment Policy for more details.

Health Examinations

Medical examinations specifically requested by the Town or required for provincial certification or licensing will be conducted at no cost to the Employee.

Where an Employee has been referred for a medical examination, the Employee is required to have a Medical Examination Report confirming that they are fit to return to work and returned to the CAO prior to the Employee being permitted to return to work.

Probationary Period

Newly hired Employees will be considered "Probationary Employees" during the first six (6) months of employment. During this probationary period, at least one (1) written review of the Employee's performance will be made by the Employee's Supervisor and discussed

with the Employee. For the first thirty (30) days of the probationary period either the employee or the Town may terminate employment without any notice. Once the employee has worked for thirty-one (31) days to one (1) year, one week notice must be given by either party. Following one (1) year of employment, two (2) weeks' notice must be given by either party.

When an Employee has satisfactorily completed their probation period, the Employee will be credited with their length of service back to the date of hire.

Where a current Employee is accepted into a new job through a job posting, they will begin a thirty (30) calendar day probation period. If the Employee does not prove their capability during the probation period, they will be reverted to the position they held prior to commencing the new job.

A summer part/time Employee shall have a twenty-nine (29) day probationary period.

Job Descriptions

We provide a job description for each position at the Town. When your duties and responsibilities are changed, your job description will be updated.

Outside Employment

What you do on your free time is your own business. However, if you are employed by the Town in a full-time position, we expect that your position with us is your primary employment. Any outside activity must not interfere with your ability to properly perform your job duties at the Town.

Relatives

If you and members of your immediate family are employed by the Town, one may not supervise the other nor may they work in the same department. If the employees are unable to develop a workable solution, the CAO will decide which employee may be transferred in such situations. For purposes of this section, your immediate family includes your spouse, your children, your siblings, your parents and your spouse's children, siblings, parents.

Should two (2) present employees that work together or supervise each other enter a personal, non-work-related relationship, one (1) employee may have to be move to another department.

Standards of Conduct

By accepting employment, you have a responsibility to the Town and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. Further details are outlined in the Employee Code of Conduct.

Disciplinary Actions

Unacceptable Activities

We expect each person to always act in a mature and responsible way. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Occurrences of any of the following violations, because of their seriousness, may result in immediate dismissal without warning:

- * Willful violation of any company rule; any deliberate action that is extreme in nature and is obviously detrimental to the Town efforts to operate effectively.
- * Being intoxicated or under the influence of a controlled substance (drugs or otherwise) while at work; use or possession or sale of a controlled substance in any quantity while on company premises except for use of medications prescribed by a physician, which do not impair work performance.
- * Unauthorized possession of dangerous or illegal firearms, weapons, or explosives on company property or while working.
- * Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on company premises or when representing the Town; fighting, or horseplay or provoking a fight on Town property, or negligent damage of property.
- * Insubordination or refusing to obey instructions properly issued by your supervisor pertaining to your work; refusal to help on a special assignment.
- * Threatening, intimidating, or coercing fellow employees on or off the premises -- at any time, for any purpose.
- * Engaging in an act of sabotage; willfully or with gross negligence causing the destruction or damage of Town property, or the property of fellow employees, citizens or suppliers in any manner.
- * Theft of Town property or the property of fellow employees; unauthorized possession or removal of any Town property, including documents, from the premises without prior permission of your supervisor.
- * Dishonesty; willful falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by the Town; alteration of Town records or other documents.
- * Giving confidential or proprietary information to other organizations or to unauthorized employees; working for a competing business while a Town employee; breach of confidentiality of personnel information.
- * Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another employee on the job; willfully restricting work output or encouraging others to do the same.

Occurrences of any of the following activities, as well as violations of any of the Town rules or policies, may be subject to disciplinary action, including possible immediate dismissal.

- * Unsatisfactory or careless work; failure to meet quality standards as explained to you by your supervisor; mistakes due to carelessness or failure to get necessary instructions.

- * Any act of harassment, sexual, racial, or other; telling sexist or racial-type jokes; making racial or ethnic slurs.
- * Leaving work before the end of a workday or not being ready to work at the start of a workday without the prior approval of your supervisor; stopping work before time specified, failure to report an absence or late arrival, excessive absence or lateness.
- * Sleeping on the job; loitering or loafing during working hours.
- * Excessive use of the organization's telephones or your personal cell phone during work hours.
- * Smoking in restricted areas or at non-designated times.
- * Creating or contributing to unsanitary conditions.
- * Obscene or abusive language toward any employee or citizen; indifference or rudeness towards a citizen or fellow employee; any disorderly/antagonistic conduct on the premises.
- * Failure to immediately report damage to, or an accident involving Town equipment to the CAO.
- * Failure to maintain a neat and clean appearance in terms of the standards established by the Town; any departure from or non-adherence to required safety protection and clothing.

The following three-step process is a guideline for dealing with problems in an employee's conduct or competence. Under normal circumstances, Management will follow the three-step guideline outlined below. There may be situations, however, in which the seriousness of the offense justifies the omission of one or more of the steps.

Step One: Oral Reminder

Your supervisor or the CAO will meet with you to discuss the problem, making sure that you understand the nature of the violation and the expected remedy. The purpose of this conversation is to remind you of exactly what the rule or performance expectation is and reminds you that it is your responsibility to meet that expectation.

You will be informed that the Oral Reminder is the first step of the discipline procedure. The Oral Reminder will be fully documented. Documentation of the incident will be retained and will not be placed in your permanent record, unless another disciplinary transaction occurs.

Step Two: Written Reminder

If your performance does not improve, your supervisor or the CAO will discuss the problem with you, emphasizing the seriousness of the problem and the need for you to immediately remedy the problem. Following the conversation, they will write a memo to you summarizing the discussion. The original memo will go to you and a signed copy will be put in your personnel file.

Step Three: Suspension

If your performance does not improve following a Written Reminder, or if you are again in violation of the same Town practice, rule, or standard of conduct, you will be placed on suspension. The suspension is the final step of the Town disciplinary system.

The suspension is a one-day unpaid disciplinary suspension. Employees on suspension will spend the following day away from work. You will be allowed to return to work with the understanding that if a positive change in behavior does not occur, or if another similar disciplinary problem occurs, you will be terminated.

An unwillingness to make such a commitment is grounds for termination.

Dismissal

If your performance is unsatisfactory due to lack of ability, failure to abide by the Town rules, or failure to fulfill the requirements of your job, you will be notified of the problem. If satisfactory change does not occur, you may be dismissed. Some incidents may result in immediate dismissal.

2. Compensation and Performance

Wage & Salary Policies

It is the Town's desire to pay wages and salaries that are competitive with other employers in the marketplace in a way that will be motivational, fair and equitable, variable with individual and operational performance and in compliance with all applicable statutory requirements.

Call Back Pay

Occasionally, you may be asked to return to work after you have left the premises for the day. If this occurs, you will be guaranteed a minimum of three (3) hours of regular pay. If you work longer than three (3) hours, you will be paid for the time you work.

Computing Pay

Should you be one of our "salaried" employees whose pay is not based on an hourly rate, there may be times when it is necessary to compensate you for some daily or hourly pay. When this is necessary, the Town will compute your time based on the number of hours in your typically scheduled workday and a fifty-two (52) week work year.

Deductions from Paycheck (Mandatory)

The Town is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your federal and provincial income taxes, Employment Insurance, and Canada Pension Plan as required by law. These deductions will be itemized on your check stub.

Deductions (Other)

The Town may also make deductions from your paycheck for your group insurance premiums or pension deductions.

Direct Deposit

On the designated pay dates, the Town will deposit your paycheck directly into your savings or checking account at a participating financial institution. Contact the ACAO for details and the necessary authorization forms.

Error in Pay

Every effort is made to avoid errors in your pay cheque. If you believe an error has been made, tell the ACAO immediately. They will take the necessary steps to research the problem and to assure that any necessary correction is made properly and promptly.

Overtime Pay

If the occasion arises that you must work overtime, or if you should have to work on a holiday, we will give you as much advance notice as possible. However, since overtime is not usually planned, there may be occasions when the notice is short.

No employee will work overtime unless specifically approved. As per Manitoba Labour Standards, employees whose hours of work are greater than eight (8) hours a day and forty (40) hours a week are entitled to overtime at one and one-half (1 ½) times their regular wage rate.

Should you work overtime and decide you wish to bank the hours, we will accumulate it for you in hours vs a paid-out dollar amount.

Pay Period & Hours

The Town pay periods are bi-weekly, with the payday every second Thursday for the two (2) weeks preceding the pay week. Time cards are to be completed daily.

When your regularly scheduled pay day falls on a holiday, you will receive your pay cheque on the last working day before the holiday. Employees are responsible for reporting to the ACAO any status changes which affect the number of various deductions. This will ensure proper deductions for tax, group insurance and other purposes.

Termination Pay

The Town expects that once you have been with for us for at least (thirty) 30 calendar days, but less than a year, that you will give us one (1) weeks' notice. In the event you intend to leave our employ after you have been with us for over one year, it is expected that you will give at least two (2) weeks' notice. Any accrued but unused vacation time will be paid at the time of employment termination, as specified under "Vacations" in the "Benefits" section of this Manual.

Time Cards

By law, we are obligated to keep accurate records of the time worked by non-salaried employees.

This is done by either time cards or other written documentation.

Your time card is the only way for the ACAO to know how many hours you worked and how much to pay you. Your time card indicates when you arrived and when you departed.

You are responsible for your time card. Remember to record your time. If you forget to punch in or make an error on your time card, your manager must make the correction. Recording incorrect information on your time card may result in disciplinary action. No one may record hours worked on another's time card. Tampering with another's time card is cause for disciplinary action, including possible dismissal, of both employees. Do not alter another person's record, or influence anyone else to alter your record for you. In the event of an error in recording your time, please report the matter to your manager immediately.

Salaried employees will also maintain records of hours worked, and submit those records to the ACAO at the requested time each pay period. Good record keeping is essential to maintaining transparency to our rate payers.

Termination of Employment

Any employee who resigns will receive pay for accrued vacation according to Manitoba Labor Standards.

The Town may terminate an employee for just cause without advance notice. The reasons for termination for cause are in the Standards of Conduct section of this manual.

Any incidence of theft will be reported to the appropriate authorities and may result in criminal prosecution. Any suspected incidents should be brought to the attention of the CAO.

If an employee is laid-off at the Town's convenience, they will receive pay for accrued vacation as stipulated under the Employment Standards Act.

Wage Assignment (Garnishments)

If we receive a Court ordered garnishee of your wages, the required amount will be deducted from your paycheck and documented on your pay stub.

Performance & Compensation Reviews

Performance Reviews

Your supervisor is continuously evaluating your job performance. Day-to-day interaction between you and your supervisor should give you a sense of how your performance is perceived.

Performance reviews will be conducted annually on or about the first of November. New employees may be reviewed more frequently. A review may also be conducted in the event of a change in performance, duties, or responsibilities.

During formal performance reviews, the following things will be evaluated and considered, among others:

- * Attendance, initiative, and effort
- * Knowledge of your work
- * Attitude and willingness
- * The quality and quantity of your work

The primary reason for performance reviews is to identify your strengths and weaknesses in order to reinforce your good habits and develop ways to improve in your weaker areas. This review also serves to make you aware of and to document how your job performance compares to the goals and description of your job. This is a good time to discuss future goals.

Compensation Reviews

Wage and salary adjustments are based on the cost-of-living and can consider how you perform in your job. The Town compensation adjustments will coincide with annual performance reviews on or about the fifteenth of December each year.

Work Schedule

Absence and Lateness

Employees must notify and receive authorization from their supervisor if they are going to be absent from work.

In general, three absences in a ninety (90) day period, or a consistent pattern of absence, will be considered excessive, and the reasons for the absences may come under question. Tardiness or leaving early is as detrimental to the Town as an absence. Three such incidents in a ninety (90) day period will be considered a “tardiness pattern” and will carry the same weight as an absence. Other factors, like the degree of lateness, may be considered.

Be aware that excessive absenteeism, lateness or leaving early may lead to disciplinary action, including possible dismissal.

Attendance

Statement of Policy

Employees are required to be prepared to commence work at their work location as scheduled by the Employer unless there are circumstances beyond their control which are unforeseen.

Application of Policy

Where an Employee foresees that they will not arrive at work on time, they must notify their supervisor as soon as possible to advise of the delay. Where the Supervisor is not available, the CAO or Assistant CAO may be contacted.

Where an Employee will be absent for any reason, he/she must notify the Supervisor as soon as possible to ensure that arrangements can be made to ensure minimal disruptions in the operations and must complete an Absentee Report (Appendix 'B').

The Town reserves the right to require satisfactory proof of the Employee's claim of justified absence from work.

Where an Employee absents themselves for more than two (2) consecutive work days without contacting the Employer, it shall be deemed that they have voluntarily terminated their employment unless a full and satisfactory written explanation is provided, and which is acceptable to the CAO within three (3) calendar days after the first day absent.

Breaks/Rest Periods

Employees are provided a one-hour, or thirty (30) minutes for outside staff, unpaid lunch break. In addition to a lunch break, two fifteen-minute paid breaks are provided, one mid-morning and one mid-afternoon. These breaks are a maximum of fifteen (15) minutes each and cannot be used to shorten your shift if not taken.

Lunch Period

If you work longer than four hours, you will be given an unpaid lunch period. The time when lunch periods are scheduled varies among departments, depending on the work being completed. Your supervisor will give you your lunch period schedule.

You are expected to take your full allotted time for lunch. In event that your need to work through your regular time slot, your lunch will be rescheduled. Lunch breaks can be shifted to other times in the day or the end of the day to accommodate appointments or kids' events with prior authorization. You may leave the premises during your lunch period; however, it is important to return to work on time at the end of your break.

Record of Absence or Lateness

If you are absent because of illness for three (3) or more successive days, you may be requested to submit written documentation from your doctor. If you are absent five (5) or

more days because of illness, you may be required to provide written documentation from a doctor that you are able to resume normal work duties before you will be allowed to return to work. You will be responsible for any charges made by your doctor for this documentation.

Note of any absence or lateness, and the reason, will be put in your personnel file. Your attendance record will be considered when evaluating requests for promotions, leaves of absence, and approved time off.

Wash-up Time

Time is allotted every Friday or as needed to wash company vehicles and equipment so that they are clean and ready for the new week or next business day.

3. Benefits

The Benefits Package

In addition to receiving an equitable salary and having opportunities for professional development and advancement, you are eligible to enjoy other benefits.

A good benefit program not only ensures the loyalty of long-time capable employees, it also helps to attract talented newcomers who can help the Town grow. The Town will periodically review the benefits program and will make modifications as appropriate.

Eligibility for Benefits

If you are a full-time employee, you will enjoy all the benefits described in this manual as soon as you meet the eligibility requirements for each particular benefit. As a part-time employee you qualify for all leaves listed below.

Paid Leaves of Absence

Holidays

Recognized Holidays

The following days shall be observed as paid Statutory Holidays:

New Year's Day	Victoria Day	Labour Day	Christmas Day
Louis Riel Day	Canada Day	Thanksgiving	Boxing Day
Good Friday	August Civic Holiday		Remembrance Day
Orange Shirt Day			Easter Monday

Holiday Policies

Provided that where any of the above said days (except Remembrance Day; see Remembrance Day Fact Sheet from Employment Standards) fall on a Saturday or

Sunday, the following working day shall be observed as the Holiday, or another working day if mutually agreed to by the Employee and Supervisor before the Holiday.

Full-time Employees are entitled to their regular pay for Statutory Holiday's and part-time/casual employees are entitled to 5% of their regular earnings in the 28 working days preceding the holiday provided they:

- a) did not fail to report for work after being scheduled to work on the day of the Holiday; or
- b) were not absent from work without their supervisor's consent on the regular working day immediately preceding or following the Statutory Holiday, unless they provide a valid Doctor's certificate explaining their absence.

Each Employee required to work on a Statutory Holiday (as above) will be paid one and one-half (1 ½) times their regular hourly rate for all time worked on the holiday and receive accumulated Stat Pay or receive an additional day off at a time mutually agreeable to the Employee and the Employer within thirty (30) calendar days following the Statutory Holiday.

Where a Statutory Holiday falls within the vacation period of a full-time Employee, that day shall not be charged against that Employee's vacation credits.

Vacations

Statement of Policy - The purpose of annual vacation is to ensure that each Employee obtains a rest away from their job. Therefore, it is considered desirable that each Employee takes their vacation entitlement in blocks of time. The allocation of vacation time is to be made in such a manner to ensure that neither undue strain on operations nor disruptions of service will occur.

Application of Policy

Annual Vacation with Pay

Every full-time Employee of the Employer is entitled to a paid vacation based upon his/her length of service as follows:

- Upon full time employment - Two (2) weeks of vacation
- At the third (3) anniversary of service - Three (3) weeks of vacation
- At the ninth (9) anniversary of service - Four (4) weeks of vacation
- At the fifteenth (15) anniversary of service - Five (5) weeks of vacation
- At the twentieth (20) anniversary of service - Six (6) weeks of vacation

Part-time and Seasonal Employees shall receive vacation pay on each pay cheque at a percentage rate corresponding to the schedule of vacation entitlement for a full-time Employee. The vacation pay shall be calculated by multiplying the appropriate percentage rate times the regular earnings in the pay period.

A part-time and seasonal Employee who becomes a full-time Employee shall have their previous employment recognized for vacation purposes.

Where a full-time Employee is unable to complete the current years' service as a result of a leave of absence, a period of layoff, or absence from employment without pay for any other reason, their vacation entitlement shall be reduced in that year.

Vacation scheduling shall be done by the Employer as follows:

- a) A list of full-time Employees and their vacation entitlements will be posted not later than March 31st of each year;
- b) Full-time Employees are to select their preferred choice of vacation time not later than April 30th;
- c) Where two (2) or more full-time Employees have a conflict where their vacation preferences are for the same period and the Employer requires an Employee's presence, the full-time Employee with the greater length of service shall be given their preference for their vacation. They shall be limited to exercising their preference in this fashion once and from then on it will be on a rotational basis.
- d) After April 30th, vacation will be allocated on a first requested, first approved basis.

Vacation should normally be used by Employees in blocks of five (5) working days. An Employee however may take single days of vacation with the consent of their immediate Supervisor.

It is recognized that the Town is permitted the ability to restrict Employees from scheduling their vacation during certain periods of time in the year.

Accumulation Rights

Holidays are provided to make sure employees get some relaxation time on an annual basis. Employees are encouraged to use their vacations in the year that they are earned. Holidays must be taken by December 31 of the year following the year in which they are earned.

Payment in Lieu of Vacation

The purpose of a vacation is to provide you with a time to rest and relax; but if you wish you can be paid in lieu of a vacation with proper authorization.

Other Paid Leaves

Funeral (Bereavement) Leave

In the event of the death in an Employee's immediate family (ie: spouse, child, step-child, parent, step parent, brother, sister, in-laws included) or any other relative permanently residing with the Employee, the Employee will be granted three (3) working days leave

without loss of regular pay to attend and/or arrange the funeral. One (1) working day leave without loss of regular pay will be granted to the Employee to attend and/or arrange the funeral of other blood relatives (ie: aunts, uncles, cousins, grandparents, spouse's grandparent, great grandparent, or sibling) at the discretion of the Employer.

The Employer may grant additional paid or unpaid leave based on compassionate grounds when deemed necessary.

Necessary time off work without loss of regular pay may be granted to an Employee to attend a funeral as a pallbearer.

Sick Leave

Permanent and seasonal employees shall accumulate sick leave at the rate of one and one-quarter (1.25) days for each month of employment to a maximum of one hundred and twenty (120) days. Sick leave shall not accumulate while an employee is on sick leave; leave of absence; or, in the case of a seasonal employee, is laid off. Employees who leave employment with the Employer, except for just cause, are entitled to a payout of up to two hundred and fifty (250) hours of accumulated sick time.

Provided that an employee shall notify their Supervisor that they are sick and unable to work, the employee shall be paid for each day that they are absent due to sickness at their regular rate and for regular hours up to the actual number of days that such employee has accumulated sick leave. The Town shall not pay any employee sick time taken in excess of the accumulated sick leave of such employee.

Employees utilizing sick leave for medical or dental appointments will be deducted in one (1) hour increments from their sick leave credits.

An employee may be requested by the Town to produce a letter from a health care professional confirming that the employee is sick and unable to work at their regular job if:

- a) the employee is absent from work on account of sickness for more than three (3) days at a time; or
- b) there has been a pattern of chronic or excessive absenteeism in the employee's attendance at work; or
- c) in the case of suspected sick leave abuse. Such request(s) shall not be unreasonable.

If the letter is not provided within a reasonable time, the Town may withhold sick pay until such time as a reasonable explanation is given or a letter is made available.

Sick leave is not payable to an employee:

- a) who is engaged in employment for wage or profit with another employer;
- b) who, in respect of an illness or injury resulting from a motor vehicle accident, is receiving wage loss replacement benefits from an insurance provider to the extent that such benefits and paid sick leave exceed the employee's normal salary. In such cases, the employee shall reimburse the Employer the amount of such excess;
- c) who, in respect of an illness, is injured while receiving employment earnings elsewhere.

Jury Duty

The Employer will grant a leave of absence to an Employee summoned or subpoenaed in a court of law providing the Employee is not appearing as a witness in their own personal matters; and to an Employee called for jury duty. The Employee shall be paid their regular pay but shall be required to remit any payment received except for reimbursement of expenses.

Unpaid Leaves of Absence

All employees are eligible if they meet the qualifying period of employment for various leaves. Each leave has various lengths of time an employee must be employed before they can qualify to take a leave. For all leaves, employees must be employed by an employer for a certain length of time before they can take a leave.

All leaves have specific requirements that must be met for an employee to be able to take the leave.

Family Leave

After thirty (30) days of employment, you are eligible to take seven (7) days of family leave during each calendar year. You may use your family leave in units of no less than one-half (1/2) day at any one time. Family leave time is intended to be used for family illness or to deal with the needs of your immediate family (spouse, parents, siblings, children, step-children, or step-parents.) You are required to request family leave with as much advanced notice as is possible. During your first calendar year, the earned family leave time is pro-rated.

Family leave is taken from the employees accumulated sick time. No deficit of sick leave shall be permitted.

Maternity / Parental Leave

Female staff who have been employed at least seven (7) consecutive months are entitled to up to seventeen (17) weeks unpaid maternity leave. This leave can commence at any time during the seventeen weeks (17) prior to the expected delivery date.

Parental leave is a sixty-three (63) week unpaid leave available to mothers or fathers providing they have been with the Town for at least seven (7) consecutive months. A woman's parental leave must follow immediately after her maternity is completed unless others arrangements have been made with the Town. A father's parental leave must occur within fifty-two (52) weeks of the birth of the child or of the date the child comes into the parent's custody in the case of an adoption. An employee's seniority continues and health and disability plans remain in force during leave provided the employee pays the full contributions. Leave must be applied for in writing at least four (4) weeks prior to it starting.

Medical/Compassionate Care Leave of Absence

In general, a leave of absence is an official authorization to be absent from work without pay for a specified period. Employees who have completed at least ninety (90) days are entitled to a job-protected Medical/Compassionate Care Leave of Absence. This protection is for a period of twenty-eight (28) weeks and applies to employees who are unable to come to work due to pressing family or medical concerns providing prior authorization has been granted by their manager. Each request will be handled on a case-by-case basis with situation severity being the governing factor.

Long-term Leave for Serious Injury or Illness

Employees who have completed ninety (90) days of employment are entitled to a leave for serious injury or illness for a period up to seventeen (17) weeks.

Domestic Violence Leave

After ninety (90) days of employment, an employee who needs to address a situation of violence in the home is entitled to five (5) paid days (to be taken from vacation or sick leave) and five (5) unpaid days. If the employee takes the seventeen (17) weeks, the leave is unpaid.

Citizenship

After thirty (30) days of employment a new Canadian looking to receive their certificate of citizenship is given four (4) hours of leave.

Death or Disappearance of a Child

After thirty (30) days of employment, a leave of fifty-two (52) weeks is granted to parents dealing with the death of a child. For the disappearance of a child that occurred as a result of a crime a leave of one hundred four (104) weeks is given.

Organ Donation

After thirty (30) days of employment, an employee is granted up to thirteen (13) weeks of leave to donate an organ/tissue.

Critical Illness

After thirty (30) days family members are granted thirty-seven (37) weeks to provide care and support to a critically ill child. After ninety (90) days family members are granted seventeen (17) weeks to provide care and support to a critically ill adult.

Reservists

You are expected to notify your manager as soon as you are aware of the dates you will be on duty so that arrangements can be made for replacement during this absence. Employees who have completed at least seven (7) months are entitled to a job-protected Reservist Leave of Absence.

Educational Leave of Absence

An educational leave of absence may be approved if the desired curriculum is of mutual benefit to you and to the Town. Apply in the same manner as you would for a personal leave of absence.

Elections and Voting

Employees shall be permitted up to three (3) hours off work to cast their ballot in civic, provincial, or federal elections (only when necessary).

Personal Leave of Absence

Personal leaves are to be assessed on a case-by-case basis and the decision will be made by the CAO as to approve or deny the request.

Accepting other employment or going into business while on Leave of Absence

If you accept any employment or go into business while on a leave of absence from the Town, you will be considered to have voluntarily resigned from employment with us as of the day on which you began your leave of absence.

Group Insurance Premium Payment during Leaves of Absence

During a leave of absence, you do not accumulate any vacation or income protection credits. Should you opt to participate in any benefit plan that you participated in when actively employed, you will be required to pay both the Employer and Employee portions of the plan fees. Upon return to work, you shall be deducted all premiums relating to the insured benefit plan which were paid during your absence.

Insurance Coverage

Group Health Insurance

The Town is interested in the health and well-being of both you and your family. A comprehensive health and life insurance program is available for you and your family. We

provide group health insurance through a Blue Cross plan underwritten by Western Financial. After completion of three (3) months continuous employment with the Town, you become eligible for coverage. Following completion of six (6) months of employment, employees are eligible for Annuity, disability, and Insurance. Part-time employees working more than twenty-four (24) hours per week, or more than nine (9) months per year will also qualify for these benefits. Employees may opt out of health care coverage by providing the required documentation to the ACAO.

The following benefits are provided, as defined, and limited in the literature provided by our insurance company:

Three (3) Months	Employee	Employer
* Extended Health Care & Drug Coverages	up to 50%	up to 50%
* Vision Care	up to 50%	up to 50%
* Dental	up to 50%	up to 50%

Insurance products are employee paid and other coverages are employer paid up to 50% of the total bill. Our insurance company provides booklets describing your full benefits and a copy will be given to you when you join the program.

Employees who have qualified and are temporarily laid off can remain in the plan but must pay the full premium while laid off. For further information on the terms and conditions of the plan, please contact the ACAO.

Disability Insurance

After completion of six (6) months of employment, if you are a regular full-time employee of the Town, you are protected through a disability insurance policy from financial hardship. This coverage is completely defined by the insurance company in your Group Insurance Plan booklet supplied to you at the time of hire.

Life Insurance

If you are a regular full-time employee of the Town, you are covered by our Group Life Insurance. This basic life insurance is payable in the event of your death, at any time or place, while you are insured. Payment will be made in a lump-sum or in installments to the beneficiary, as designated by you. You may change your beneficiary whenever you wish by submitting the appropriate documents to the ACAO. Please refer to the literature provided by our insurance company for details on your life insurance coverage.

Dependent Life Insurance, Voluntary Ad & D and Optional Life Insurance for your spouse and child is also available through your Group Life Insurance Policy. For complete details please refer to the booklet provided by our insurance company for the full details.

After Six (6) Months

* Basic Life	100%	up to 50%
* Accidental Death & Dismemberment Insurance	100%	

* Dependent Life	100%	
* Optional Life	100%	
* Long Term Disability	100	up to 50%

Termination of Insurance

Your insurance will terminate when you cease to be eligible for coverage under the terms of our group insurance program, or when you cease to be employed as an employee eligible for the insurance.

Government Required Coverage

Workers Compensation

In the event an Employee is injured on the job and is unable to work for the balance of their work day, the Employer shall pay the Employee's wages for the balance of the day. Where the Employee is unable to return to work, all further wage losses must be claimed directly from the Workers' Compensation Board. Both the Employee and the Employer are required to complete accident forms and forward them to the Worker's Compensation Board.

While in receipt of Compensation, and if off for more than thirty (30) days, Employees are required to contact their supervisor a minimum of two (2) weeks prior to their intended date of return to work.

Employment Insurance

The Town pays a percentage of its payroll to Revenue Canada for Employment Insurance coverage for our employees. If you become unemployed, you may be eligible for employment insurance, under certain conditions, for a limited period. Employment insurance provides temporary income for workers who have lost their jobs. To be eligible you must have earned a certain amount and be willing and able to work. You should apply for benefits through the local Service Canada office as soon as possible.

Canada Pension Plan

The Federal Government, through the Canada Pension Plan, has allowed for our income as seniors. As a wage earner, you are required by law to contribute a set amount of your weekly wages to the Canada Pension Plan from which benefits are paid. As your employer, the Town is required to deduct this amount from each paycheck you receive. In addition, the Town matches your contribution dollar for dollar, thereby paying one-half of the cost of your pension plan benefits.

Other Benefits

Annual Christmas Party

The Town sponsors an annual Christmas party. Details will be provided as soon as possible, once known.

Education Assistance

We feel an individual who possesses a desire to continue their education, in addition to performing their full-time job, shows a commitment to improving themselves and their position within the Town. To encourage and reward these individuals, the Town offers an Education Assistance benefit.

Full-time employees may continue their education in a related field and the Town may reimburse all or part of the registration and tuition costs assuming the extra education is appropriate for your current or future positions you are being considered for. All courses must be pre-approved by the CAO and Council. Once the course is completed, submit a certified transcript of grades, with receipts for expenses. The Town will reimburse you as described below for the portion of the registration and tuition that was pre-approved. Incentives have been established to reward better than average performance.

Reminder: If you are taking a pre-approved seminar that offers continuing education credit, be sure to give your manager a copy of the Continuing Education Credit Certificate (or another document) to include in your personnel file.

In order to qualify for this Education Assistance benefit you must:

1. Advise your manager, prior to enrolling for the class, that you intend to take a particular course. Your manager will advise you whether the course is of a nature that the Town will approve for partial or total reimbursement of tuition and fees.
2. The course must be job-oriented and offered by an approved educational institution.
3. You must receive a passing grade.
4. You must have at least one (1) full year of service with the Town.
5. If your employment with the Town terminates for any reason within one (1) year after completing the course, you must agree to pay the Town back.
6. If you are eligible to receive educational benefits from other sources, such as the Veterans Administration, the Town will not reimburse your educational expenses.
7. The course must be consistent with development plans that have been identified as meeting future needs of the Town.

Education and Training

We encourage staff to develop skills that will benefit us and them in doing their jobs. Accordingly, we feel that it is important to provide support. We show our support by paying for the time, travel, and tuition for pre-approved courses if training is mutually beneficial to the organization and the employee. Direct any questions regarding course offerings and reimbursement to either your supervisor or the CAO.

Pension Plan

An Employee who has completed six (6) months of regular employment with the Town must join the Pension Plan as a condition of employment. The organization matches

Employee contributions to the Plan in accordance with its provisions for calculating monthly deductions.

Employees who work seasonally or part-time on a regular and recurring basis must join the Plan after two (2) consecutive years of employment in which they have met the requirements for enrolment.

Please contact the ACAO for further terms and conditions.

4. Other Policies

Bulletin Boards

Bulletin boards are our "official" way of keeping everyone informed about new policies, safety items, changes in procedures, job ads and special events. Information of general interest is posted regularly on the bulletin boards. Please form the habit of reading the bulletin boards regularly so that you will be familiar with the information posted on it.

Only authorized personnel are permitted to post, remove, or alter any notice on the bulletin boards. If you want to have notices posted on the Town bulletin boards, see your manager for instructions.

Cell Phone Usage

Cell usage is to be restricted to lunch and coffee breaks.

Department Meetings

From time to time, your manager will schedule staff meetings before, during, or after work. It is to your advantage to be at these meetings. They give you and your fellow workers a chance to receive information on Town events, to review problems and possible solutions, and to make suggestions about your department or your job.

Dress Code/Personal Appearance

Please understand that you are expected to dress and groom yourself in accordance with accepted social and business standards, particularly because your job involves dealing with our residents or visitors in person. For office staff, jeans, providing that they are appropriate, are permitted on Jean Friday.

Acceptable attire for office staff does not include sun dresses with bare backs or halter tops. While on site, outside staff must wear the necessary safety wear which includes steel toed boots, a high visibility top and a hard hat (where required). If additional safety protection is mandated it must be worn. Failure to wear required safety clothing will result in an incident report being placed in your file and repeated incidents could lead to possible dismissal.

Exit Interviews

In instances where an employee voluntarily leaves our employ, the Town would like to better understand your reasons for leaving and any other impressions that you may have about the Town. If you decide to leave, you will be asked to participate in an exit interview. During the exit interview, we trust that you will express yourself freely for we hope that the interview will provide insights into possible improvements we can make. All information will be kept strictly confidential and will in no way affect any reference information that the Town management will provide another employer about you.

Expense Reimbursement

You will be required to have the Town's authorization prior to incurring an expense on behalf of the organization. To be reimbursed, you must submit receipts. A travel allowance will be provided to pay for your meals and mileage at the rate paid to members of Council. Hotel accommodations and parking expenses are reimbursed at cost with appropriate receipts.

Fire Exits/Drills

We will ensure that all employees are aware of the buildings fire exits to ensure employee safety. Our safety manual should be reviewed regularly so that you are prepared in case of a fire.

First Aid

At the Town, safety is paramount. We have first aid kits at each location. Please refer to our Safety manual for information on our first aid product location and notify your Supervisor and the CAO of any incidents.

Safety & Health

The safety of all Employees is of primary importance. It is always therefore important that Employees follow safe working procedures. If there are questions or concerns about a safe method to use in any given operation, Employees must consult with their supervisor before proceeding.

All injuries, no matter how minor, must be immediately reported to the Supervisor. This reporting is necessary to ensure that an Employee will be eligible to receive Workers' Compensation benefits for which the Employer pays premiums annually.

All Employees must follow legislated Workplace Health and Safety Regulations. If an Employee is determined to be working in an unsafe manner or without proper safety equipment, the Employee must discontinue working immediately until the work can be performed in a safer manner or the proper safety equipment can be obtained. If it is necessary for an Employee to be reprimanded for working in an unsafe manner or without proper safety equipment on a recurring basis, that Employee will be subject to all disciplinary penalties, including dismissal.

Gifts

Advance approval from the CAO is required before an employee may accept or solicit a gift of any kind from a citizen, supplier, or vendor representative. Employees are not permitted receive gifts with a monetary value of over ten dollars from citizens or suppliers as they can create a perceived conflict of interest.

Grievances

The Town intends to do what is fair and right at all times in the day-to-day relations with Employees. However, there may be situations where an Employee is concerned about some issue. When this happens, it is necessary to promptly identify the problem and draw it to the attention of complainant by proceeding in the following manner:

- a) Within five (5) calendar days of the situation giving rise to the complaint, an Employee should write out their concern, identify the complaint and how matters could be resolved and present this to the complainant.
- b) The complainant and employee shall meet and to try to resolve the complaint. Within five (5) calendar days of this meeting, they should both develop a written response to the concern.
- c) If the joint agreement does not solve the issue, it may be necessary to draw the problem to the attention of your supervisor once again in the form of a written complaint.
- d) The Supervisor shall meet with you and the complainant to try to resolve the complaint. Within five (5) calendar days of these meetings, the Supervisor will give you a written response and provide the complaint and their response to the complainant and the CAO.
- e) Where the Employee feels that their concerns still have not been addressed, they may present them to the CAO who will in turn follow the process outlined in point d) forwarding the complaint and their response to Council.
- f) If the concern is still not adequately addressed, the employee may appear before Council, in camera, at the earliest opportunity and convenience and present their complaint for the committee's consideration and response, which shall be issued in writing to the Employee, the complainant, the supervisor and the CAO within seven (7) calendar days of receipt.
- g) Should the employee still be unsatisfied with the response from Council, an outside mediator shall be brought in to review the grievance and assist in a final decision.

Housekeeping

Neatness and good housekeeping are signs of efficiency. You are expected to always keep your work area neat and orderly – in the shops this is a required safety precaution.

Always be aware of good health and safety standards, including fire and loss prevention. Please report anything that needs repairing or replacing to your manager immediately.

Internet Usage Policy

It is important for you to be aware that the Internet not only provides educational opportunities but can also contain content that could seriously threaten our systems. With this educational opportunity also comes responsibility. It is important that you abide by the conditions addressed in the internet terms and conditions form that you will be asked to sign before you to access the internet on the Employer's devices. Before signing the form, please review the terms and conditions under which the access will take place.

Layoff & Recall

Where the Town is required to reduce its workforce due to a shortage of work, seasonality of your job, or a re-organization, it shall provide the regular full-time Employees affected at least thirty (30) calendar days' notice, seasonal Employees at least seven (7) calendar days' notice, casual and part-time Employees at least two (2) days' notice, or pay in lieu of notice.

Life-Threatening Illnesses

The Town recognizes that employees with a life-threatening illness, including, but not limited to cancer or heart disease, may wish to continue to engage in as many of their normal pursuits as their condition allows, including work. These employees must be able to meet acceptable performance standards. Performing normal job functions must not exacerbate their condition. Medical evidence must indicate that their condition is not a threat to other workers.

Open Door Policy

If you have a problem or complaint that is of a personal nature, or a very delicate matter, your supervisor is always available to discuss it. If you do not feel the issue has received the proper attention after discussing it with your supervisor you are encouraged to address your concern with the CAO. If the CAO is your supervisor, forward the problem or complaint to Council in a written letter outlining the details.

Payroll Advances

Payroll advances will be on a very limited basis, and only at the discretion of Council and the CAO.

Personal Phone Calls

Employees are asked not to make or receive personal telephone calls during work hours except when essential. Unnecessary phone calls waste productive time and tie up telephone lines, which could create citizen dissatisfaction.

Personal Use of Company Property

In some instances, employees may be allowed to borrow the Town tools or equipment for their own personal use while on our premises. Under no circumstance can this be done off our premises, after hours or without prior approval. You understand and agree that the Town is not liable for personal injury incurred during the use of company property for personal projects. As a Town employee, you accept full responsibility for any and all liabilities for injuries or losses which occur, or for the malfunction of equipment. You are responsible for returning the equipment or tools in good condition and you agree that you are required to pay for any damages that occur while using the equipment or tools for personal projects.

Promotion Policy

The Employer recognizes the desire of all Employees to improve their position of employment within the organization and to earn a higher income. All competitions for vacant positions will be open to any interested current Employees and external candidates. The filling of all job vacancies be decided on by the CAO with input of the Personnel Committee in the best interests of the Town.

An Employee who is considered for promotion may be given a trial period of ninety (90) calendar days to prove their competence in the new position and may be removed if they are unable to demonstrate their abilities and suitability for the job. They would revert back to their former position and other Employees affected would return to their former positions. The most recently hired Employee may be terminated with a week's notice.

Property & Equipment Care

Our success is dependent on the qualifications of our staff and the functionality of the equipment that they use. The Town strives to provide quality equipment in good working order. In order to ensure that equipment functions as it is intended, we ask that the staff using the equipment play an active role in identifying when maintenance is required and having the equipment repaired in a timely fashion.

Restricted Areas

In the interest of safety and security, certain portions of the Town's facilities may be restricted to authorized personnel only. Such areas will be clearly marked (i.e. lift stations, the ice plant and the water reservoir). Some areas may be designated no smoking areas as well.

Return of Company Property

All Town property issued to you must be returned to the Town at the time of your dismissal or resignation, or whenever it is requested by your supervisor or the CAO. You are responsible to pay for any lost or damaged items. It is also expected that any company email/information will be deleted from your own personnel devices and computers and a signed affidavit will be required verifying so.

Security

Maintaining the security of Town buildings and vehicles is every employee's responsibility. Develop habits that ensure security as a matter of course. For example:

- * Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible.
- * Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them, should the need arise.
- * When you leave the Town's premises make sure that all entrances are properly locked and secured.

Service Awards

Each year, the Town honors its long-term employees by presenting service awards at an annual company function. Service awards will be given after you have completed five, ten, fifteen, twenty, and twenty-five years of service.

Smoking Policy

Under our smoking policy:

- No smoking is allowed in any building. This is consistent with municipal and Provincial by-laws.
- Cigarette butts are to be disposed of properly (not on ground).
- No smoking is allowed in Municipal vehicles or on citizen property.
- Cigarette breaks are to be limited to your lunch and coffee breaks.

Social Media Usage and Use of Company Computers

Accessing social media usage should be restricted to after-hours unless it is for the maintenance of our social media pages. With our dependence on company computers for day-to-day operations, at no time should they be used in any way that may risk exposure to malicious activity.

Theft

Property theft of any type will not be tolerated by the Town. We consider property theft to be the unauthorized use of company services or facilities or the taking of any company property for personal use, without permission.

Traffic Violations

Employees are responsible for operating company vehicles within the legal restrictions of our community. All fines imposed as a result of any violations shall be paid entirely by the person who was responsible for the violation. We insist that you abide by all speed, parking, and traffic rules. For insurance reasons, no employee will be permitted to drive

company vehicles unless they have a valid driver's license. Violation of this policy will be grounds for immediate dismissal.

Uniforms

We provide high visibility clothing if required for the position. Please ensure this clothing is always clean and tidy and that worn clothing is replaced. Work clothing is only to be used for work purposes.

Use of Company Vehicles

Anyone driving a company vehicle will be solely responsible for the deductible regarding insurance in the case of an accident or damage;

- Company vehicles and heavy equipment will be kept clean and in good mechanical condition;
- The department Supervisor will assign department vehicles and heavy equipment;
- All employees driving company owned automobiles must wear seat belts;
- Smoking is not allowed in company vehicles/equipment;

Any vehicles or equipment used by an employee should be driven in a safe manner.

Violation of Policies

You are expected to abide by the policies in this Manual. Failure to do so will lead to appropriate disciplinary action. A written record of all policy violations is maintained in the individual's personnel file.

Visitors

Good common sense prohibits unescorted visitors in our facilities. If you are expecting visitors, please request permission from your supervisor.

Phone Usage While Driving

Usage of cell phones while driving is illegal and can result in accidents, heavy fines, and the loss of your license. You are expected to use the vehicles two-way radio and cell phones are restricted to emergency situations where the radios do not work. If you need to make an emergency call while driving pull over to the side of the road before attempting to do so. You are expected to abide by all Highway Traffic Act Laws for the Province of Manitoba or any other province you may be in with a company vehicle.

Receipt & Acknowledgment of the Town of Carberry Employee Handbook & Policy Manual

This Employee Handbook is an important document intended to help you become acquainted with the Town. This Handbook will serve as a guide; it is not the final word in all cases. Individual circumstances may call for individual attention.

Due to changes in legislation and acceptable business practices this manual may be changed at any time at the discretion of the Town. No change in any benefit, policy or rule will be made without due consideration of the mutual advantages, disadvantages, benefits, and responsibilities those changes will have on you as an employee and on the Town. Please read the following statements and sign below to indicate your receipt and understanding of the Town Employee Handbook.

- * I have received and read a copy of the Town Employee Handbook. I understand that the policies, rules, and benefits described in it are subject to change at the sole discretion of the Town at any time. I understand that this Handbook replaces (supersedes) all other previous Handbook documents for the Town.

- * I am aware that during my employment confidential information may be made available to me (i.e., citizen information, pricing policies and other related information). I understand that this information is critical to the success of the Town and must not be given out or used outside of the Town premises or with non-Town employees. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual or company.

- * I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the Town Employee Handbook, and that, should the content be changed in any way, the Town/ may require an additional signature from me.

Employee's Printed Name

Position

Employee's Signature

Date