

# Section 2: Key Policies

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Code Of Conduct</b>		
POLICY NO: 2.0.0	EFFECTIVE DATE: January 2009	PAGE: 1 of 4
SUPERSEDES POLICY DATED: June 1995	APPROVED BY:	

**POLICY STATEMENT:**

It is expected that employees and representatives of the Canadian Diabetes Association will live up to the highest standards of conduct at all times. This policy has been developed to assist individuals in becoming and remaining aware of expected conduct in the workplace and in relation to their roles with the Association. When in doubt about how to act in a given situation, individuals should contact the supervisor or Human Resources for further guidance.

The Code is organized into the following categories:

- Interpersonal
- Providing Services
- Personal Accountability
- Confidentiality
- Conflict of Interest

**Interpersonal:**

- Treat other employees, volunteers, customers and all Association stakeholders with dignity and respect no matter their personal characteristics, background or values.
- Refrain from engaging in any behavior that could be considered discrimination and harassment under the Association’s Human Rights Policy.
- Refrain from behavior that could be considered demeaning, bullying, threatening, intimidating or violent.
- Do not be under the influence of, or affected by, illegal drugs, controlled substances or alcohol during working hours (except at designated Association events).

**Providing Services:**

- Always act with fairness, honesty, integrity and openness; respect the opinions of others and treat all with dignity and respect.
- Promote the mission and objectives of the Association in all dealings with the public on behalf of the Association and within the Association.
- Provide a positive and valued experience for those receiving service within and outside the Association.

**Personal Accountability:**

- Act with honesty and integrity and in accordance with any professional standards and / or governing laws and legislation that apply to the responsibilities you perform for or on behalf of the Association.

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- Comply with both the letter and the spirit of any training or orientation provided to you by the Association in connection with those responsibilities.
- Adhere to the policies and procedures of the Association and support the decisions and directions of the Board and its delegated authority.
- Take responsibility for your actions and decisions. Disclose any perceived or actual conflict to your supervisor and/or Human Resources. Follow reporting lines to facilitate the effective resolution of problems. Ensure that you do not exceed the authority of your position.

**Confidentiality:**

- Respect and maintain the confidentiality of information gained as an employee or volunteer, including, but not limited to, all computer software and files, Association business documents/printouts, and all volunteer, employee membership, donor and supporter records.
- Respect and maintain the confidentiality of individual personal information about persons affected by diabetes gained through your role in the Association, for example, in meetings or in service programs.

**Conflict of Interest:**

- All employees owe a duty of good faith and loyalty to the Association. Accordingly, they should not engage in any outside activities that place or could place them in a position of conflict of interest.
- Refrain from engaging in any outside work or business undertaking that would interfere with or compromise your responsibilities with the Association.
- Any other behaviour that would constitute a conflict.

**PURPOSE:**

To provide clear guidelines as to expected behaviour in individuals' employment or representative role within the Association.

**SCOPE:**

All employees and Volunteers

**PROCEDURE:**

Whenever an employee believes that they may be in violation of the Code of Conduct, they must discuss the situation with their supervisor or Human Resources to get direction about what is required.

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Employees must report observed violations of the Code of Conduct to the supervisor or Human Resources. Where violations should be resolved with the procedures in another Association policy, this policy will be used as a framework. In all other cases, an appropriate investigation will promptly commence and corrective action will be taken as required. Corrective action may include disciplinary action up to and including termination of employment.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

At the conclusion of the investigation, Human Resources will share the findings with the alleged offender. Where a complaint is substantiated, the alleged offender may appeal the results to the Vice President of Human Resources for further review, the results of which will be communicated to the alleged offender. Where a complaint is unsubstantiated no written record will be placed in personal employment files.

Retaliation against individuals for reporting discrimination and harassment or for participating in the reporting, investigation or resolution of a complaint is a serious violation of this policy and will be subject to disciplinary action up to and including termination. Acts of retaliation should be promptly reported and will be promptly investigated and addressed.

**OPTIONS AVAILABLE:**

Not Applicable

**ACCOUNTABILITY:**

Employees are responsible for promptly reporting any potential, perceived or actual violations of the Code of Conduct and participating in any subsequent investigatory proceedings.

Supervisors are responsible for addressing any potential, perceived or actual violations of the Code of Conduct in accordance with the procedures outlined.

Human Resources is responsible for investigating any reports in accordance with all applicable policies.

**ADMINISTRATION:**

Human Resources, 522 University Avenue, Suite 1400, Toronto, Ontario M5G 2R5

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**CONTACT:**

Human Resources

**RELATED REFERENCES:**

All policies

**FORMS/PAPERWORK:**

Acknowledgement of Understanding

SECTION: <b>Key Policies</b>		
SUBJECT: <b>Human Rights</b>		
POLICY NO: 2.1.0	EFFECTIVE DATE: January 2009	PAGE: 1 of 5
SUPERSEDES POLICY DATED: May 1992		APPROVED BY:

**POLICY STATEMENT:**

The Canadian Diabetes Association is committed to providing a work environment where all employees are provided with equal opportunities to contribute to our organization’s success and are treated with dignity and respect in all circumstances. As part of this commitment, the Association expects everyone associated with the achievement of its mission to avoid engaging in any behaviour that could be considered discrimination and harassment.

Discrimination and harassment are prohibited by the *Canadian Charter of Rights and Freedoms* and by human rights legislation in every province and territory in Canada. In our organization, discrimination and harassment in the workplace is specifically prohibited on the grounds of race, colour, ancestry, ethnic origin, place of origin, citizenship, religion, age, sex, sexual orientation, political belief, marital status, family status, record of offenses, disability or any other status protected by federal or provincial law.

In keeping with our commitment to providing a workplace free from discrimination and harassment, the Association will ensure the work environment and its practices are professional and job-related. The Association also will address and resolve any allegations of discrimination and harassment in a prompt and effective manner.

Definitions

**Discrimination** involves treating any employment unequally in the terms and conditions of employment because of a prohibited ground, except where it would be legally allowed for job-related purposes. Terms and conditions of employment would include organizational processes such as hiring, work assignments, training, promotion, and performance management.

Where accommodation is required for employees because of a prohibited ground in the terms and conditions of employment, the Association will take reasonable action to do so short of undue hardship.

**Harassment** is defined as offensive comments, conduct, or surroundings related to a prohibited ground that is known to be or should reasonably be known to be unwelcome. Harassment can include a series of incidents or it can occur with a single incident if serious enough. Harassment has the effect of creating a degrading, intimidating, hurtful, or uncomfortable work environment.

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A “**poisoned work environment**” (a form of harassment), is offensive comments, conduct, or surroundings that ridicule or demean any individuals in the workplace covered by a prohibited ground, even if not directed at a specific individual employee.

**Sexual harassment** is a form of harassment and is generally defined in the following way.

- Any comments, conduct, or surroundings of a sexual nature that is known or should reasonably be known to be unwelcome and causes an intimidating, hostile or uncomfortable work environment.
- Comments, conduct, or surroundings that is reasonably perceived by employees as placing a condition of a sexual nature on employment decisions that would affect them.
- Sexual harassment will often, but need not be accompanied by an expressed or implied threat of reprisal or promise of reward.
- Both males and females can be sexually harassed by members of either sex.

**What Discrimination and Harassment is Not:**

1. Any interpersonal conflict that is not related to the prohibited grounds covered in human rights legislation, unless it creates a poisoned work environment.
2. Legitimately discharged management responsibilities, including disciplinary action.

**PURPOSE:**

- To ensure a work environment free from discrimination and harassment that is contrary to law.
- To define what is and is not discrimination and harassment.
- To outline the complaint procedures for employees to follow if they believe that they have faced discrimination and harassment.

**SCOPE:**

This policy applies to all employees, volunteers and any third party dealing with Association employees and representatives.  
The workplace is any physical space where Association business is conducted. This includes, but is not limited to, Association offices, branches, vehicles, camps, stores, warehouses, yards, public/private spaces engaged for Association events.

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Discrimination and harassment, which occurs outside the workplace but adversely affects employee relationships as a result, may also be covered by this policy.

**PROCEDURE:**

The Association encourages prompt reporting of complaints or concerns so that it can proceed proactively before work situations become irreparably damaged.

Supervisors are responsible, upon becoming aware that discrimination or harassment is occurring, for taking appropriate corrective action in consultation with Human Resources even if no formal complaint is made. Human rights legislation states that a person in authority who does not act to prevent or discourage known violations may be held responsible.

The Association recognizes that in some situations employees may wish to resolve issues themselves. That is why individuals who have been faced with discrimination and harassment have the option of discussing the situation with the alleged offender, wherein they should request that any offensive behaviour stop immediately. Even if they decide to act themselves, employees are encouraged to complete a written record of dates, times, specific behaviour and witnesses.

For a variety of reasons, employees may not feel comfortable discussing issues with alleged offenders. In these cases, employees may bring alleged incidents to the attention of the supervisor or Human Resources. Initial fact-finding will proceed to determine additional steps that are required, such as management action, mediation or investigation.

Should formal investigation of an incident be required, it will be conducted in a timely and thorough way. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

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At the conclusion of the investigation, the Vice President of Human Resources will render a decision and share the findings with the complainant and the alleged offender in a confidential manner. Where a complaint is substantiated, corrective action will be taken up to and including termination. Where a complaint is unsubstantiated, appropriate remedial efforts may still be undertaken but no record will be placed in personal employment files.

Either the complainant or the alleged offender may appeal the findings of the investigation to the President and Chief Executive Officer for further review, the results of which will be communicated to the parties.

Retaliation against individuals for reporting discrimination and harassment or for participating in the reporting, investigation or resolution of a complaint is a serious violation of this policy and will be subject to disciplinary action up to and including termination. Acts of retaliation should be promptly reported and will be promptly investigated and addressed.

Any of these resolution procedures do not supersede complaint procedures established by legislation or collective agreement.

### **Consequences of Violating the Policy**

If it is determined that an employee has committed an act of discrimination and/or harassment, corrective action can include apologies, education, counselling, and disciplinary action up to and including termination of employment.

In cases where malicious or bad faith complaints of discrimination or harassment are made by employees, consequences can include any of the aforementioned actions.

### **ACCOUNTABILITY:**

Employees are responsible for promptly reporting any witnessed or experienced incidents of discrimination and/or harassment and participating in any subsequent investigatory proceedings.

Supervisors are responsible for addressing witnessed incidents or reported claims of discrimination or harassment in accordance with the procedures outlined.

Human Resources is accountable for investigating any reports in accordance with all applicable policies and legislation.

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**ADMINISTRATION:**

Human Resources, 522 University Avenue, Suite 1400, Toronto, Ontario M5G 2R5

**CONTACT:**

Supervisor  
Human Resources

**RELATED REFERENCES:**

All Policies

**FORMS/PAPERWORK:**

Acknowledgement of Understanding

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Violence In the Workplace</b>		
POLICY NO: 2.2.0	EFFECTIVE DATE: January 2009	PAGE: 1 of 2
SUPERSEDES POLICY DATED: New	APPROVED BY:	

**POLICY STATEMENT:**

Association employees, volunteers, and stakeholders have the right to a work environment free of actual or threatened physical violence, therefore any act of violence against person or property (whether actual, threatened or made in joke) is expressly prohibited in Association workplaces.

Threatening behavior is defined as an expressed or implied threat to negatively impact an individual's health or safety, or with the property of the Association, or any property where Association business is conducted which causes a reasonable apprehension or fear that such harm or injury is about to occur.

Violent behavior is defined as the use of physical force or violence to inflict harm to others, to endanger the health or safety of another person in an Association workplace, to restrict the freedom of action or movement of another person in the workplace, or possession of weapons in the workplace. Weapons may include: handguns, rifles, replica/imitation firearms, pellet guns, starter pistols, ammunition, knives, ice picks, repellent sprays or any other item that does not have a lawful or proper purpose in the course of employment or is defined by law as a prohibited weapon.

**PURPOSE:**

To ensure a safe work environment free from actual or threatened violence, and to promote a safe, respectful, and productive work environment for all employees.

**SCOPE:**

All Employees and Volunteers

**PROCEDURE:**

Any employee who experiences, observes, or has knowledge of threatening and/or violent behaviour in the workplace, whether actual or implied has a responsibility to report the situation as soon as possible.

Employees who threaten or engage in threatening behaviour and/or acts of violence in the workplace may be terminated for cause immediately. Examples of such behaviour include, but are not limited to:

- Direct or indirect threats of harm or injury;
- Words or gestures which create a reasonable fear of harm or injury;
- Prolonged or frequent shouting which creates a reasonable fear of harm or injury; and/or
- Stalking a fellow Association employee or other stakeholder.

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**OPTIONS AVAILABLE:**

Not Applicable

**ACCOUNTABILITY:**

Supervisors and employees are responsible for keeping the workplace free of threatening or violent behaviour.

Employees are responsible to refrain from engaging in threats of, or actual physical violence against persons or property in the workplace. Employees are also responsible to report incidents of either to the supervisor and Human Resources.

**ADMINISTRATION:**

Human Resources, 522 University Avenue, Suite 1400, Toronto, Ontario M5G 2R5

**CONTACT:**

Supervisor  
Human Resources

**RELATED REFERENCES:**

Code of Conduct  
Harassment

**FORMS/PAPERWORK:**

Not Applicable

<b>SECTION: Key Polices</b>		
<b>SUBJECT: Employee Relationship To Volunteers</b>		
POLICY NO: 2.3.0	EFFECTIVE DATE: January 2009	PAGE: 1 of 2
SUPERSEDES POLICY DATED: New	APPROVED BY:	

**POLICY STATEMENT:**

The Association relies on successful partnerships with volunteers for governance, fundraising and program delivery by linking us with the communities we serve. The goodwill of this volunteer base is an invaluable asset and hence, the Association has developed Volunteer Management Standards.

To ensure our volunteers' continuing support and enthusiasm, it is critical that all Association employees respect the role of volunteers and positively represent the Association and its work to volunteers. To assist employees in their communications and interactions with Association volunteers, we have adopted the following guidelines:

- Employees must follow the Volunteer Management Standards of the Association.
- With the exception of the CEO, who has a reporting relationship to the Board, all employees report to supervisors who are also employees of the Association.
- All matters related to individual employees – including HR policies, hiring, compensation, performance reviews and disciplinary actions – are handled on an employee-to-employee basis only.
- Matters relating to volunteers must be handled by their supervisor and/or Regional Volunteer Coordinator in accordance with the Association's Volunteer Management Standards and Volunteer Complaints Procedure.
- Employees may not solicit volunteer endorsement or support regarding any employment-related issues.

**PURPOSE:**

To provide guidelines for employees as pertains to various interactions with volunteers.

**SCOPE:**

All Employees

**PROCEDURE:**

By signing the Acknowledgement of Understanding, employees agree to abide by this policy and associated guidelines.

Association employees whose communications or actions are found to be in violation of this policy must exhibit immediate and sustained improvement and/or will be subject to disciplinary action up to and including dismissal.

<b>SECTION: Key Polices</b>		
<b>SUBJECT: Employee Relationship To Volunteers</b>		
POLICY NO: 2.3.0	EFFECTIVE DATE: January 2009	PAGE: 2 of 2
SUPERSEDES POLICY DATED: New	APPROVED BY:	

**OPTIONS AVAILABLE:**

Not Applicable

**ACCOUNTABILITY:**

All employees are expected to familiarize themselves with this policy and its provisions and abide by them at all times.

**ADMINISTRATION:**

Human Resources, 522 University Avenue, Suite 1400, Toronto, Ontario M5G 2R5

**CONTACT:**

Human Resources

**RELATED REFERENCES:**

Volunteer Management Standards Manual

Volunteer Complaints Procedure (Not found in the Human Resources Policy Manual)

**FORMS/PAPERWORK:**

Not Applicable

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Conflict of Interest</b>		
POLICY NO: 2.4.0	EFFECTIVE DATE: January 2009	PAGE: 1 of 2
SUPERSEDES POLICY DATED: New	APPROVED BY:	

**POLICY STATEMENT:**

All Association employees are expected to maintain a high standard of ethical business practices in their accepted roles and responsibilities, and in all Association endeavours.

Outside activities, actions, employment or proprietary interests that jeopardize, displace, overlap with, or materially interfere with Association interests form a basis for conflict and are prohibited. This includes conducting personal business in Association workplaces or through Association-facilitated electronic channels.

**PURPOSE:**

To ensure that employees are aware of the types of activities that constitute a conflict of interest, enabling them to take initiative to disclose and consequently, prevent potential, perceived or actual conflict of interest situations.

**SCOPE:**

All Employees

**PROCEDURE:**

All business transactions (whether direct or indirect) conducted in the name of the Association are to be made in an objective manner, free from favouritism, nepotism or bias. This includes any business, management or financial interest or activity in any entity that is a present or prospective competitor, customer or supplier of the Association.

Employees should neither solicit nor accept personal financial gifts in the name of the Association, or exploit any relationship made in the course of Association endeavours that provide personal or financial gain for themselves, family members or external business associates.

Employees are forbidden from conducting any personal business for financial gain on Association sites, or during work periods.

An employee's failure to disclose a potential conflict of interest to his/her supervisor may subject the employee to disciplinary action, up to and including termination.

**OPTIONS AVAILABLE:**

Not Applicable

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<b>SUBJECT: Conflict of Interest</b>		
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SUPERSEDES POLICY DATED: New	APPROVED BY:	

**ACCOUNTABILITY:**

Employees are responsible for promptly reporting any potential, perceived or actual conflict of interest situations to the Supervisor, Human Resources, or as outlined in the Whistleblower Policy.

Supervisors are responsible for addressing any potential, perceived or actual conflict of interest situations in accordance with the procedures outlined.

Human Resources is accountable for investigating any reports in accordance with all applicable policies.

**ADMINISTRATION:**

Human Resources, 522 University Avenue, Suite 1400, Toronto, Ontario M5G 2R5

**CONTACT:**

Supervisor  
Human Resources

**RELATED REFERENCES:**

Code of Conduct  
Financial Limitations Manual (Not found in the Human Resources Policy Manual)  
Whistleblower Policy

**FORMS/PAPERWORK:**

Not Applicable

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Whistleblower Policy</b>		
POLICY NO: 2.5.0	EFFECTIVE DATE: March 2012	PAGE: 1 of 6
SUPERSEDES POLICY DATED: December 2011		APPROVED BY:

**POLICY STATEMENT:**

The Association is committed to the highest ethical standards. We do this by conducting our business with maximum integrity and by achieving full compliance with all applicable laws, rules, and regulations. In line with this commitment, the Association provides an avenue for Association employees, volunteers and other stakeholders to raise any concerns they may have about the subjects covered by this policy and to be assured that in making complaints they will be protected from reprisal or victimization for raising their concerns in good faith.

This policy covers instances where an employee, volunteer or other stakeholder has evidence of activity (“Reportable Activity”) by any Association officer, employee, volunteer or retained consultant (including external auditors) that to his/her knowledge constitutes:

- Accounting, auditing, or other financial reporting fraud or misrepresentation;
- Violations of federal or provincial laws that could result in fines or civil damages payable by the Association, or that could otherwise significantly harm the Association’s reputation or public image;
- Unethical business conduct in violation of any Association corporate policy, including, but not limited to the Code of Conduct;
- Danger to the health, safety, or well being of employees, volunteers and/or the general public (including any real or perceived threat of workplace violence or harassment).

Complaints that are not made in good faith will be viewed as a serious offence and may be subject to discipline up to and including discharge in the case of employees, and/or the severing of the relationship with volunteers, suppliers, or other stakeholders.

The Association will not permit any employees or volunteers to harass, retaliate or discriminate against those other employees, volunteers and stakeholders (the Complainant) who, in good faith, report a Reportable Activity. Retaliation in any form will not be tolerated and should be reported using the channels detailed below.

Any violation of this Policy may subject the violator to disciplinary action, which may include, in appropriate circumstances, termination of employment or legal action.

SECTION: <b>Key Policies</b>		
SUBJECT: <b>Whistleblower Policy</b>		
POLICY NO: 2.5.0	EFFECTIVE DATE: March 2012	PAGE: 2 of 6
SUPERSEDES POLICY DATED: December 2011		APPROVED BY:

**PURPOSE:**

To encourage employees and others to raise serious concerns within the Association.

**SCOPE:**

Employees, volunteers and stakeholders.

**PROCEDURE:**

A Complainant may submit their complaint in writing to the Chief Financial Officer and Vice President, Organizational Excellence and Shared Services by completing the report form (Exhibit A). Completed Report Forms should be sent to the above individual by e-mail or by regular mail. Alternatively and to maintain absolute anonymity, a complainant may submit their complaint electronically via a link that is conveniently displayed on the homepage of the Association's website.

A Complainant may remain anonymous. (Note: if the Complainant wishes to remain anonymous, they should not e-mail the Report Form from their Association account.) However, in order to allow for a better investigation of a complaint, the complainant should consider identifying themselves by giving their name, their telephone number and other contact information. Even if such contact information is not provided, the substance of the complaint will be treated with utmost confidence and not discussed with others except to the minimum extent necessary to conduct a complete and fair investigation. In all cases, the person who is alleged to have committed the infraction will be made aware of the complaint at an appropriate point during the investigation.

**Providing Details on the Subject Matter of the Complaint**

Whether the Complainant chooses to identify themselves or not, they should give as much information as possible on the subject matter of the complaint so that the information is sufficient to enable a full investigation. Such information should include details as to where and when the incident(s) occurred, the names and titles of the individuals involved and as much other relevant detail as the reporting individual can provide.

Upon receiving notice in writing or via web submission of a Reportable Activity the action taken will depend on the nature of the Reportable Activity. Complaints will be handled in one of the following ways:

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### **Internal Investigation**

The Chief Financial Officer and Vice President, Organizational Excellence and Shared Services is responsible for investigating and resolving most types of reports made under this Policy. In certain circumstances, this individual may refer the matter to, or seek the assistance of, employees or others depending upon the nature of the Reportable Activity. For example, if the Reportable Activity relates to a safety concern, they may refer the Reportable Activity to an appropriate safety representative or committee. However, under no circumstances will a matter be referred to an employee of the Association who is the subject of any Reportable Activity or is otherwise an inappropriate person to assist with the investigation.

### **Investigation by the Audit Committee**

If any Reportable Activity involves:

- (i) questionable accounting or other matters which, if true, has, or even could have the potential to have, a material effect on the Association's financial position or its future prospects; or
- (ii) an alleged impropriety involving an Officer or employee of the Association.

In either case, the allegation will immediately be forwarded to the Chairman of the Audit Committee, who in his/her discretion, may call a meeting of the Audit Committee to discuss the matter (and shall, in any event, disclose the substance of the complaint at the next regularly scheduled meeting of the Audit Committee). The Audit Committee may then, by majority vote, commence an investigation of the Reportable Activity (or transfer such investigation to a specially appointed committee of the Board). The Audit Committee or special committee may enlist the assistance of one or more employees and outside legal, accounting or other advisors, as may be appropriate to conduct the investigation.

### **Investigation by Chair of the Audit Committee**

If the complaint concerns the President and Chief Executive Officer, and/or the Chief Financial Officer and Vice President, Organizational Excellence and Shared Services and/or a Board member, it should be directed immediately to the Chairman of the Audit Committee of the Association's Board.

### **Investigation by Chair of Board**

If the complaint concerns the Chair of the Audit Committee or one of its members, it should be directed immediately to the Chair of the Board.

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### **Reports to the Audit Committee**

The Chief Financial Officer and Vice President, Organizational Excellence and Shared Services will advise the Audit Committee of all complaints (and the summary results of investigations) on a quarterly basis.

Human Resources shall retain any reports of Reportable Activity and any resulting investigations for a period of not less than seven (7) years. Such preservation obligation shall include the making of written summaries of any oral complaints or reportable activity.

### **OPTIONS AVAILABLE:**

Not Applicable

### **ACCOUNTABILITY:**

Complainants are accountable to act in good faith when reporting any Reportable Activity.

### **ADMINISTRATION:**

Human Resources, 522 University Avenue, Suite 1400, Toronto, Ontario M5G 2R5

### **CONTACT:**

Chief Financial Officer and Vice President, Organizational  
Excellence and Shared Services  
Chair, Board of Directors  
Chair, Audit Committee

### **RELATED REFERENCES:**

Code of Conduct

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**FORMS/PAPERWORK:**

**Exhibit A**

**Complaint Report Form**

Your name (*optional* – you may submit your complaint anonymously and/or online via the Association’s website):

Region/Operation/Department (*optional*):

Supervisor (*optional*):

Telephone (*optional*):

E-mail (*optional*):

CDA WILL TREAT ALL REPORTS MADE UNDER THIS POLICY AS CONFIDENTIAL TO THE FULLEST EXTENT THAT IS CONSISTENT WITH CONDUCTING A FULL AND FAIR INVESTIGATION. EVEN IF YOU MAKE A REPORT UNDER THIS POLICY AND DISCLOSE YOUR IDENTITY, THE ASSOCIATION WILL EXERCISE CARE TO KEEP CONFIDENTIAL YOUR IDENTITY UNTIL A FORMAL INVESTIGATION IS LAUNCHED. AT THAT POINT, YOUR IDENTITY WILL BE DISCLOSED TO OTHER INDIVIDUALS ONLY TO THE EXTENT NECESSARY TO CONDUCT A COMPLETE AND FAIR INVESTIGATION.

Describe Reportable Activity:

Date you became aware of Reportable Activity: \_\_\_\_\_, 20\_\_  
 Reportable Activity is:  Ongoing  Completed  Unclear whether ongoing or completed

Region/Operation/Department suspected of Reportable Activity:

Individual(s) suspected of Reportable Activity:

How did you become aware of the Reportable Activity?

Describe steps, if any, you took prior to completing this Report Form (e.g., informed supervisor

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## **Exhibit B**

### **Contact Information**

Walter Kurz  
Chief Financial Officer and Vice President,  
Organizational Excellence and Shared Services  
Canadian Diabetes Association  
1300-522 University Avenue  
Toronto, ON M5G 2R5  
(416) 408-7010 (Bus)  
(416) 214-1899 (Fax)  
Email: [walter.kurz@diabetes.ca](mailto:walter.kurz@diabetes.ca)

Doug MacNamara  
Chair, Board of Directors  
Canadian Diabetes Association  
1400-522 University Avenue  
Toronto, ON M5G 2R5  
(403) 762-5100 (Bus)  
(403) 762-2110 (Fax)  
E-mail: [board.chair@diabetes.ca](mailto:board.chair@diabetes.ca)

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<b>SECTION: Key Policies</b>		
<b>SUBJECT: Use / Sale Of Association Property</b>		
POLICY NO: 2.6.0	EFFECTIVE DATE: January 2009	PAGE: 1 of 1
SUPERSEDES POLICY DATED: New		APPROVED BY:

**POLICY STATEMENT:**

All supplies and equipment provided to employees have been purchased, rented or leased expressly for Association business. Any use or removal of supplies, equipment, property, facilities or donated goods for personal gain is prohibited and will be grounds for disciplinary action.

The Association does not enter arrangements to sell or give Association property to employees.

**PURPOSE:**

To provide parameters for the appropriate use of Association property.

**SCOPE:**

All Employees and Volunteers

**PROCEDURE:**

Employees are assigned Association property by the supervisor or applicable department, solely for business purposes.

Departing employees are responsible for returning or accounting for all Association-issued property prior to departure.

**OPTIONS AVAILABLE:**

Not Applicable

**ACCOUNTABILITY:**

Employees are responsible for using Association supplies, equipment, property, facilities or donated goods for Association business purposes only.

**ADMINISTRATION:**

Human Resources, 522 University Avenue, Suite 1400, Toronto, Ontario M5G 2R5

**CONTACT:**

Supervisor  
Human Resources

**RELATED REFERENCES:**

Code of Conduct

**FORMS/PAPERWORK:**

Not Applicable

<b>SECTION: Key Polices</b>		
<b>SUBJECT: Types Of Employment</b>		
POLICY NO: 2.7.0	EFFECTIVE DATE: January 2009	PAGE: 2 of 2
SUPERSEDES POLICY DATED: New	APPROVED BY:	

**POLICY STATEMENT:**

There are five types of employment with the Canadian Diabetes Association. Each type is identified below.

A **Permanent Full-Time Employee** is defined as one who is scheduled to work thirty-five (35) hours or more each week on a regular and continuing basis. Such employees are eligible for all benefits described in the manual after 3 months/6 months, as prescribed by the insurer's terms from hire date.

A **Permanent Part-Time Employee (Greater than 30 hours per week)** is one who is regularly scheduled to work between 30 and 34 hours per week. Such employees are eligible for all benefits described in the manual after 3 months/6 months, as prescribed by the insurer's terms from hire date. Vacation pay-out is pro-rated based on the working week.

A **Part-Time Employee (Fewer than 30 hours per week)** is defined as one who works scheduled hours, up to twenty-nine (29) hours per week. Part-time employees are ineligible for the Association's benefit plan, except where required by provincial legislation. Vacation is paid out as a percentage of earnings on each pay and employees receive unpaid time off.

A **Contract Employee** is one who is employed on a fixed term or temporary basis to cover special projects, absenteeism due to leave, vacation etc. Contract employees are ineligible for the Association's benefit plan. Vacation is paid out as a percentage of earnings on each pay and employees receive unpaid time off.

A **Casual/Variable Employee** is defined as one who works varied hours on an 'as-needed' basis, dictated by operational need. Casual/Variable Employees are ineligible for the Association's benefit plans, except where required by provincial legislation. Vacation is paid out as a percentage of earnings on each pay and employees receive unpaid time off.

**PURPOSE:**

To define the parameters and benefits, if applicable, of the various types of positions in the Association.

**SCOPE:**

All Employees

**PROCEDURE:**

Not Applicable

**OPTIONS AVAILABLE:**

<b>SECTION: Key Polices</b>		
<b>SUBJECT: Types Of Employment</b>		
POLICY NO: 2.7.0	EFFECTIVE DATE: January 2009	PAGE: 2 of 2
SUPERSEDES POLICY DATED: New	APPROVED BY:	

Not Applicable

**ACCOUNTABILITY:**

Not Applicable

**ADMINISTRATION:**

Human Resources, 522 University Avenue, Suite 1400, Toronto, Ontario M5G 2R5

**CONTACT:**

Human Resources

**RELATED REFERENCES:**

Benefits Booklet

**FORMS/PAPERWORK:**

Letter of Offer

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Probationary Review Period</b>		
POLICY NO: 2.8.0	EFFECTIVE DATE: January 2009	PAGE: 2 of 2
SUPERSEDES POLICY DATED: New	APPROVED BY:	

**POLICY STATEMENT:**

The first six months of employment are considered a Probationary Review Period; in addition, employees that transfer or are promoted will also be subject to probationary review. Where performance concerns exist, this period may be extended at the discretion of the supervisor, subject to the approval of Human Resources.

**PURPOSE:**

During the Probationary Review Period, employees have a chance to determine their satisfaction with the Association and their job. Supervisors of new employees will evaluate the employee's ability to perform the position effectively, as well as other considerations, including 'fit' with the organization's culture.

**SCOPE:**

All Employees

**PROCEDURE:**

The Probationary Review Period begins on the individual's first day of work and continues for 180 days. If any problems develop, the Supervisor should discuss them with the employee and if necessary, Human Resources.

Employees receive a performance review mid way through and at the end of the Probationary Review Period.

Supervisors may extend an employee's Probationary Review Period in the following circumstances:

- Extended absence or illness on the part of the supervisor or employee.
- For reasons outside the individual's control, the employee is unable to assume the full responsibilities of the position.

In order to justify extending an employee's Probationary Review Period, the supervisor must have a reasonable belief that the employee will meet expectations with additional coaching/training.

Eligible employees will be enrolled in the benefit plan after three months, irrespective of the duration of the Probationary Review Period.

The Association reserves the right to terminate employment without cause at any time during the first three months of the Probationary Review Period. In the event that employment is terminated after three months of the Probationary Review Period have elapsed, the Association shall pay minimum employment standards pay in lieu of notice as prescribed by provincial legislation.

**OPTIONS AVAILABLE:**

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Probationary Review Period</b>		
POLICY NO: 2.8.0	EFFECTIVE DATE: January 2009	PAGE: 2 of 2
SUPERSEDES POLICY DATED: New	APPROVED BY:	

Not Applicable

**ACCOUNTABILITY:**

During the Probationary Review Period, employees are expected to:

- Cooperate with, and follow the direction of the supervisor.
- Discuss any concerns or problems with the supervisor and act upon any job-related feedback appropriately.
- Meet co-workers and become familiar with the Association and the requirements of the job.
- Participate in the Association's orientation and ongoing training programs.
- Provide input toward the development of individual objectives.

The supervisor is expected to:

- Articulate clearly the requirements of the position during the hiring process.
- Develop Performance Contract objectives and clarify job expectations with the employee.
- Facilitate the delivery of the orientation.
- Provide ongoing coaching, feedback, resources and employment tools for the employee to meet expectation.

Human Resources is expected to provide support and clarification to employees and supervisors throughout the probationary review period.

**ADMINISTRATION:**

Human Resources, 522 University Avenue, Suite 1400, Toronto, Ontario M5G 2R5

**CONTACT:**

Supervisor  
Human Resources

**RELATED REFERENCES:**

Performance Contract  
Benefits  
Separation due to Performance or Conduct Issues

**FORMS/PAPERWORK:**

Job Description  
Performance Contract

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Attendance / Hours Of Work</b>		
POLICY NO: 2.9.0	EFFECTIVE DATE: January 2009	PAGE: 3 of 3
SUPERSEDES POLICY DATED: April 1997		APPROVED BY:

**POLICY STATEMENT:**

The Association is committed to providing good customer service at all times. To do this, we rely upon our employees to accept personal responsibility to complete their assigned work schedule and, in extenuating circumstances, to make the proper arrangements to ensure good customer service. The following sections of this policy address the hours employees are expected to work and the Association’s expectation regarding attendance.

**Basic Workweek**

The number of regular scheduled hours per basic (Permanent Full time) workweek is 35 hours, except for Clothesline program employees, who may be required to work 40 hours per week.

The core operating hours for Association offices are Monday through Friday, 8:00a.m. to 5:00p.m, with some exceptions by function or location based on business needs . However, individual employees’ hours of work are assigned by the supervisor. Lunch breaks of one (1) hour are excluded in these calculations but the Association pays for two (2) ten minute breaks (or as defined by provincial legislation) each workday. Given the above, the Association strongly encourages all employees to take time away from the work space during assigned lunch breaks.

**Attendance**

Employees are expected to report to work when scheduled and be on time. Regular attendance and punctuality are essential to the efficient operation of all Association activities and they are a requirement for continued employment. The Association recognizes that occasional illness or extenuating personal reasons may cause unavoidable absence or lateness. The procedure for handling such instances is outlined below.

**Time Sheets**

Contract and Casual/Variable Hours staff as well as Drivers\*, are required to submit timesheets for hours worked in accordance with the Payroll input schedule. These must be approved by the Supervisor and not exceed the number of hours reflected in the Letter of Offer. Hours in excess of this amount must be approved as per the overtime policy.

\* Drivers of commercial vehicles are required to accurately track hours and breaks as per provincial ‘hours of service’ legislation.

**Early Departure**

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Attendance / Hours Of Work</b>		
POLICY NO: 2.9.0	EFFECTIVE DATE: January 2009	PAGE: 3 of 3
SUPERSEDES POLICY DATED: April 1997	APPROVED BY:	

If for any reason, employees need to leave work before the end of their scheduled work period, they must obtain permission from their supervisor prior to leaving.

### **Lateness and Short Absences**

As stated, all employees are expected to arrive at work on time. In the event that an employee should arrive late to start work or return late from lunch/break, such time should be made up that same day, or with the approval of the supervisor, that same week. However, the ability to compensate for time is not to be taken as permission to routinely arrive late or otherwise adjust working hours on an ongoing basis.

### **Failure to Report to Work**

Employees are expected to call the supervisor (or designate) at least one hour prior to being absent from work when scheduled (unless an emergency situation makes this impossible).

Failure to report to work without contacting the supervisor or leaving him/her a message for two (2) consecutively scheduled work days will cause management to consider the employee's job to have been voluntarily "abandoned". In this situation, the employee will be removed from the payroll, unless they can provide acceptable and verifiable written evidence of extenuating circumstances for the failure to call in within five (5) business days of commencement of the absence.

Employees terminated for "abandonment" will not be eligible for re-hire for a minimum of 12 months.

### **PURPOSE:**

To define the Association's expectations for procedures related to attendance and hours of work.

### **SCOPE:**

All Employees

### **PROCEDURE:**

Not Applicable

### **OPTIONS AVAILABLE:**

Not Applicable

### **ACCOUNTABILITY:**

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Attendance / Hours Of Work</b>		
POLICY NO: 2.9.0	EFFECTIVE DATE: January 2009	PAGE: 3 of 3
SUPERSEDES POLICY DATED: April 1997	APPROVED BY:	

Employees must request supervisory approval for any work absences, including early departure. Employees must notify the Supervisor (or designate) of any unapproved absence from work at least one hour prior. Employees who fail to report to work, as described above must provide acceptable, verifiable evidence of extenuating circumstances immediately upon returning.

It is the responsibility of the Supervisor to ensure that lunch and breaks are scheduled to ensure adequate coverage to avoid service disruption. Supervisors are also accountable to make and track reasonable attempts to contact absent employees.

Human Resources is accountable for advising and providing support to supervisors dealing with absent employees.

**ADMINISTRATION:**

Human Resources, 522 University Avenue, Suite 1400, Toronto, Ontario M5G 2R5

**CONTACT:**

Attendance Taker  
Supervisor (or designate)  
Human Resources

**RELATED REFERENCES:**

Overtime  
Hours of Work Legislation

**FORMS/PAPERWORK:**

Leave Request Forms  
Time Sheets  
Acceptable and verifiable evidence of extenuating circumstances that caused the failure to report to work.  
Letter confirming Job Abandonment

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Dress Standards</b>		
POLICY NO: 2.10.0	EFFECTIVE DATE: January 2009	PAGE: 1 of 2
SUPERSEDES POLICY DATED: New	APPROVED BY:	

**POLICY STATEMENT:**

Employees are expected to maintain an appropriate dress standard that is businesslike, neat, clean and in good condition, as determined by the requirements of the particular position.

As a general rule, the Association allows business casual dress in the workplace, with more casual attire allowed on Fridays, or when the nature of a specific position or event allows it. Employees attending meetings with external stakeholders (e.g. donor prospects, candidates, suppliers, government officials) on any day of the week are required to dress in more formal business attire.

Examples of unacceptable attire include:

- Garments with slogans that may be offensive to others
- Underwear-type garments (such as camisole tops)
- Leggings/Sweats (or other exercise-wear)
- Beach-type or cut-off shorts
- Clothing that reveals undergarments or is otherwise overly revealing
- Denims (except on Fridays)

Where they are provided, employees are expected to wear their uniforms and appropriate safety gear at all times while on Association business. Employees are responsible for dressing appropriately for the weather conditions.

**PURPOSE:**

To ensure that Association employees preserve their own safety and present the Association in a professional manner to all stakeholders.

**SCOPE:**

All Employees and Volunteers

**PROCEDURE:**

When a supervisor deems an employee's attire to be inappropriate, he/she reserves the right to send the employee home without pay.

**OPTIONS AVAILABLE:**

Not Applicable

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Dress Standards</b>		
POLICY NO: 2.10.0	EFFECTIVE DATE: January 2009	PAGE: 2 of 2
SUPERSEDES POLICY DATED: New	APPROVED BY:	

**ACCOUNTABILITY:**

It is the responsibility of the employee to maintain work attire and uniforms in a clean and tidy manner. When in doubt, employees are encouraged to err on the side of dressing conservatively.

Supervisors are accountable for setting and maintaining appropriate standards of attire for their workplaces.

Uniforms remain the property of the Association and must be returned upon termination of employment.

**ADMINISTRATION:**

Human Resources, 522 University Avenue, Suite 1400, Toronto, Ontario M5G 2R5

**CONTACT:**

Supervisor  
Human Resources

**RELATED REFERENCES:**

Personal Hygiene and Grooming

**FORMS/PAPERWORK:**

Not Applicable

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Alcohol / Substance Use</b>		
POLICY NO: 2.11.0	EFFECTIVE DATE: January 2009	PAGE: 1 of 2
SUPERSEDES POLICY DATED: New	APPROVED BY:	

**POLICY STATEMENT:**

The use, sale, possession, dispensation, purchase, transfer, manufacture or distribution of illegal substances or associated paraphernalia in the workplace, while performing Association business or during working hours is strictly prohibited. Violation of this policy may result in disciplinary action up to and including termination. In addition, the use/mis-use of prescription drugs or other medications that impair an employee's ability to safely and effectively perform his/her job duties will be addressed as above.

The use or possession of alcohol in the workplace, while performing services for the Association, during working hours, or while representing the Association (except at designated Association events) or reporting to work under the influence of alcohol is a violation of this policy and may lead to disciplinary action up to and including immediate termination with cause.

**PURPOSE:**

The Association is committed to providing a safe workplace and to promoting good employee health. Consistent with the spirit and intent of this commitment, this policy aims to maintain a work environment that is free from the effects of alcohol and substance use.

**SCOPE:**

All Employees and Volunteers

**PROCEDURE:**

Any individual reporting for duty while their ability to work is affected by alcohol, drugs or other substances will not be permitted to remain in the workplace and may be subject to disciplinary action.

Employees experiencing difficulties in this area are encouraged to contact the Employee Assistance Program (EAP) for assistance.

**OPTIONS AVAILABLE:**

Not Applicable

**ACCOUNTABILITY:**

Employees are responsible for informing the supervisor when they have a reasonable suspicion that another employee is not able to perform his/her duties safely and effectively.

Supervisors are responsible to apply judgment in assessing employees' ability to safely and effectively perform their job duties and where reasonable suspicion of

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Alcohol / Substance Use</b>		
<b>POLICY NO: 2.11.0</b>	<b>EFFECTIVE DATE: January 2009</b>	<b>PAGE: 2 of 2</b>
<b>SUPERSEDES POLICY DATED: New</b>	<b>APPROVED BY:</b>	

impairment exists, to take appropriate action. Such action may include, but is not limited to: taking reasonable steps to ensure the employee can get home safely, obtaining emergency services, or encouraging the employee to seek help from EAP or a physician.

Human Resources is responsible for providing advice and direction to supervisors and employees.

**ADMINISTRATION:**

Human Resources, 522 University Avenue, Suite 1400, Toronto, Ontario M5G 2R5

**CONTACT:**

Human Resources  
EAP

**RELATED REFERENCES:**

Code of Conduct  
Employee Assistance Program

**FORMS/PAPERWORK:**

Not Applicable

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Overtime</b>		
POLICY NO: 2.12.0	EFFECTIVE DATE: January 2009	PAGE: 1 of 2
SUPERSEDES POLICY DATED: April 1997		APPROVED BY:

**POLICY STATEMENT:**

The Association recognizes the need for occasional overtime to address particular operational needs. Non-management employees are compensated for the time in accordance with provincial legislation.

Employees will not be required to work beyond the provincially legislated maximum hours without the appropriate government agreement in place. Employees will sign an overtime agreement where required by provincial legislation.

**PURPOSE:**

To ensure that employees are not working excessive hours and to comply with provincial legislation.

**SCOPE:**

Non-management Employees

**PROCEDURE:**

In instances an employee believes overtime is required, he/she generally predicts the required period of time and obtains authorization from the supervisor in advance of performing the actual work. A detailed explanation of the reason overtime is required should be provided on the Overtime Authorization Form.

In addition, a supervisor has the right to assign overtime to an employee in accordance with provincial legislation.

In all cases, when the work is completed, the employee is required to note the actual hours worked and obtain the supervisor's authorization to have the time banked or paid out as per provincial legislation.

Time off in lieu of overtime pay may be accumulated; however may only carry over a maximum of 21 banked overtime hours into a new calendar year. Banked overtime in excess of this amount will be paid out at the end of the year.

**OPTIONS AVAILABLE:**

Not Applicable

**ACCOUNTABILITY:**

Employees must obtain pre authorization and final approval from the supervisor for any overtime hours required.

SECTION: <b>Key Policies</b>		
SUBJECT: <b>Overtime</b>		
POLICY NO: 2.12.0	EFFECTIVE DATE: January 2009	PAGE: 2 of 2
SUPERSEDES POLICY DATED: April 1997	APPROVED BY:	

Supervisors are responsible for providing authorization for legitimate overtime hours and for planning and managing overtime in their business units.

**ADMINISTRATION:**

Human Resources, 522 University Avenue, Suite 1400, Toronto, Ontario M5G 2R5

**CONTACT:**

Supervisor  
Human Resources  
Payroll Office

**RELATED REFERENCES:**

Collective Agreement

**FORMS/PAPERWORK:**

Overtime Authorization Forms

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Discretionary Time Off For Management Staff</b>		
POLICY NO: 2.13.0	EFFECTIVE DATE: February 2012	PAGE: 1 of 2
SUPERSEDES POLICY DATED: January 2009		APPROVED BY:

**POLICY STATEMENT:**

Managerial staff is expected to work the hours required to accomplish the responsibilities of their position, which sometimes means working beyond the normal work week. In cases where Association business, for example, off-site meetings, conferences or committees take place outside normal working hours, discretionary time is provided for management staff.

**PURPOSE:**

To compensate management staff with time off for authorized business conducted outside of normal business hours.

**SCOPE:**

Management-level Employees

**PROCEDURE:**

Discretionary time should be pre-authorized by the supervisor wherever practicable.

Discretionary time is redeemed with the authorization of the supervisor and recorded as such on the Leave Request Form.

Discretionary time will not be paid out under any circumstances including termination of employment.

Discretionary time will not be carried over into a new calendar year. Please note that some exceptions may apply due to exceptional hours at calendar year end.

**OPTIONS AVAILABLE:**

Not Applicable

**ACCOUNTABILITY:**

Management-level employees are expected to manage their time effectively in order to achieve the responsibilities of their position. When business outside normal work hours is anticipated, the employee should obtain pre-authorization from the supervisor wherever practicable.

Supervisors are responsible for providing authorization for legitimate discretionary time hours and for planning and managing discretionary time in their business units.

**ADMINISTRATION:**

Human Resources, 522 University Avenue, Suite 1400, Toronto, Ontario  
M5G2R5

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Flex Time For Management Staff</b>		
POLICY NO: 2.13.0	EFFECTIVE DATE: February 2012	PAGE: 2 of 2
SUPERSEDES POLICY DATED: January 2009	APPROVED BY:	

**CONTACT:**

Vice President  
Human Resources

**RELATED REFERENCES:**

Not Applicable

**FORMS/PAPERWORK:**

Leave Request Form

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Workplace Accommodation</b>		
POLICY NO: 2.14.0	EFFECTIVE DATE: January 2009	PAGE: 1 of 2
SUPERSEDES POLICY DATED:	APPROVED BY:	

**POLICY STATEMENT:**

The Association makes every effort to accommodate the needs of those employees who are unable to perform the essential duties of their job, due to a disability or other personal attribute protected under human rights legislation.

Workplace accommodation refers to changes in terms or conditions of employment that are necessary to enable an employee to perform the essential duties of his or her position. Workplace accommodation may entail physical modifications to an employee’s work environment, the reassignment of nonessential responsibilities or changes to the application of certain workplace policies or procedures.

**PURPOSE:**

To clarify the Association’s obligations related to workplace accommodation.

**SCOPE:**

All Employees

**PROCEDURE:**

Employees requiring accommodation are expected to bring forward their request for accommodation to their supervisor.

On receiving the request the supervisor will discuss with Human Resources and their supervisor, the nature of the accommodation required and the various options that may be available to the employee and the Association.

The Association may require additional information and/or appropriate medical or other documentation to verify the need for accommodation and the suitability of various accommodation scenarios under consideration. The Association may seek expert opinion or advice where needed.

When an employee has requested accommodation, the supervisor and/or Human Resources, in consultation with the employee, will:

- Discuss the purpose and duties of the employee’s position;
- Review the nature of the limitations identified by the employee regarding his or her ability to perform the duties of the position;
- Investigate various forms of accommodation solutions;
- Determine whether or not accommodation can be provided, without undue hardship for the Association;
- Decide upon the accommodation solution, if one is available, and the duration of such accommodation;
- Where appropriate, establish timelines to monitor and review the suitability and impact of the chosen accommodation solution.

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Workplace Accommodation</b>		
POLICY NO: 2.14.0	EFFECTIVE DATE: January 2009	PAGE: 1 of 2
SUPERSEDES POLICY DATED:	APPROVED BY:	

**OPTIONS AVAILABLE:**

Not Applicable

**ACCOUNTABILITY:**

Employees are responsible to bring forward their request for accommodation to their supervisor, submit all required supporting documentation in a timely manner and cooperate with any subsequent verification or review processes.

Supervisors, in consultation with Human Resources are responsible for addressing all requests for workplace accommodation in a confidential and timely manner and cooperating with any subsequent verification or review processes.

Human Resources is responsible for providing advice to employees and supervisors where requested.

**ADMINISTRATION:**

Human Resources, 522 University Avenue, Suite 1400, Toronto, Ontario M5G 2R5

**CONTACT:**

Supervisor  
Human Resources

**RELATED REFERENCES:**

Human Rights

**FORMS/PAPERWORK:**

Not Applicable

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Driving for Work</b>		
POLICY NO: 2.15.0	EFFECTIVE DATE: January 2009	PAGE: 1 of 3
SUPERSEDES POLICY DATED:	APPROVED BY:	

**POLICY STATEMENT:**

The Association takes the safety of employees and the general public very seriously, particularly on the road. Moreover, the sustainability of the Association’s commercial vehicle operating status is critical to our ability to do business.

For these reasons, Association employees must adhere to all rules and regulations legislated by provincial Ministries/Departments of Transportation and highway enforcement authorities regarding traffic violations, citations, inspections and/or commercial vehicle safe operating practices (as applicable). Further, employees who operate a vehicle for work, are expected to abide by all Association policies, practices and guidelines relating to highway traffic.

**PURPOSE:**

To ensure the safety of employees and the general public by providing clear expectations for employees that operate a vehicle for work.

**SCOPE:**

All employees who operate a vehicle in the course of fulfilling their job responsibilities.

For the purpose of this policy, any employee who falls within the scope as outlined above will be referenced as a “driver” from this point forward.

**PROCEDURE:**

Drivers employed in Association business units who operate commercial vehicles (as defined by provincial legislation) are assessed against a Motor Vehicle Report (MVR) Risk Rating Index.

This index is used to determine the insurance risk associated with individual drivers based on age, experience, driving history and violations/convictions as stated on their MVR. All drivers must maintain a Risk Rating Score, driving history and MVR which is deemed acceptable as per the Associations standards.

Drivers who reach a Risk Rating Score that is deemed unacceptable, has repetitive offences on his/her driving record and/or is involved in multiple preventable incidents or collisions may be classified as high risk and/or non-insurable. If a driver is classified as high risk and/or non-insurable, he/she will no longer be able to perform the duties of the position and may therefore be terminated immediately.

SECTION: <b>Key Policies</b>		
SUBJECT: <b>Driving for Work</b>		
POLICY NO: 2.15.0	EFFECTIVE DATE: January 2009	PAGE: 2 of 3
SUPERSEDES POLICY DATED:	APPROVED BY:	

In addition, all drivers employed in Association business units that operate commercial vehicles (as defined by provincial legislation) are required to:

- Conduct 'pre' and 'post' trip inspections, complete and submit the appropriate paperwork on a daily basis.
- Complete the Hours of Service Logs, the associated paperwork and submit on a daily basis, or as directed by the supervisor.
- Carry with them at all times, proof of license, valid plate permit registration, a copy of the Commercial Vehicle Operator Registration/National Safety Code Registration documentation and the associated vehicle inspection and Hours of Service documentation.

**OPTIONS AVAILABLE:**

Not Applicable

**ACCOUNTABILITY:**

Drivers are responsible to:

- Operate vehicles in compliance with applicable laws and regulations and in a safe and responsible manner at all times;
- Participate in all required driving related Association education, initiatives, directives and procedures;
- Adjust driving habits to accommodate adverse weather, road and driving conditions;
- Refrain from carrying unauthorized passengers;
- Refrain from using vehicles owned, rented or leased in the Association's name for any uses other than the fulfilment of job responsibilities;
- Possess and retain a valid driver's license and not hold more than one valid drivers license. The license must be correct for the class of vehicle driven;
- Monitor and restrict their **total cumulative driving time** (including other jobs outside the Association that have a driving component) in accordance with provincially legislated 'on-the-road' limits and Association standard operating procedures;
- Pull over safely prior to placing/receiving calls on cellular phones while driving;
- Immediately notify the supervisor of any change to the status of their license i.e. under suspension or downgraded to an improper class;
- Produce a recent copy of their Motor Vehicle Report – MVR (Driver's abstract) if requested by the Association;

<b>SECTION: Key Policies</b>		
<b>SUBJECT: Driving for Work</b>		
POLICY NO: 2.15.0	EFFECTIVE DATE: January 2009	PAGE: 3 of 3
SUPERSEDES POLICY DATED:	APPROVED BY:	

- Immediately advise the supervisor of their involvement in **any** traffic violation, incident or collisions, roadside inspections and/or citations of any kind issued to them by authorities (whether driving for work or otherwise) and provide the supervisor supporting documentation upon request. This includes violations that do not impact the driver's abstract e.g. parking tickets.
- Pay for all ticket(s) and costs received and assessed against the Association including but not limited to, parking, unauthorized toll charges, inadequate documentation, photo radar etc, within four weeks of receipt of the ticket and/or cost. To provide evidence of payment to the supervisor upon request.
- If they do not pay tickets and/or costs received and assessed against the Association within the required period, the employee may be subject to progressive discipline.

Supervisors are responsible for addressing, in consultation with Human Resources, any violation to this policy. In particular, supervisors are responsible for notifying the Payroll Office when a payroll deduction is required to cover tickets/costs related to driving.

**ADMINISTRATION:**

Human Resources, 522 University Avenue, Suite 1400, Toronto, Ontario M5G 2R5

**CONTACT:**

Human Resources

**RELATED REFERENCES:**

All policies

**FORMS/PAPERWORK:**

Acknowledgement of Understanding  
 Consent to Release MVR Abstracts (where applicable)  
 Risk Rating Criteria Chart

SECTION: <b>Key Policies</b>		
SUBJECT: <b>Driving for Work</b>		
POLICY NO: 2.15.0	EFFECTIVE DATE: January 2009	PAGE: 3 of 3
SUPERSEDES POLICY DATED:	APPROVED BY:	