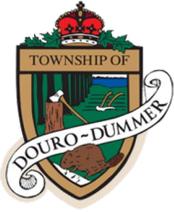


Staff Policy Manual

(For Internal Reference Only)

Township of Douro-Dummer
894 South Street
P.O. Box 92
Warsaw, Ontario K0L 3A0



The Township of Douro-Dummer - Human Resources Policy Manual

Introduction

This Human Resources Policy Manual applies to all employees of the Township of Douro-Dummer (referenced herein as “Douro-Dummer” or “the Township”) and is intended to provide guidelines and summary information about the Township’s human resources policies, procedures, and rules of conduct.

It is important that you read, understand, and become familiar with this manual and comply with the human resources standards that have been established by the Township. Please speak with management if you have any questions or need additional information about policies or procedures.

It is obviously not possible to anticipate every situation that may arise in the workplace or to provide information that answers every possible question. As a result, the Township reserves the right to modify, supplement, rescind, or revise any policy, benefit, or provision described in this manual, with or without notice, as deemed necessary or appropriate by the Corporation.

We appreciate your **consideration and adherence to these policies.**



Township of Douro-Dummer -- Human Resources Policy Manual

Policy Title:	Definitions	Policy Number:	1.0
Effective Date:	February 1, 2022	Revision Number: Replaces:	N/A
Prepared By:	Human Resources	Approved By:	CAO

Definitions

Accessibility Training – Training designed to meet the training requirements prescribed by section 6 of the Accessibility Standards for Customer Service (Ontario Regulation 429/07), made under the Accessibility for Ontarians with Disabilities Act, 2005.

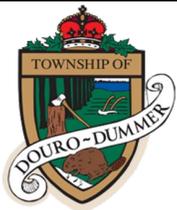
Agents shall mean a person or business providing goods or services on behalf of the Township of Douro-Dummer through a contract or agreement.

Assistive Devices shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids, and medical aids (i.e., canes, crutches, wheelchairs, or hearing aids etc.) to access and benefit from the goods and services of Township of Douro-Dummer.

Barrier shall mean anything that prevents a person with a disability from fully participating in all aspects of society because of the disability. Barriers may include a physical, architectural and attitudinal barrier as well as, an information or communication barrier, technological barriers, a policy, procedure or a practice.

Child means a child born within or outside marriage and includes an adopted child and a person whom a parent has demonstrated a settled intention to treat as a child of his or her family.

Communicable Disease - a disease that is spread from one person to another through a variety of ways that may include but are not limited to: contact with blood and bodily fluids, breathing in an airborne virus; or being bitten by an insect.



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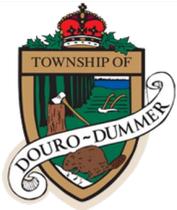
Complainant shall mean any employee who has brought forward or filed a complaint under this policy alleging harassment or discrimination.

Disability shall be defined as found in the Ontario Human Rights Code (Part II, Section 10 (1) of the OHRC):

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
- a condition of mental impairment or a developmental disability.
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Employee means any of the following:

- (i) A person, not including Members of Council, who performs work for the municipality for wages;
- (ii) A person who supplies services to the Municipality for wages;



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Epidemic - When an infectious disease spreads rapidly and affects many people.

Guide Dog is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety and increased independence for people who are blind.

Investigation shall mean the systematic and objective examination of the facts relevant to a workplace harassment or discrimination complaint. An investigation may involve interviewing and obtaining signed statements from complainants, respondents, and witnesses, as well as a review of physical evidence such as documents or emails.

Manager shall mean those employees who are responsible for the supervision of employees. Generally, this would include those with a position title such as Director, Manager or Supervisor.

Mediation shall mean a voluntary problem-solving process in which a neutral third party assists the parties to negotiate a resolution in good faith. Mediation may be held between two or more parties, is oriented to the future, and is not designed to lay blame, investigate facts, or determine guilt. Both parties must mutually agree to participate in mediation.

Municipality means the Municipality of the Township of Douro-Dummer.

Outbreak - A higher-than-expected occurrence of a particular communicable illness, within a specific geographic area.



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Pandemic - an outbreak of a disease that occurs over a wide geographic area and affects an exceptionally high proportion of the population.

Parent means a person who has demonstrated a settled intention to treat a child as a member of his or her family whether or not that person is the natural parent of the child.

Policies shall mean the policies the Township of Douro-Dummer intends to implement including any rules for employees.

Practices shall mean what the Township of Douro-Dummer does on a day-to-day basis, including how-employees actually offer or deliver the services.

Principle of Dignity shall mean the policies, procedures and practices that respect the dignity of a person with a disability are those that treat them as customers and clients who are as valued and as deserving of effective and full service as any other customer. People with disabilities will not be treated as an afterthought or be forced to accept lesser service, quality or convenience.

Principle of Equal Opportunity equal opportunity means having the same chances, options, benefits and results as others. In the case of services, it means that people with disabilities have the same opportunity to benefit from the way you provide goods or services as others. They should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.

Procedural Fairness shall mean the right to be heard, the right to be treated without bias, the right to be informed of allegations being made and to be provided with an opportunity to respond to them and the right to information regarding the status of the complaint.



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Principle of Independence in some instances, independence means freedom from control or influence of others - freedom to make your own choices. In other situations, it may mean the freedom to do things in your own way.

Principle of Integration shall mean integrated services are those that allow people with disabilities to fully benefit from the same services, in the same place and in the same, or similar way, as other customers.

Procedures shall mean how the Township of Douro-Dummer will go about implementing their policy and the steps employees will be expected to take.

Relative is defined as being:

- **The parent** (father or mother) of a member of Council or local board or an existing employee who may be in a direct supervisory role;
- **The child** (son or daughter) of a member of Council or local board or an existing employee who may be in a direct supervisory role;
- **The brother or sister or the spouse thereof**, of a member of Council or local board or an employee who may be in a direct supervisory role;
- **The spouse of any child** of a member of Council or local board or an employee who may be in a direct supervisory role; and
- **The mother-in-law or father-in-law** of a member of Council or local board or an



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employee who may be in a direct supervisory role.

Respectful Behaviour shall mean the universal duty to respect all people and accept the differences that diversity brings to a workplace.

Respondent shall mean any employee against whom allegations of harassment or discrimination are made.

Service Animal as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if: it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Spouse means a person of any gender who;

- (i) are married to each other;
- (ii) are married to each other by a marriage that is voidable and has not been voided by a judgement of nullity, or
- (iii) have gone through a form of marriage with each other, in good faith, that is void and are cohabiting or have cohabited within the preceding year, or
- (iv) not been married to each other and have cohabited,
 - a. continuously for a period of not less than five years, or
 - b. in a relationship of some permanence where there is a child born of whom they are the natural parents and have cohabited within the preceding year.

Support Person shall mean any person whether a paid professional, volunteer, family member or



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friend who accompanies a person with a disability to aid him or her with communication, mobility, personal care or medical needs or with access to goods and services.

Third Party a representative of a business or organization who is receiving Township of Douro-Dummer goods or services or acting in an official capacity. Examples include provincial inspectors, vendors, local media, agencies, boards or commissions.



The Township of Douro-Dummer Human Resources Policy Manual

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Policy Title:	Communication	Policy Number:	1.0
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

1.0.1 Encouraging Direct Communication

Employees are encouraged to discuss their concerns and/or suggestions in an open and frank manner with their Manager. We believe this is the most efficient and meaningful way of resolving issues and implementing processes for improvements. If you have a problem or issue concerning working conditions, rules, safety, or any other matter, please bring it to the attention of your Manager. Likewise, if you have suggestions regarding how to improve customer service, productivity or service quality, we encourage you to come forward with your ideas.

1.0.2 Notification of Status Change

Communication is also vital in terms of keeping your employee files accurate and up-to-date. It is very important that you notify your Manager of any change in your home address, telephone number, marital status, next of kin, beneficiary or number of dependents. This will ensure that we can contact your family quickly in an emergency and keep your payroll details current.

1.0.3 Meetings

On occasion, we may request that you attend a staff meeting. If a meeting is scheduled during your regular working hours, your attendance is required. If a meeting requiring your presence is held during non-working hours, you will be ~~paid~~ compensated for this additional time spent at work.

1.0.4 Bulletin Boards

Posted information on Township bulletin boards is for the benefit of all employees. You will find posters that explain provincial and federal labour laws, as well as updated information about Township policies and procedures. Employees are responsible for checking workplace bulletin boards on a regular basis and for reading all posted materials. Employees may not post, remove, or alter materials on these bulletin boards at any time, without prior management approval.



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1.0.5 Customer and Staff Communication Response

It is important for employees and Managers to reply to all forms of communication in a timely and professional manner. Specifically:

- You are required to reply within 24 hours, **where possible**, to all messages, be they in person, by phone, fax, text, or email.
- While you may be still working on a response to a message, it is important that the sender at least receive a reply within a 24-hour period, letting them know that their message has been received and also providing an anticipated timeframe when you will send the completed response.
- If you will be unavailable for any significant period of time (for example at a training course, on vacation, or on a medical leave), notify your voicemail and automated email messages accordingly. You are to indicate when you will be returning to normal duties and also who the customer or staff member is to contact for assistance during your absence.
- Upon your return from an absence you are required to respond to all outstanding request within 24 hours.
- You are not required to reply to emails you are merely "copied on" unless the sender specifically asks for your comment or response.
- In order to keep emails to a manageable level, please use sound judgment when copying individuals on your emails.
- Please also refer to our Internet policy regarding professionalism in email, electronic communication and internet use.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Code of Conduct	Policy Number:	1.1 (a)
Effective Date:	June 30, 2021	Revision Number:	3
		Replaces:	A-14 January 15, 2019
Prepared By:	Human Resources	Approved By:	CAO

1.1.1 (a) Purpose

Each individual shall have the right to work in a professional and supportive atmosphere where all Township ~~Council~~ members and staff work cooperatively and collaboratively towards the Township's goals. The Township is committed to providing a congenial working environment in which all individuals and employees and ~~councillors~~ alike are treated with respect and dignity.

This policy applies to all municipal staff (full time, part time, contract, etc.) in the performance of their duties.

1.1.2 (a) Consequences of Non-Compliance:

Failure to comply with this policy may result in disciplinary action being taken against the employee in line with Policy 2.2 Corrective Action. In addition, legal issues may develop if information is released that should not be as well as worker's safety may be jeopardized when Health and Safety Regulations and Policies are not followed.

~~**Review Cycle:** This policy shall be reviewed on an annual basis by the Management Team with recommendations to go to council when changes are needed.~~

1.1.3 (a) Procedures

The following shall be the Code of Conduct for Township of Douro-Dummer staff:

All Staff of the Township of Douro-Dummer shall be guided by the following principles and working conditions:

1. **Customer Service:** All employees shall display and practice a high level of customer service and treat all customers in a helpful, polite and courteous manner. In a situation where this



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appears to be difficult to accomplish, the employee shall remove him/herself from the situation, report directly and immediately to their ~~supervisor~~ **Manager** and document the situation and provide a copy to their ~~supervisor~~ **Manager**. The use of profanity by any employee shall be considered inappropriate behaviour.

- Opinions:** All employees shall learn to distinguish between their opinions as individuals and their statements as representatives of the municipality.
- Privacy:** All employees shall be committed to the protection of privacy of citizens as required under law and will hold in confidence all related information learned in the course of their duties. **Please see policy 1.4 Confidentiality and Privacy.**
- Confidential Information:** No employee shall release any confidential information unless so authorized by ~~Council~~ or the Clerk. **Please see policy 1.4 Confidentiality and Privacy.**
- Employee Interaction:** All employees shall interact with others in the Township in a professional and supportive manner, working co-operatively and collaboratively towards the goals and needs of the municipality. ~~All employees shall respect the authority of their supervisors Managers and work co-operatively and collaboratively with them to accomplish the goals and needs of the municipality.~~
- ~~**Initiative:** It is recognized by Council that the scope and method of doing our business is constantly changing. To meet these demands, it is expected that all employees shall use their creativity and initiative in developing methods and processes for performing their work in an efficient and effective manner.~~



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6. **Quality of Work:** All employees are required to provide a high quality of work, wherein accuracy, professional presentation, and timeliness for completion are of prime importance.

7. **Dress Code:** All employees shall dress in a professional manner that is appropriate for the work environment in which they work and shall adhere to the requirements of the Occupational Health and Safety Act relative to wearing appropriate clothing and using appropriate equipment and materials. It is also recognized that certain types of apparel are not appropriate, and where there is any question of appropriateness, the employee's **supervisor Manager** shall be consulted. Such things as revealing clothing, working without shirts, and open toed shoes and short trousers for workers in workplaces where there is a danger or possibility of spills or materials falling, are all considered inappropriate clothing.

8. **Township Equipment, Facilities and Materials:** All employees shall demonstrate honesty, respect, and care in the use of municipal equipment, facilities and materials. No Employee shall use for personal purposes any Township property, equipment, supplies or services of material consequence other than for purposes connected with the discharge of duties or associated community activities. **Please see policies 4.0 Township and Personal Property, 4.1 Internet and IT Resources, 4.2 Mobile Device Use.**

9. **Hours of Work:** To achieve the basic principles of a congenial work environment and customer service, all employees shall be ready and available to start work at the prescribed time for their workplace. It shall not be sufficient to simply arrive at work at the prescribed time. This same principle shall apply to any breaks that are permitted as well as closing time.
 - (a) As the hours of work are established to provide a service to our customers, it is expected that all employees are available for work and consultation during these hours. Any time



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required away from the workplace, for other than work related issues, shall be approved by the employee's ~~supervisor~~ **Manager**. In addition, it is expected that from time to time, work outside of the normal working hours may be required to meet work demands and schedules. All employees are expected to use good judgement in working these extra hours, and compensation for such shall be as per the approved compensation package.

10. **Sick Leave:** All **permanent** full-time employees are provided with a specified number of days per year, that they are permitted to use with pay for sick leave. These hours shall only be used for the purpose for which they were initially intended, that is sickness, personal doctor's appointments, dentist appointments, and other like professional appointments dealing with the employee's health. There is an expectation of staff to attempt to schedule their appointments outside of work hours, or at times during work hours so as not to disrupt work efficiencies whenever possible. For periods of sick leave more than three consecutive days, a doctor's certificate shall be provided to the municipality.

11. **Gifts:** No Staff Member shall accept a gift or personal benefit that is connected directly or indirectly with the performance of their duties unless authorized by one of the exceptions below.

Notwithstanding the above paragraph the following exceptions are applicable:

- (a) gifts received as an incident of protocol or social obligation that normally accompany the responsibilities of the staff position;
- (b) gifts that are not connected directly or indirectly with the performance or duties of office;
- (c) compensation authorized by law;



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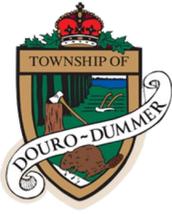
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- (d) a reimbursement of reasonable expenses incurred in the performance of activities connected with a legitimate municipal purpose;
- (e) political contributions that are otherwise offered, accepted and reported in accordance with applicable law;
- (f) a suitable memento of a function with nominal value, honouring the Member or the Township;
- (g) food, lodging, transportation and entertainment provided by provincial, regional and local governments or other government agency, and by the federal government or the government of a foreign country;
- (h) food, beverages and/or admission fees provided by banquets, receptions or similar events if attendance is the result of protocol or social obligation consistent with the responsibilities of office, and the person extending the invitation has done so infrequently and that person or a representative of the organization is in attendance.

12. Compensation & Benefits: All compensation and benefits available to employees shall be those outlined in the compensation agreement as provided and approved by Council.

13. Alcohol and Illegal Drugs: All employees are prohibited from the consumption of alcoholic beverages during working hours in such a manner so as to impair the employee's work performance. The use of illegal drugs during working hours shall also be prohibited. Both of the foregoing shall also apply to the hours immediately preceding their reporting to work.

~~**14. Marijuana (Cannabis):** All employees are prohibited from consuming marijuana (cannabis) or other forms of cannabis on Township property (including in Township vehicles), while on duty, during breaks, at Township sponsored events (either on or off site, during or after works hours) or prior to a scheduled work shift. Any employee that has a valid prescription for~~



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~~medical marijuana (cannabis) and is required to consume their medication during or immediately prior to work shall inform their immediate supervisor Manager. This is particularly important for those workers in safety sensitive positions.~~

~~Marijuana (cannabis) has a very strong smell and can be detected on one's clothes or hair after consuming it. All employees should be mindful of this fact and be aware they are representing the Township when they are on the job. They are asked to maintain a professional image and avoid coming to work smelling of marijuana (cannabis) smoke. Please see policy 5.3 Use of Prescribed Medication and Substances.~~

14. **Scents:** All employees shall refrain from bringing strong scents into the workplace. All employees should be mindful of this fact and be aware they are representing the Township when they are on the job. They are asked to maintain a professional image and avoid coming to work with stronger scents such as perfumes or smoke.
15. **Discrimination:** All employees shall have the right to equal treatment in employment, without discrimination on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex (including pregnancy), sexual orientation, age, record of offences, marital status, same sex partnership status, family status (being a parent and child relationship) and handicap. Please see Policy 1.2 Workplace Bullying and Harassment Prevention.
16. **Harassment:** All employees shall have the right of freedom from harassment in the workplace by the employer or agent of the employer or by another employee ~~because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, family status or handicap~~ as outlined in

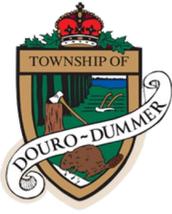


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the **Human Rights Code**. Harassment means engaging in a course of vexatious conduct that is known or ought reasonably to be known to be unwelcome. **Please see Policy 1.2 Workplace Bullying and Harassment Prevention.**

17. **Political Activity:** All employees shall refrain from direct involvement in a local government political campaign in the municipality where they are employed. Employees may be involved in provincial and federal campaigns as long as this involvement does not affect the objectivity with which they must discharge their duties.
18. **Media Relations:** Relations with the media (subject to the provisions of the Council Code of Conduct) shall only be conducted by senior Municipal staff (Chief Administrative Officer, Clerk/Planning Coordinator, Treasurer, Manager of Public Works, Manager of Emergency Services/Fire Chief, Library CEO, and Manager of Recreation Facilities), and information provided shall be factual and objective relating to policies adopted and/or directions given by Council or CAO. Employees must refrain from putting forth speculative or subjective insights or expressing their own opinions as being that of the municipality. If there is any doubt about the content of information requested by the media, said employee shall consult either the ~~Chief Administrative Officer or the Mayor-CAO~~ of the Township prior to any contact with the media.
19. **Disciplinary Corrective Action:** Any employee who fails to abide by any or all of these rules of conduct for the municipality may be subject to disciplinary action as determined by the employee's ~~supervisor~~ **Manager** after consultation with the ~~Chief Administrative Officer~~ **CAO** for the Municipality. **Please see policy 2.2 Corrective Action.**



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20. Smoking and Vaping: As required under the Smoke-Free Ontario Act, smoking and vaping are prohibited in all portions of Township property that fall under the definition of “enclosed workplace” including inside buildings and work vehicles. No person shall smoke/vape in any enclosed public place or enclosed workplace. Ashtrays or any items that are serving as an ashtray are prohibited inside all enclosed workplaces. Visitors, contractors, customers, or other members of the public must comply. The ban on smoking in an enclosed workplace is in effect at all times, even after hours, when people are not working or when staff are not present.



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Policy Title:	Code of Conduct	Policy Number:	1.1 (b)
Effective Date:	June 30, 2021	Revision Number:	3
		Replaces:	A-14 January 15, 2019
Prepared By:	Human Resources	Approved By:	CAO

1.1.1 (b) Purpose

To promote appropriate standards of behaviour and enforcement actions by the Chief Building Official and Inspectors in the exercise of a power or the performance of a duty under the Building Code Act or the building code.

To prevent practices which may constitute an abuse of power, including unethical or illegal practices, by the Chief Building Official and Inspectors in the exercise of a power or the performance of a duty under the Building Code Act or the building code.

To promote appropriate standards of honesty and integrity in the exercise of a power or the performance of a duty under the Building Code Act or the building code by the Chief Building Official and Inspectors.

1.1.2 (b) Application

This policy applies to the Chief Building Official and any Building Inspectors appointed by the Municipality but does not preclude them from other Municipal code of conduct policies.

1.1.3 (b) Consequences of Non-Compliance

The Ontario Building Code Act provides that the performance of Building Officials will be measured against this Code of Conduct. The Municipal administration will review any allegations brought forward that this Code of Conduct has been breached. Disciplinary action arising from violations of this Code of Conduct is the responsibility of the Municipal employer and will be based on the severity and frequency of the violation in accordance with the municipal **corrective action** policy (**please see Policy 2.2 Corrective Action**) and relevant employment standards.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Code of Conduct	Policy Number:	1.1 (b)
Effective Date:	June 30, 2021	Revision Number:	3
		Replaces:	A-14 January 15, 2019
Prepared By:	Human Resources	Approved By:	CAO

~~Review Cycle: This policy shall be reviewed on an annual basis by the CAO and as required by the Building Code Act.~~

1.1.4 (b) Procedures

1. Always act in the public interest, particularly with regard to the safety of building works and structures.
2. Not to act where there may be or where there may reasonably appear to be a conflict between their duties to their employer, their profession, their peers and the public at large and their personal interests.
3. Apply all relevant building by-laws, codes, and standards appropriately and without favour.
4. Perform their inspections and plan examination duties impartially and in accordance with the highest professional standards.
5. At all times abide by the highest moral and ethical standards and avoiding any conduct, which could bring or tend to bring Building Officials into disrepute.
6. Comply with the provisions of the Building Code Act, the Ontario Building Code and other Acts or Laws which regulate or govern Building Officials or their functions.
7. Not to act beyond their personal level of competence or outside their area of expertise.
8. Maintain current accreditation to act as an Ontario Building Official.
9. Maintain their knowledge and understanding of the best current building practices, the building laws and Codes relevant to their inspection and plan examination function.
10. Extend professional courtesy to all.



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Policy Title:	Code of Conduct	Policy Number:	1.1 (b)
Effective Date:	June 30, 2021	Revision Number: Replaces:	3 A-14 January 15, 2019
Prepared By:	Human Resources	Approved By:	CAO

Any personal information received shall be subject to the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M-56



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Workplace Bullying and Harassment	Policy Number:	1.2
Effective Date:	June 30, 2021	Revision Number: Replaces:	2 HR4
Prepared By:	Human Resources	Approved By:	CAO

1.2.1 Purpose

The Township of Douro-Dummer (~~the “Employer” or the “Township”~~) is committed to offering all employees a workplace that treats people with dignity and respect. The Workplace Bullying & Harassment Policy supports a respectful workplace that recognizes and welcomes differences, promotes diversity, encourages communication and employee engagement, offers feedback and recognition, supports collaboration and teamwork, and provides a safe and healthy workplace for all.

The Township is committed to providing and supporting a harassment and discrimination-free workplace for all employees. All employees are expected to carry out their duties in a respectful manner.

This policy encourages ~~supervisors~~ Managers and employees to deal with bullying, harassment and discrimination at the onset. As such, this policy provides procedures for dealing with allegations of harassment, bullying or discrimination in circumstances where the alleged harassment occurred in or impacts the workplace.

1.2.2 Scope

This policy applies to all employees (full-time, part-time, permanent or temporary), ~~members of~~ Township Council, interns, students, contractors, volunteers, consultants and any other paid or non-paid workers. This policy applies in any location in which employees are engaged in work-related activities and addresses workplace harassment from all sources such as residents, customers, employers, ~~supervisors~~ Managers, workers and members of the public. For the purpose of this policy, the workplace includes, but is not limited to:



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Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	HR4
Prepared By:	Human Resources	Approved By:	CAO

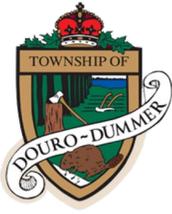
- all Township facilities and spaces (whether owned or leased) and surrounding perimeters including parking lots, sidewalks and driveways;
- Township vehicles;
- work-related travel;
- facilities such as restaurants, hotels and/or meeting facilities that are being used for business purposes;
- during telephone, email or other communications such as social media, whether via a personal or Township account; or
- at any work-related social event, whether or not it is Township-sponsored.

1.2.3 Background

The Ontario *Occupational Health and Safety Act*, R.S.O. 1990, c.1 (“OHS”) provides protection for employees from workplace harassment. Further the amendments through Bill 132, *Sexual Violence and Harassment Action Plan Act, 2016*, and the Code of Practice to Address Workplace Harassment under Ontario’s *Occupational Health and Safety Act* specifically address workplace sexual harassment prevention. In addition, the Ontario *Human Rights Code* (OHRC or the “Code”) prohibits harassment and discrimination based on prohibited grounds.

1.2.4 Definitions

“**Harassment**” means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome, whether the comment or conduct is based on prohibited Code grounds or not. Harassment includes objectionable conduct, actions, comments or displays that demeans, humiliates or embarrasses an employee. It does not matter whether the comments or conduct were intended to offend



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someone. While harassment generally involves a pattern of conduct over time, one incident of a serious nature can constitute harassment.

Examples of harassment include (but are not limited to):

- written or verbal insults, abuse or threats;
- slurs, epithets, including derogatory nicknames;
- unwelcome remarks, jokes, invitations, requests, innuendos or taunting whether overt, covert, implied or explicit;
- practical jokes which cause awkwardness or embarrassment, endanger an employee's safety or negatively affect work performance;
- persistent leering (suggestive staring) or other obscene/offensive gestures;
- unwanted and inappropriate physical contact such as touching, kissing, patting, pinching, or brushing up against a person;
- inquiries or comments about a person's personal life including but not limited to their sex life, sexual orientation or preferences;
- isolating or making fun of a worker because of gender identity;
- physical assault (including sexual assault);
- displaying/sending of materials or graffiti or electronic communications which are sexually explicit or degrading, racist, or reflects a particular religion or ethnic group in a degrading or derogatory manner; and/or
- patronizing behaviour, language or terminology which reinforces stereotypes, undermines an individual's self-respect, or adversely affects work performance or working conditions.



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“**Vexatious comment or conduct**” refers to actions or words that provoke, irritate, threaten, annoy, insult, demean or result in some other form of discomfort.

Further Defining – Harassment includes but is not limited to:

a) Discriminatory Harassment (OHRC Harassment):

Enshrined in the Code is every person’s right to equal treatment with respect to employment without discrimination and freedom from harassment in the workplace. Under the Code, the protected/prohibited grounds of discrimination are:

- age;
- creed, religion;
- disability or perceived disability;
- family, marital (including same-sex partnership) status;
- race, colour, ancestry, citizenship, ethnic origin or place of origin;
- sex (including pregnancy, gender identity and gender expression);
- sexual orientation; or
- record of offences for which a pardon has been granted under the *Criminal Records Act (Canada)* R.S.C. 1985, c. C-47 and has not been revoked, or an offence in respect of any provincial enactment.

Discriminatory harassment means a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome, which is based on a prohibited ground of the Code. Some examples of harassment prohibited by the Code include the following:



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i. Sexual Harassment:

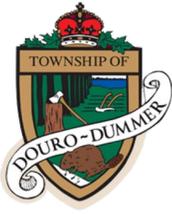
Sexual and/or gender-based harassment is harassment based on the grounds of sex/gender, sexual orientation, gender identity, gender expression, marital or family status. Harassment may involve a series of incidents or a single significant incident.

Sexual harassment and inappropriate gender-related comments or conduct are complex issues which often involve one person's attempt to assert power over another. It is important to note that both men and women can be victims of sexual harassment, and that the harasser can be someone of the same or opposite sex.

The Occupational Health & Safety Act defines workplace sexual harassment as follows:

- a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Sexual harassment means any unwelcome conduct, comment, gesture or contact of a sexual nature, that might reasonably be expected to cause insecurity, discomfort, offence or humiliation, or that might reasonably be perceived as placing a condition of a sexual nature on



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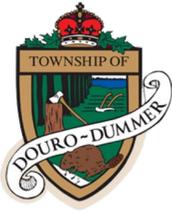
employment, on an opportunity for training or promotion, or on the receipt of services or a contract. Sexual harassment may include but not be limited to:

- unwelcome sexual remarks, invitations or requests (including persistent, unwanted contact after the end of a sexual relationship);
- sexist jokes;
- the display or circulation of sexually offensive/derogatory materials including slides/cartoons;
- sexually degrading words used to describe a person or directed towards members of one sex;
- leering (suggestive staring) or other obscene/offensive comments or gestures;
- unwelcome physical contact, such as patting, touching, pinching, hitting;
- unwelcome sexual flirtations, advances, propositions;
- persistent unwanted contact or attention after the end of a consensual relationship;
- requests for sexual favours;
- unwanted touching and sexual assault;
- displays of sexually explicit, sexist, racist or other offensive or derogatory material; or
- gestures, remarks, jokes, slurs, taunts, innuendoes, threats and verbal abuse.

ii. Racial Harassment:

Racial harassment is harassment on the grounds of race, colour, ancestry, where a person was born, a person's religious belief, ethnic background, citizenship or even a person's language. Racial harassment can include:

- racial slurs or jokes;



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- ridicule, insults or different treatment because of a person's racial identity
- posting/e-mailing cartoons or pictures that degrade persons of a particular racial group;
or
- name-calling because of a person's race, colour, citizenship, place of origin, ancestry, ethnic background or creed.

iii. Disability:

~~People with mental health or addiction disabilities experience impairment and barriers in different ways.~~ Disabilities are often "invisible" and episodic, with people experiencing periods of wellness and periods of disability. All people with disabilities have the same rights to equal opportunities under the Code, whether their disabilities are visible or not.

Harassment based on disability can include offensive, demeaning or harmful comments or jokes that reference directly or indirectly an individual's intellectual or physical capabilities, or the individual's disability or perceived disability.

b) Poisoned Work Environment:

A "poisoned work environment" is one which has, for a particular employee or group of employees, become hostile or negative as a result of harassment or discrimination. In such a case, the impact of the harassment or discrimination has had a psychological impact on the individual or group such that they are no longer able to function normally in the workplace because of the harassment or discrimination which has become associated with the workplace or because of the presence of the harasser in the workplace.



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c) Workplace Bullying and Harassment (Non-Code Harassment)

“Workplace bullying” is usually seen as acts or verbal comments that could ‘mentally’ hurt or isolate a person in the workplace. Bullying usually involves repeated incidents or a pattern of behaviour that is intended to intimidate, offend, degrade or humiliate a particular person or group of people. It has also been described as the assertion of power through aggression.

Bullying is often referred to as “psychological harassment”.

“Workplace harassment” is a health and safety issue that is covered under the Act. Unlike the examples of discriminatory harassment discussed above, workplace harassment is harassment that is not related to a prohibited ground identified in the Code. Sometimes you will hear it referred to as “personal harassment”.

Workplace bullying and harassment are closely related. For purposes of this policy, workplace bullying and workplace harassment will be grouped together and will be addressed with the same seriousness.

While this policy is not intended to limit freedom of speech or to interfere with everyday social relations, bullying and harassment can be distinguished from normal, mutually acceptable socializing in that it is offensive, insulting, intimidating, hurtful and/or malicious. It creates an uncomfortable work environment and has no place in the employment relationship.

Workplace bullying and harassment may have some or all of the following components:

- it is generally repetitive, although a single serious incident may constitute workplace bullying or harassment if it undermines the recipient’s psychological or physical integrity and has a lasting harmful effect;



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- it is hostile, abusive and/or inappropriate;
- it affects the person's dignity or psychological integrity; and/or
- it results in a poisoned work environment.

Although it is commonly the case, the bully/harasser does not necessarily have to have power or authority over the victim. Workplace bullying and harassment can occur from co-worker to co-worker, Manager to employee, employee to Manager, employee to ~~client~~ customer and ~~client~~ customer to employee.

Some examples of workplace bullying and harassment include (but are not limited to):

- verbally abusive behaviour such as yelling, insults, ridicule and name calling including remarks, jokes or innuendos that demean, intimidate or offend;
- workplace pranks, vandalism and hazing;
- gossiping or spreading malicious rumours;
- excluding or ignoring someone;
- undermining someone else's efforts by setting impossible goals, with short deadlines;
- deliberately withholding information that would enable a person to do their job;
- humiliating someone;
- sabotaging someone else's work;
- displaying or circulating offensive pictures or materials;
- offensive or intimidating phone calls or emails;
- impeding an individual's efforts at promotions or transfers for reasons that are not legitimate; and



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- making false allegations about someone in email, memos or other work-related documents.

What one person finds offensive, others may not. Generally, bullying and harassment is considered to have taken place if the person knew, or reasonably ought to have known, that the behaviour was unwelcome.

What Isn't Workplace Harassment?

The Occupational Health & Safety Act states that a reasonable action taken by an employer or **supervisor manager** relating to the management and direction of workers or the workplace is not workplace harassment.

Workplace harassment should not be confused with legitimate, reasonable management actions that are part of the normal work function, including:

- holding people accountable for their performance through the provision of routine coaching and feedback, fair and objective performance appraisals, performance improvement/corrective action plans, or through appropriate and justifiable corrective action;
- providing fair and reasonable constructive feedback or evaluation of work completed;
- assigning additional work of a reasonable scope and quantity, or requesting an employee work reasonable overtime hours when required;
- requesting medical documentation in support of an absence from work; and/or
- **proper enforcement of high standards, provided that such standards are not arbitrary and are applied in a non-discriminatory manner.**



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Harassment also does not include:

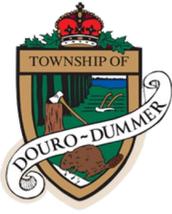
- occasional disagreements or interpersonal conflicts, unless discriminating behaviour is involved;
- minor differences of opinion and/or the occasional workplace conflict which do not get out of hand;
- occasionally showing slight frustration or annoyance, where such behaviour is justified and displayed in a respectful manner with no threat of violence, intimidation or other inappropriate reprisals;
- appropriate debate of an issue when based on facts;
- lack of sensitivity; or
- when an individual does not subscribe to the views of the majority.

~~Other Definitions:~~

~~“Complainant” shall mean any employee who has brought forward or filed a complaint under this policy alleging harassment or discrimination.~~

~~“Investigation” shall mean the systematic and objective examination of the facts relevant to a workplace harassment or discrimination complaint. An investigation may involve interviewing and obtaining signed statements from complainants, respondents, and witnesses, as well as a review of physical evidence such as documents or emails.~~

~~“Manager” shall mean those employees who are responsible for the supervision of employees. Generally, this would include those with a position title such as Director, Manager or Supervisor.~~



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~~“**Mediation**” shall mean a voluntary problem-solving process in which a neutral third party assists the parties to negotiate a resolution in good faith. Mediation may be held between two or more parties, is oriented to the future, and is not designed to lay blame, investigate facts, or determine guilt. Both parties must mutually agree to participate in mediation.~~

~~“**Procedural Fairness**” shall mean the right to be heard, the right to be treated without bias, the right to be informed of allegations being made and to be provided with an opportunity to respond to them and the right to information regarding the status of the complaint.~~

~~“**Respectful Behaviour**” shall mean the universal duty to respect all people and accept the differences that diversity brings to a workplace.~~

~~“**Respondent**” shall mean any employee against whom allegations of harassment or discrimination are made.~~

1.2.5 Policy

The Township of Douro-Dummer is committed to providing a safe and respectful work environment for all employees. It is our policy to recognize the dignity and worth of each ~~member~~ **employee** of our workforce and to provide for equal rights and opportunities without discrimination. Every employee has the right to work in an environment free of bullying, harassment and discrimination and to be treated with respect, courtesy and tact. The Township of Douro-Dummer will not tolerate bullying, harassment and discrimination in the workplace. The Township of Douro-Dummer recognizes the multicultural and diverse composition of its workforce and will not tolerate expressions of prejudice and objectionable attitudes. Employees may register complaints about bullying, harassment and discrimination with assurance of prompt



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action and without fear of reprisal. All complaints will be treated seriously. This policy establishes procedures for dealing with allegations of harassment, bullying or discrimination in circumstances where the alleged harassment occurred in or impacts the workplace.

1.2.6 Consequences of Non-Compliance

Bullying, harassment and discrimination are unacceptable and will not be tolerated. When harassment or discrimination has been determined to have occurred, the employer will take **corrective** action, up to and including dismissal.

1.2.7 Roles and Responsibilities

a) Employees – All employees (full-time, part-time, permanent or temporary), **members of** Township Council, interns, students, contractors, volunteers, consultants and any other paid or non-paid workers have a responsibility to understand, promote and uphold the principles of this policy. They must accept, as a fundamental duty, their own role in helping to eliminate incidents of workplace bullying and harassment. Employees are encouraged to communicate to co-workers that their conduct or comments are unwanted and objectionable whenever they are exposed to conduct representing harassment as defined under this policy, and to discourage co-workers from persisting with comments, discussions or conduct that is inconsistent with this policy. More specifically, all employees shall:

- report to their **Supervisor Manager** or CAO any early warning signs or potential comments or conduct of concern;
- report to their **Supervisor Manager** or CAO any threats or incidents of workplace bullying or harassment witnessed, however minor;



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- cooperate fully in any investigations and keep all information concerning the matter confidential; and
- attend any training or information sessions offered by the Township regarding workplace bullying or harassment.

b) Managers – All ~~supervisors~~ **Managers**, as defined by the Act, have responsibility to understand, promote and uphold the principles of this policy. Specifically, ~~supervisors~~ **Managers** shall:

- immediately report to the CAO any concerns, threats or incidents of workplace bullying or harassment, treating all issues as a serious matter and supporting a resolution;
- make best efforts to keep a personal record of all discussions with ~~staff members~~ **employees** who raise concerns under this policy, as well as their response to the situation;
- take all reasonable and practical measures to protect employees, acting in good faith, who report workplace bullying or harassment or act as witnesses, from reprisal or retaliation;
- when requested, cooperate fully in any investigations and keep all information concerning the matter confidential; and
- provide time for staff to attend training or information sessions offered by the Township regarding workplace bullying and harassment.

c) Joint Occupational Health and Safety Committees – All ~~members~~ **employees** have a responsibility to understand, promote and uphold the principles of this policy. Additionally they shall:



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- provide supportive assistance to employees;
- respond to employee concerns related to workplace bullying and harassment and communicate these concerns to Management;
- review summary reports when provided or necessary;
- participate in the review of this policy and program.

d) Human Resources (CAO) – Shall understand, promote and uphold the principles of this policy. Specifically Human Resources shall:

- coordinate and promote enrolment in learning events related to workplace bullying and harassment prevention, as warranted;
- provide supportive assistance to employees;
- respond promptly to all reports of workplace bullying and harassment;
- ensure all known incidents are investigated to the extent appropriate, based on the nature of each incident;
- take all reasonable and practical measures to protect employees, acting in good faith, who report workplace bullying or harassment or act as witnesses, from reprisal or retaliation;
- take immediate steps to eliminate risks and prevent possible reoccurrences, if threats or incidents are found to have occurred;
- coordinate the provision of assistance to employees who were the target of or witnesses of acts of workplace bullying and harassment;
- document any information received and action taken in a confidential file;



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- report incidents to the Joint Occupational Health and Safety Committees to discuss how to prevent similar incidents from recurring, to the extent appropriate;
- coordinate training for all employees to communicate this policy; and
- coordinate annual review of this policy.

e) Township Council – Shall understand, promote and uphold the principles of this policy.

Council shall:

- cooperate fully in any investigations, as requested, and keep all information concerning the matter confidential; and
- attend required training or information sessions provided by the Township regarding workplace bullying and harassment.

1.2.8 Complaint Resolution

The Township of Douro-Dummer is committed to an empowering environment and supports, as described in this policy, to encourage early detection, reporting and resolution of concerns of workplace harassment, bullying or discrimination. We encourage members of our workplace community experiencing any concerns or interactions inconsistent with this policy to select a resolution support that you are most comfortable with.

Step 1: An employee who feels that they are being bullied or harassed should try to tell that person to stop as soon as any unwelcome comments or conduct are received. Although this may be difficult, telling the person you don't like their actions is often enough to stop the behaviour. To do this, one could say:



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- “I don’t want you to do that”.
- “Stop bothering me”.
- “It makes me uncomfortable when you...”.
- “I don’t find it funny when you...”.
- “Please stop doing/saying...”.

Sometimes it is not possible, or you may be afraid to tell the person to stop. If so, proceed with Step 2.

In order to document the bullying, harassment or discrimination, write down the answers to the following questions as soon as possible after the incident occurred:

- What happened? – Describe the events or situation.
- When did it happen? – Include dates and times of the events or incidents.
- Where did it happen?
- Who saw what happened? – Include the names of witnesses, if any.
- What did you do or say at that time?
- What supporting documentation is available regarding the incident?
- What supporting documentation do witnesses have regarding the incident?

Keep your own detailed records in case they are needed later on.

Step 2: Where informal efforts to resolve concerns of behaviour contrary to this policy are ineffective or inappropriate, a formal complaint and investigation may be requested or initiated. All members of the workplace community have the right to file a formal complaint about



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situations they believe to be harassment, bullying, discrimination or inappropriate conduct under this policy.

A complaint can be initiated by providing all of the details, in writing, to your **Supervisor Manager**. The complaint can be submitted directly to the CAO if you are not comfortable with going to your **Supervisor Manager**. ~~If you are a member of a union, you may request the assistance of your steward in preparing your written complaint.~~ If an investigation ensues, information about your complaint will be sent to the respondent in order to allow that person to say what she or he believes happened.

Any employee who believes they have been bullied or harassed by a **client/customer** must report the incident to their Manager immediately. Although the Township has limited control over third parties, we will attempt to address the issue and prevent further problems from arising.

1.2.9 Reporting

The Township must receive complaints of any workplace bullying or harassment as soon as possible so that the problem doesn't escalate or happen again. Once a complaint is received, a formal investigation will be initiated, if it is necessary and appropriate to do so.

The complaint will be made in writing by completing the Workplace Bullying and Harassment Reporting Form and submitting it to your **Supervisor Manager** or the CAO. A **Supervisor Manager** who receives a complaint must immediately forward it to CAO before any action is taken. Upon receipt of a Workplace Bullying and Harassment Reporting Form, Human Resources will provide an acknowledgement receipt to the employee. See Appendix – Bullying & Harassment Reporting Form.



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Workplace bullying or harassment is a serious matter. Therefore, if an employee decides not to make a formal complaint, the Township may still need to investigate the matter and take steps to prevent further concerns/incidents.

The Township may, in some circumstances, take interim actions to ensure the safety of workers and/or to ensure a healthy workplace for all workers while an investigation is underway.

Please note that the Township will not investigate anonymous complaints unless there are extenuating circumstances. If it is alleged that the Township (employer) is the harasser, allegations of workplace bullying and/or harassment may be submitted in writing to Municipal Integrity Commissioner. The Ministry of Labour may be contacted if the parties to a complaint do not believe an appropriate investigation is being or can be conducted.

1.2.10 Investigations

Upon receipt of a complaint to CAO, an investigation process will commence, if it is necessary and appropriate to do so. The CAO serves as the Township's Workplace Bullying & Harassment Policy Advisor and will provide information, explain choices for dealing with the problem, and will lead the investigation. The CAO will thoroughly review the complaint to determine if an investigation is required. The outcome of the review and investigation will be shared with the complainant and any other relevant parties. An investigator will not be in a position of direct authority over any of the people involved in the complaint. In the event that an external investigator is deemed appropriate, the purchase and payment of this service will be arranged through the CAO. When deciding whether an investigator will be internal or external, the following criteria will be considered:



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- Timeliness, degree or urgency
- Availability of trained internal investigators
- Real or perceived objectivity, neutrality, likelihood of bias
- Transparency
- Potential conflict of interest
- Special expertise required
- Nature of allegations
- Predicted length of investigation
- Degree of sensitivity
- Identity of the parties (high profile)
- Potential for legal challenge, litigation

The investigation will be done in an expedient manner and wherever possible shall be completed within ninety (90) calendar days. If there are extenuating circumstances which lengthen the investigation period (e.g., more than five witnesses, key witness unavailable due to illness), the CAO will advise all concerned parties. ~~If a complaint is received more than six (6) months from the date on which the most recent incident allegedly occurred, management may decline to investigate. This decision would be made with consideration to the nature of the complaint and any extenuating circumstances.~~ A complaint will be investigated if the complaint has been made within 12 months of the last incident or event of alleged harassment.

<https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/harassment-violence/investigation-guide-policy-harassment-prevention-resolution-directive-harassment-complaint-process.html#resp>

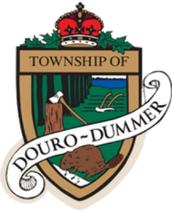


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The investigator will follow the seven steps outlined below:

1. The investigator will ensure the investigation is kept confidential and identifying information is not disclosed unless necessary to conduct the investigation or as required by law. The investigator will remind the worker who allegedly experienced workplace harassment, the alleged harassers(s) and any witnesses of any confidentiality requirements under the Township's workplace harassment program.
2. The investigator will thoroughly interview both the worker who has allegedly experienced workplace harassment and the alleged harasser(s), if the alleged harasser(s) is a worker of the Township. If the alleged harasser is not a worker of the Township, the investigator will make reasonable efforts to interview the alleged harasser, if the alleged harasser is known to the Township.
3. The alleged harasser(s) will be given the opportunity to respond to the specific allegations raised by the worker. In some circumstances, the worker who has allegedly experienced workplace harassment should be given a reasonable opportunity to reply.
4. The investigator will separately interview any relevant witnesses employed by the Township who may be identified by either the worker who has allegedly experienced workplace harassment, the alleged harasser(s) or as necessary to conduct a thorough investigation. The investigator will make reasonable efforts to interview any relevant witnesses who are not employed by the employer if there are any identified by either the worker who has allegedly experienced workplace harassment, the alleged harasser(s) or as necessary to conduct a thorough investigation.



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5. The investigator will connect and review any relevant documents.
6. The investigator will take appropriate notes and statements during interviews with the worker who has allegedly experienced workplace harassment, the alleged harasser and any witnesses.
7. The investigator will prepare a written report summarizing the steps taken during the investigation, the complaint, the allegations of the worker claiming harassment, the response from the alleged harasser, the evidence of any witnesses and the evidence gathered. The report will set out findings of fact and come to a conclusion about whether workplace harassment was found or not. The report will be provided to the CAO, ~~supervisor~~ Manager or designated person to take appropriate action.

Note: Employees may be accompanied by ~~a union representative or~~ a colleague, as **appropriate approved by both parties**, during their interviews; provided that no conflict arises in doing so and the representative or colleague does not interfere in the process.

During interviews, detailed notes will be taken by the investigator, and reviewed with the interviewee. Recordings of such meetings may occur with consent of the parties. As much information will be gathered as possible including times, locations, dates, witnesses, electronic files, and dialogue.

The complainant will be advised in writing within ten (10) calendar days of the investigation being concluded of the steps that have been taken to investigate the complaint and a summary of the relevant findings. The amount of information provided about any corrective action taken



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will depend on the circumstances but will indicate what steps the Township has taken or will take to prevent a similar incident of workplace harassment if workplace harassment was found.

The CAO, or their designate, will review the report and will provide recommendations to address the results of the report. Recommendations arising from investigative findings may include but not be limited to one or more of the following:

- Education
- Training
- Counselling
- Conflict Resolution
- Disciplinary Warning
- Reassignment or Transfer
- Demotion
- Suspension
- Termination

The seriousness of the misconduct and any prior related misconduct will be factors in determining the severity of the recommendations.

Where the concern/incident has originated from an external source, recommendations may include changes to the physical workspace, changes to procedures to offer better support and protection, withdrawal of services, police intervention, or the use of appropriate court orders.

The recommendations will be discussed and approved by the CAO prior to implementation.



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The decision regarding any corrective action to be imposed against the respondent will be provided in writing as soon as possible. Corrective action will be imposed in accordance with the provisions of the applicable ~~collective agreement~~, policy and/or by-laws. The CAO will advise the complainant as to the outcome of the investigation. Details of corrective actions will remain confidential unless otherwise required to be disclosed by law. Witnesses will be advised that the matter has been concluded.

A complainant who makes a complaint under this policy that involves a falsehood or malicious intent or is otherwise made in bad faith shall be subject to the disciplinary actions as outlined in this policy.

All documentation related to a workplace bullying or harassment complaint or investigation will be maintained by the CAO under appropriate security.

1.2.11 Protection from Reprisal

The Township will not tolerate any form of retaliation, retribution or reprisal against any person who raises a concern/makes a complaint of workplace bullying and harassment or takes part in an investigation. Any employee who retaliates against a person in relation to a workplace bullying and harassment complaint may be disciplined up to and including termination.

Persons who believe they have been or are being subjected to retribution, retaliation or reprisal should immediately notify their manager or the CAO



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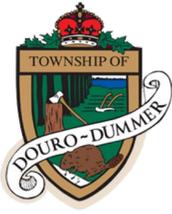
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1.2.12 Confidentiality

Respect for privacy is an important aspect of a respectful workplace. Issues related to bullying, harassment and discrimination should be treated confidentially; however, there are limitations to confidentiality. When agents of the employer, such as a Department Head, a **Supervisor** **Manager** or the CAO, become informed of situations involving harassment or discrimination, they may be obligated to intervene. Such incidences could include concerns for the health and safety of employees or the public or a requirement in law to report the matter.

Complaints of bullying, harassment and discrimination will be received and managed in a confidential manner. Information will be used for its intended purpose only. Absolute confidentiality cannot be guaranteed as the resolution process must involve others. Only those people involved in the process, including the complainant, respondent, witnesses and others involved in resolving the complaint, will have access to the information collected. Further, they will receive only as much information as they need to receive. These individuals would be required to maintain confidentiality throughout the investigation process and may be required to sign a Confidentiality Agreement. Those who are found to have breached confidentiality may be subject to corrective action.

In the event that a request for information is received, information would be released in accordance with the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56* or as outlined above. Information could also be released as a result of judicial or quasi-judicial proceedings.



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1.2.13 Representation

Both the complainant and respondent may be accompanied by a representative of their choosing when attending meetings regarding a complaint; provided that no conflict arises in doing so and the representative does not interfere in the process.

When employees are complainants or respondents in harassment or discrimination complaints and they seek legal counsel, the cost of this representation is to be borne by the employee.

1.2.14 Training

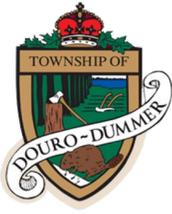
Copies of the Workplace Bullying and Harassment Policy are available at any time in the department's Human Resources policy and procedure manuals. Copies are also available to all employees, upon request and are available electronically on Township systems.

Upon acceptance of employment, all new employees will receive a copy and an explanation of the Workplace Bullying and Harassment Policy. New employees will be required to review and acknowledge that they have been provided with, have read and have understood the contents within the policy.

All employees of the Township are required to be educated and trained on the contents of this policy and such training shall be provided by the Township as required.

1.2.15 Review

This policy will be monitored on an on-going basis and shall be reviewed formally at least annually by the Township's Clerk, the CAO, or the Health and Safety Representative.



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Chief Administrative Officer

Date



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		Replaces:	HR5
Prepared By:	Human Resources	Approved By:	CAO

1.3.1 Purpose

The Township of Douro-Dummer is committed to providing a respectful, supportive, healthy and safe work environment that is free from workplace violence. The Township will not tolerate any acts of workplace violence and will take all reasonable measures to prevent incidents and protect employees. The Township is also committed to providing a safe and respectful environment for all those who enter its facilities and access its services.

The Township will be proactive in working with its employees to prevent violence in the workplace by establishing and implementing a comprehensive Workplace Violence Prevention Program to fulfil the requirements of relevant legislation including the:

- *Occupational Health and Safety Act;*
- *Criminal Code of Canada;*
- *Ontario Human Rights Code;* and
- *Workplace Safety and Insurance Act.*

This policy defines workplace violence and identifies the responsibilities of employees and management. It identifies behaviours that constitute violence and the process for reporting, investigating and resolving incidents of violence with a focus on prevention of any incidents or recurrence.

1.3.2 Scope

This policy applies to all employees (full-time, part-time, permanent or temporary), ~~members of~~ Township Council, interns, students, contractors, volunteers, consultants and any other paid or non-paid workers. This policy applies in any location in which employees are engaged in work-



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related activities. For the purpose of this policy, the workplace includes, but is not limited to:

- all Township facilities and spaces (whether owned or leased) and surrounding perimeters including parking lots, sidewalks and driveways;
- Township vehicles;
- work-related travel;
- facilities such as restaurants, hotels and/or meeting facilities that are being used for business purposes;
- during telephone, email or other communications such as social media, whether via a personal or Township account; or
- at any work-related social event, whether or not it is Township sponsored.

This policy also applies to situations in which employees are subjected to violence in the workplace from individuals who are not employees of the Township such as customers, visitors, and suppliers, although the available remedies may be constrained by the situation.

1.3.3 Background

The Ontario *Occupational Health & Safety Act*, R.S.O. 1990, c.1 (the “Act”) provides protection for employees from workplace violence.

1.3.4 Definitions

“**Workplace Violence**” shall mean:

- the exercise of physical force by a person against a worker, in a workplace, that causes or



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could cause physical injury;

- an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury; or
- a statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury.

Workplace violence may originate from a variety of sources:

- strangers or people with no ties to the workplace;
- customers or visitors;
- co-workers or other employees; or
- intimate relationships outside of work (friends, family members, partners).

Workplace violence includes, but is not limited to:

- verbal or written threats to physically attack a worker;
- leaving threatening notes or messages, or sending threatening emails or social media messages;
- wielding a weapon;
- stalking someone;
- physically threatening behaviour such as shaking a fist at someone, finger pointing, destroying property, throwing objects; or
- physically aggressive behaviours including hitting, shoving, standing excessively close to someone in an aggressive manner, pushing, kicking, throwing an object at someone, physically restraining someone or any other form of physical or sexual assault.



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Violence that occurs outside the normal workplace, but which has an impact on the working environment, including working relationships, may also be considered violence in the workplace.

“**Domestic violence**” is a pattern of coercive behaviours which can include physical, psychological, sexual, economic and emotional abuse perpetrated by one person against an intimate partner with the goal of establishing and maintaining power and control. Domestic violence occurs in all cultures. People of all races, ethnicities, religions and classes can be perpetrators of domestic violence. Perpetrators can be ~~both men and women~~ a person of any gender.

1.3.5 Policy

This policy is intended to:

- prevent acts of violence in the workplace and to promote a safe and healthy work environment;
- define related key terms and concepts;
- establish a procedure for assessing the risks of workplace violence;
- outline the responsibilities of all workplace parties in preventing, reporting and handling concerns/incidents of workplace violence;
- establish mandatory reporting requirements of all concerns/incidents of workplace violence, however minor;
- establish a procedure to investigate and resolve complaints of workplace violence in a prompt, discreet and objective manner;
- include the flexibility to deal with issues that require counselling and support and those that require corrective action;



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- state the consequences for committing acts of violence; outline the limits of confidentiality;
- ensure protection for complainants and state the consequences for retribution and retaliation;
- detail the procedure for a work refusal related to workplace violence; and
- outline the contents of the Workplace Violence training plan.

1.3.6 Consequences of Non-Compliance

Workplace violence is unacceptable and will not be tolerated. When workplace violence has been determined to have occurred, the Township will take appropriate actions to prevent any recurrence and will take disciplinary action up to and including termination, if appropriate.

1.3.7 Roles and Responsibilities

a) Employees – All employees (full-time, part-time, permanent or temporary), ~~members-of~~ Township Council, interns, students, contractors, volunteers, consultants and any other paid or non-paid workers have a responsibility to understand, promote and uphold the principles of this policy. They must accept, as a fundamental duty, their own role in helping to eliminate incidents of workplace violence. More specifically, all employees shall:

- complete a workplace violence risk assessment survey when requested;
- report to their ~~Supervisor~~ **Manager** or the Chief Administrative Officer (CAO) any early warning signs or potential comments or conduct of concern;
- report to their ~~Supervisor~~ **Manager** or the CAO any threats or incidents of workplace violence witnessed, however minor;
- cooperate fully in any investigations and keep all information concerning the matter



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confidential; and

- attend required training or information sessions offered by the Township regarding workplace violence.

b) Managers – All Supervisors, as defined by the Act, have a responsibility to understand, promote and uphold the principles of this policy. Specifically, Managers shall:

- advise employees of the existence of any potential or actual risks of violence, if the employees are, or could be, exposed to that risk;
- immediately report to Supervisor Manager or the CAO any concerns, threats or incidents of workplace violence;
- ensure proper medical care is provided to anyone involved in an incident and for securing the safety of employees before investigating the incident or taking reports;
- take all reasonable and practical measures to protect employees, acting in good faith, who report workplace violence or act as witnesses, from reprisal or retaliation; make best efforts to keep a personal record of all discussions with staff members employees who raise concerns under this policy, as well as their response to the situation;
- when requested, cooperate fully in any investigations and keep all information concerning the matter confidential;
- provide time for staff employees to attend training or information sessions offered by the Township regarding workplace violence; and
- attend any training or information sessions offered by the Township regarding workplace violence.



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c) Health and Safety – Managers and Health and Safety Representative – All

Managers and the Health and Safety Representative have responsibility to understand, promote and uphold the principles of this policy. Additionally, they shall:

- complete and review workplace violence risk assessment results and provide recommendations to reduce or eliminate the risk of violence;
- provide supportive assistance to employees;
- respond to employee concerns related to workplace violence and communicate these concerns to Management;
- review all reports forwarded regarding workplace violence that result in personal injury or have the potential to result in personal injury;
- participate in investigations of incidents that result in personal injury or have the potential to result in personal injury; and
- participate in the review of this policy.

d) ~~Clerk and~~ Chief Administrative Officer – Shall understand, promote and uphold the principles of this policy. Specifically the ~~Clerk and the~~ CAO shall:

- coordinate and promote enrolment in learning events related to workplace violence and prevention, as warranted;
- coordinate and review workplace violence risk assessments and provide recommendations to reduce or eliminate the risk of violence;
- provide supportive assistance to employees;
- respond promptly to all reports of workplace violence;
- ensure proper medical care is provided to anyone involved in an incident and for



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securing the safety of employees before investigating the incident or taking reports;

- contact authorities as soon as possible (police or Ministry of Labour, where appropriate) to report incidents as required;
- ensure all known incidents are investigated to the extent appropriate, based on the nature of each incident;
- take all reasonable and practical measures to protect employees, acting in good faith, who report workplace violence or act as witnesses, from reprisal or retaliation;
- take immediate steps to eliminate risks and prevent possible recurrences, if threats or incidents are found to have occurred;
- coordinate the provision of assistance to employees who were the target of or witnesses of acts of workplace violence;
- document any information received and action taken in a confidential file;
- report incidents to the Health and Safety Representative to discuss how to prevent similar incidents from recurring;
- coordinate training for all employees to communicate this policy; and
- coordinate annual review of this policy.

e) Township Council – Shall understand, promote and uphold the principles of this policy.

Council shall:

- cooperate fully in any investigations, as requested, and keep all information concerning the matter confidential; and attend any training or information sessions provided by the Township regarding workplace violence.



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1.3.8 Workplace Violence Risk Assessment

The ~~Clerk, the~~ CAO, and the Township Health and Safety Representative will coordinate annual assessments of the specific risks of workplace violence that may arise from the nature of the workplace, the type of work or the conditions of work for every position at the Township. In addition, ~~the Clerk and~~ the CAO will assess circumstances common to similar workplaces.

The risk assessor should consider:

- the nature, type and condition of work;
- the layout of work area;
- the separations between public and work areas;
- the ways in which workers can remove themselves from escalating situation(s) in client reception areas, interview rooms, etc.;
- the preventative measures currently in place to mitigate identified risks (e.g. –personal alarms, panic buttons, security access, emergency contact numbers, etc.);
- new service or spaces for the potential for violence;
- which **staff employees** may work alone, off shift, on weekends or off site in the community, and if they are familiar with related procedures and controls to assist them in potential violent situations.

Once the results of the risk assessments have been analyzed, actions will be taken to remove as many risks as can reasonably be removed and employees will be instructed on the risks specific to their position.

A written report on the results of the assessment will be provided to the Township Health and Safety Representative and the CAO and to all other employees, upon request.



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To ensure that this policy and any related programs protect employees from workplace violence, the risks will be reassessed every two years, or as often as necessary when changes to job responsibilities or workplace environments occur.

1.3.9 Identifying Unsafe Situations

All employees and managers must be attuned to early warning signs that have a potential for violent behaviour. The following factors, which are not exhaustive, may serve as a guide:

- threatening statements to harm self or others;
- references to other incidents of violence;
- intimidating or confrontational behaviour – insubordination, open defiance or pestering; history of violent, reckless or anti-social behaviour
- recent marked decline in work performance;
- major change in personality, mood, behaviour, standards or personal grooming;
- obsessions – with persons or things, particularly weapons;
- experiencing what appears to be serious stress in personal life; or
- substance abuse.

1.3.10 Domestic Violence

Under the Act, the Township has a duty to take every precaution reasonable to protect employees in the event they are experiencing domestic violence that would likely expose them or other workers to physical injury in the workplace. These precautions could include some or all of the following measures and procedures:



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- creating a safety plan;
- contacting the police;
- establishing enhanced security such as a panic button, code words, and door access security measures;
- screening calls and blocking certain email addresses;
- setting up priority parking or providing escorts to vehicle or to public transportation;
- adjusting working hours and location so that they are not predictable; or
- facilitating access to counselling through the Employee Assistance Program (EAP) or other community programs.

The Township appreciates the sensitivity of these issues and will work closely with the targeted employee to develop reasonable precautions in order to address the situation while discreetly maintaining the employee's privacy.

1.3.11 Reporting

The Township must receive complaints of any workplace violence as soon as possible so that the problem doesn't escalate or happen again. Once a complaint is received, a formal investigation will be initiated, if it is necessary and appropriate to do so.

The complaint will be made in writing by completing the Workplace Violence Report Form and submitting it to your ~~supervisor~~ Manager or directly to the CAO. A ~~supervisor~~ Manager who receives a complaint must immediately forward it to the CAO before any action is taken (unless danger is imminent and immediate action is warranted). Upon receipt of a Workplace Violence Report Form, the CAO will provide an acknowledgement of receipt to the employee. See Appendix – Workplace Violence Reporting Form.



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Workplace violence is a serious matter. Therefore, if an employee decides not to make a formal complaint, the Township may still need to investigate the matter and take steps to prevent further concerns/incidents.

Please note that the Township will not investigate anonymous complaints unless there are extenuating circumstances.

1.3.12 Investigations

Upon receipt of a complaint by the CAO, an investigation process will commence, if it is necessary and appropriate to do so. The CAO and the Health and Safety Representative serves as the Township's Workplace Violence Policy Advisor and will provide information, explain choices for dealing with the problem, and will lead the investigation. The CAO and the Health and Safety Representative will thoroughly review the complaint to determine if an investigation is required.

The outcome of the review and any investigation will be shared with the complainant and any other relevant parties. An investigator will not be in a position of direct authority over any of the people involved in the complaint. In the event that an external investigator is deemed appropriate, the purchase and payment of this service will be arranged through the Clerk and the CAO. The investigation will be done in an expedient manner and wherever possible shall be completed within ~~thirty (30) working days~~ ninety (90) days. If there are extenuating circumstances which lengthen the investigation period, the ~~Clerk and~~ C.A.O will advise all concerned parties. ~~If a complaint is received more than six (6) months from the date on which the most recent incident allegedly occurred, management may decline to investigate. This decision would be made with consideration to the nature of the complaint and any extenuating~~



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circumstances.—A complaint will be investigated if the complaint has been made within 12 months of the last incident or event.

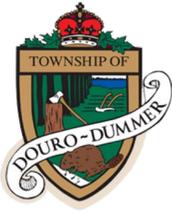
The investigation process will involve:

- reviewing all available evidence and documentation (including electronic files);
- assessing if a pattern of workplace violence exists by reviewing previous incidents;
- examining any early warning signs;
- interviewing the complainant;
- providing adequate information, including the written complaint, to the respondent regarding the accusations made against him or her (if appropriate);
- interviewing the respondent and obtaining a written response to the allegations; and
- interviewing witnesses and all those who have knowledge of the incident(s) (separately and privately).

Note: Employees may be accompanied by a colleague, as appropriate, during their interviews, provided that no conflict arises in doing so and the representative or colleague does not interfere in the process.

During interviews, detailed notes will be taken by the investigator and reviewed with the interviewee. Recordings of such meetings may occur with consent of the parties. As much information will be gathered as possible including times, locations, dates, witnesses, electronic files, and dialogue.

The complainant will be advised of the steps that have been taken to investigate the complaint and a summary of the relevant findings. The investigation will end with a report in which the investigator makes findings of facts.



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The investigation report will include:

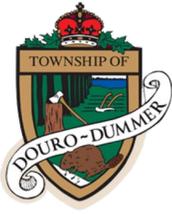
- whether, in the opinion of the investigator, the alleged violence occurred;
- whether, if it did, it was within the meaning of workplace violence in this policy;
- the severity, frequency and time span;
- the type of evidence;
- the length of service of the respondent; and
- any previous warnings.

The ~~Clerk and~~ CAO, or their designate, will review the report and will provide recommendations to address the results of the report. Recommendations arising from investigative findings may include but not be limited to one or more of the following:

- Education
- Training
- Counselling
- Conflict Resolution
- Corrective Warning Reassignment or Transfer
- Demotion
- Suspension
- Termination

The seriousness of the misconduct and any prior related misconduct will be factors in determining the severity of the recommendations.

Where the concern/incident has originated from an external source, recommendations may



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include changes to the physical workspace, changes to procedures to offer better support and protection, withdrawal of services, police intervention, or the use of appropriate court orders.

The recommendations will be discussed and approved by the CAO prior to implementation.

The decision regarding any discipline to be imposed against the respondent will be provided in writing as soon as possible. Discipline will be imposed in accordance with the provisions of the applicable ~~collective agreement~~, policy and/or bylaws. The ~~Clerk and~~ CAO will advise the complainant as to the outcome of the investigation. Details of disciplinary actions will remain confidential (conveyed only to the employee directly affected and their ~~supervisor manager~~).

Witnesses will be advised that the matter has been concluded.

A complainant who makes a complaint under this policy that involves a falsehood or malicious intent or is otherwise made in bad faith shall be subject to the disciplinary actions as outlined in this policy and any other disciplinary policies of the municipality.

All documentation related to a workplace violence complaint or investigation will be maintained by ~~the Clerk and~~ the CAO under appropriate security.

1.3.13 Confidentiality

The Township respects the privacy of all employees and recognizes the sensitive nature of workplace violence complaints. Confidentiality will be maintained as much as possible. The Township will only release as much information as is necessary in order to investigate and respond to a concern/complaint. Information will be recorded and notes may need to be disclosed in subsequent litigation or arbitration.



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Out of respect for all individuals, it is essential that all parties involved in an investigation process maintain confidentiality throughout and beyond the process. This may require signing a Confidentiality Agreement.

In certain circumstances the Township may have a duty to provide information about a risk of workplace violence from a person with a history of violent behaviour if an employee can be expected to encounter that person during the course of his or her work, and the risk of workplace violence is likely to expose the employee to physical injury. In order to determine if a risk is present, the Township will consider:

- whether the person's history of violence was associated with the workplace or work;
- whether the history of violence was directed at a particular employee or employees in general
- how long ago the incidence of violence occurred.

The Township will only release as much personal information about a person with a history of violent behaviour as is reasonably necessary to protect an employee from physical injury. If the Township is required to disclose personal information belonging to another employee, the Township will inform or attempt to inform the employee whose information is being released before doing so.

1.3.14 Protection from Reprisal

The Township will not tolerate any form of retaliation, retribution or reprisal against any person who raises a concern/makes a complaint of workplace violence or takes part in an investigation. Any employee who retaliates against a person in relation to a workplace violence complaint may



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undergo corrective action up to and including termination. Persons who believe they have been or are being subjected to retribution, retaliation or reprisal should immediately notify their Manager or the CAO.

1.3.15 Work Refusal

Under the Act, an employee can refuse to work if they have a reason to believe they are in danger from workplace violence, however, work cannot be refused on the grounds of workplace harassment [see: OH&SA Section 43(3) (b.1)].

The Act sets out specific procedures that must be followed in the event of a work refusal [see: OH&SA Section 43].

All employees have a right to refuse unsafe work, but for some, this right is limited. Certain workers who protect public safety cannot refuse work if:

- the danger is an inherent or normal part of their job; or
- the refusal would endanger the life, health or safety of another person.

These workers are:

- police officers;
- firefighters;
- workers employed in correctional institutions; and
- workers employed in workplaces such as hospitals, nursing homes, psychiatric institutions, rehabilitation facilities, residential group homes for persons with physical or mental disabilities, ambulance services, first aid clinics, licensed laboratories or in any laundry,



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food service, power plant or technical service used by one of the above [see: OH&SA Section 43(2)];

In appropriate circumstances, the Township may contact the police, or other emergency responders as required to assist, intervene, or investigate workplace violence. Details about the measures and procedures for summoning immediate assistance will be provided and may include:

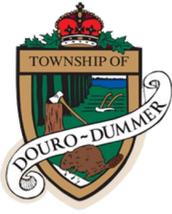
- equipment to summon assistance such as fixed or personal alarms, locator or tracking systems, phones, cell phones, etc.;
- emergency telephone numbers and/or email addresses; or
- emergency procedures.

Provided the situation is dealt with quickly and the danger to workers is removed, the necessity of work refusal may be alleviated.

1.3.16 Training

Copies of the Workplace Violence Policy are available at any time in your department's Human Resources policy and procedure manuals. Copies are also available to all employees, upon request and are available electronically on Township systems.

Upon acceptance of employment, all new employees will receive a copy and an explanation of the Workplace Violence Policy. New employees will be required to review and acknowledge that they have been provided with, have read and have understood the contents within the policy.



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All employees of the Township are required to be educated and trained on the contents of this policy and such training shall be provided by the Township as required.

Training shall include, but is not limited to:

- the means to recognize potentially violent situations;
- procedures, work practices, administrative arrangements and controls that have been developed to minimize or eliminate the risks;
- appropriate responses to concerns/incidents of workplace violence, including how to obtain assistance; and
- procedures for reporting concerns/incidents of workplace violence.

Supervisors Managers will receive additional training in order to promote and uphold this policy.

1.3.17 Review

This policy will be monitored on an on-going basis and shall be reviewed formally at least annually by ~~the Township's Clerk~~, the CAO, or the Health and Safety Representative.

Chief Administrative Officer

Date



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Confidentiality and Privacy	Policy Number:	1.4
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

1.4.1 Municipal Freedom of Information and Protection of Privacy Act

It is Township policy that all resident or stakeholder records, Township information and employee records which the employee and the Township accumulate during the course of business will be treated as confidential and remain the property of the Township.

Under the **MFIPPA (Municipal Freedom of Information and Protection of Privacy Act)** we are responsible for the personal information we collect, use, maintain and disclose. We are committed to respecting and safeguarding each employee's right to privacy. This Confidentiality and Privacy Policy applies to personal information collected by the Township.

Any employee who knowingly discloses, accesses, copies, references, removes or alters, in any way, information they are not authorized to handle will be subject to corrective action, up to and including termination of employment.

1.4.2 Information Gathered

The Township only collects personal employee information for specific purposes directly relevant to a person's employment with the Township and/or for purposes of benefit planning. Such information may include age, income, marital status, address, resume, references, or Health & Safety data. The type of information requested varies based on the service or benefits that are being provided. The Township receives some of this information during the Recruitment and Selection process and may request further information upon hiring.

1.4.3 Disclosure of Personal Information

The Township collects, discloses and uses personal information only for the purposes disclosed in this policy or for purposes that would be reasonable and legitimate in a particular circumstance. Only in very rare circumstances would personal information be shared outside the Township, for



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example if required by law. In certain instances, information may be requested by a benefit carrier, however this is only done with assurance and confidence that employee information will be protected by that organization in accordance with our own standards and that of applicable legislation. Any requests for information that are beyond procedural norms require the employee's consent first.

1.4.4 Release of Information to Third Parties

All requests from outside agencies for information kept in an employee's HR Files will be forwarded to the **Finance appropriate** department.

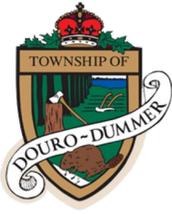
In the event of a reference request, it is Township policy to only confirm the employee's position and period of employment.

1.4.5 Updating of Personal Information

It is important for the information in an employee's HR file to be accurate and up-to-date. If, during your employment with the Township, any of your personal information changes it is your responsibility to inform the Finance department so that any necessary changes can be made.

1.4.6 Information Security

The Township takes all reasonable precautions to ensure that employee information is kept safe. We maintain strict security standards to protect our systems and your information from unauthorized access and use. Employees with access to personal information (for example, Payroll personnel) maintain this information as strictly confidential. Each employee must sign a confidentiality agreement when hired.



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1.4.7 Security Measures

The Township has also implemented thorough safety and security measures to protect personal information through physical, procedural and technological means designed to prevent unauthorized access or misuse of this information (for example, locked cabinets, computer passwords / encryption, information handling protocols).

Security measures include:

- Only authorized personnel have access to personal information stored electronically
- Only authorized personnel have access to personal information recorded on paper
- Personal information on paper is stored in a secured area
- We operate secure data networks protected by industry standard firewall and password protection systems
- Internal passwords have been established
- Third parties that we do disclose personal information to are also bound by the Privacy Act and have signed confidentiality agreements in keeping with this policy
- All Township security and privacy policies are periodically reviewed and enhanced.

1.4.8 Resident and Stakeholder Information

Resident and stakeholder information of any kind cannot be used for professional or personal gain by any employee of the Township. Likewise, no individual who is employed by us (either currently or previously) shall communicate with any contact of the Township for solicitation purposes.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Accessible Customer Service	Policy Number:	1.5 (a) (Please see Accessibility Section 6)
Effective Date:	August 15, 2021	Revision Number: Replaces:	2 A8 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

1.5.1 (a) Policy Statement

The Township of Douro-Dummer recognizes that persons with disabilities should be provided with an equal opportunity to access goods and information in a manner consistent with the principles of independence, dignity, integration and equality as stated in the regulations of the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*.

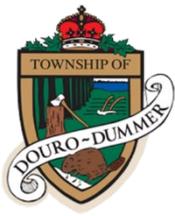
The Township is also committed to meeting its current and ongoing obligations under the Ontario Human Rights Code (OHRC) respecting non-discrimination. We understand that obligations under AODA and its accessibility standards do not substitute or limit its obligations under the OHRC or obligations to people with disabilities under any other law.

1.5.2 (a) Implementation

Adopting an Accessibility Plan for all Township facilities aligns with the Township's goals to improve our resident's quality of life and its goal of organizational excellence. The Accessibility Plan will be reviewed on at least once every five years. The Township will provide a copy of the Accessibility Plan in an accessible format upon request.

1.5.3 (a) Purpose

The *Accessibility for Ontarians with Disabilities Act (AODA), 2005* provides for the establishment of accessibility standards. Accordingly, Ontario Regulation 429/07, Accessible Standards for Customer Service, was enacted. Under this Regulation municipalities must establish policies, procedures and practices governing the provision of its goods or services to persons with disabilities. In addition, the Township must use all reasonable efforts to ensure that its policies, procedures and practices provide accessible customer service to people with various kinds of disabilities and that the core



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principles of independence, dignity, integration and equal opportunity, as defined herein, are respected.

The purpose of this policy is to fulfill certain requirements as set out in Ontario Regulation 429/07 made under the AODA and other relevant sections of that Act as well as the Ontarians with Disabilities Act, 2001.

In support of this policy, corresponding Procedures and Practices are set out in Section 6. These procedures may be amended from time to time.

1.5.4 (a) Administration

Procedures and Practices may be amended or added to the Customer Service Accessibility Policy as necessary and appropriate in order to ensure that it is current and applicable. Such amendments or additions shall be approved by Resolution of Council and be coordinated with, and form part of this Policy.

1.5.5 (a) Scope

This policy applies to the provision of goods and services at premises leased, owned and operated by the Township of Douro-Dummer.

This policy applies to all employees, agents and/or contractors who deal with the public or other third parties that act on behalf of the Township, including when the provision of goods and services occurs off the premises of the Township, such as in the case of: vendors, drivers, and third-party agencies.



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The sections of this policy that address the use of guide dogs, service animals and service dogs only apply to the provision of goods and services that take place at premises owned and operated by the Township.

This policy shall also apply to all persons who participate in the development of the Township's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

1.5.6 (a) Definitions

~~“Agents” shall mean a person or business providing goods or services on behalf of the Township of Douro-Dummer through a contract or agreement.~~

~~“Assistive Devices” shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids, and medical aids (i.e., canes, crutches, wheelchairs, or hearing aids etc.) to access and benefit from the goods and services of Township of Douro-Dummer.~~

~~“Barrier” shall mean anything that prevents a person with a disability from fully participating in all aspects of society because of the disability. Barriers may include a physical, architectural and attitudinal barrier as well as, an information or communication barrier, technological barriers, a policy, procedure or a practice.~~

~~“Disability” shall be defined as found in the Ontario Human Rights Code (Part II, Section 10 (1) of the OHRC):~~

~~a) any degree of physical disability, infirmity, malformation or disfigurement that is caused~~



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~~by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.~~

~~b) — a condition of mental impairment or a developmental disability.~~

~~c) — a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.~~

~~d) — a mental disorder, or~~

~~e) — an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.~~

~~“**Guide Dog**” — is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons’ Rights Act, to provide mobility, safety and increased independence for people who are blind.~~

~~“**Service Animal**” — as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if: it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.~~

~~“**Policies**” shall mean the policies the Township of Douro-Dummer intends to implement including any rules for CSRs.~~

~~“**Procedures**” shall mean how the Township of Douro-Dummer will go about implementing their~~



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~~policy and the steps GSRs will be expected to take.~~

~~“**Practices**” shall mean what the Township of Douro-Dummer does on a day-to-day basis, including how GSRs employees actually offer or deliver the services.~~

~~“**Principle of Dignity**” shall mean the policies, procedures and practices that respect the dignity of a person with a disability are those that treat them as customers and clients who are as valued and as deserving of effective and full service as any other customer. People with disabilities will not be treated as an afterthought or be forced to accept lesser service, quality or convenience.~~

~~“**Principle of Independence**” in some instances, independence means freedom from control or influence of others – freedom to make your own choices. In other situations, it may mean the freedom to do things in your own way.~~

~~“**Principle of Integration**” shall mean integrated services are those that allow people with disabilities to fully benefit from the same services, in the same place and in the same, or similar way, as other customers.~~

~~“**Principle of Equal Opportunity**” equal opportunity means having the same chances, options, benefits and results as others. In the case of services, it means that people with disabilities have the same opportunity to benefit from the way you provide goods or services as others. They should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.~~

~~“**Support Person**” shall mean any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability to aid him or her with communication, mobility, personal care or medical needs or with access to goods and services.~~



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~~“Third Party” a representative of a business or organization who is receiving Township of Douro-Dummer goods or services or acting in an official capacity. Examples include provincial inspectors, vendors, local media, agencies, boards or commissions.~~

1.5.6 (a) Establishment of Policies, Practices and Procedures

The Township of Douro-Dummer shall use reasonable efforts to ensure that its policies, procedures and practices are consistent with the following principles:

- (a) The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- (b) The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- (c) Persons with a disability must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services. Township employees, when communicating with a person with a disability shall do so in a manner that accommodates the person's disability.

1.5.7 (a) Assistive Devices

The Township of Douro-Dummer permits persons with a disability to use and keep with them their own personal assistive devices to obtain, use or benefit from the goods or services offered by the Township. Employees will be trained and knowledgeable of the presence and use of Township-owned assistive devices within their working department. Employees will be available to assist with



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the assistive devices if requested for use by an individual.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the person is in a location that would be considered safe for both the members of the public, or other stakeholders.

1.5.8 (a) Service Animals

The Township allows a person with a disability to be accompanied by a guide dog or other service animal onto all facilities that are owned and operated by the Township for public use and will ensure that the person is permitted to keep the animal with him or her unless the animal is otherwise excluded by law. “No pet” policies do not apply to guide dogs, service animals and/or service dogs.

If the service animal is excluded by law from the facility, the Township will make every effort to ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Township's goods and services.

If it is not readily apparent that the animal is being used by the members of the Public, or other Stakeholders for reasons relating to his or her disability, the Township may request verification.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;



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- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

If a health and safety concern presents itself (for example in the form of a severe allergy to the animal), the Township will make all reasonable efforts to meet the needs of all individuals.

1.5.9 (a) Support Persons

The Township of Douro-Dummer shall allow persons with disabilities, who require to be accompanied by a support person, into all Township premises that are owned and operated public facilities. Both persons are permitted to enter the premises together and the person with a disability will have access to their support person.

In the event that admission fees are charged, advanced notice concerning what admission, if any, would be charged to a support person, shall be posted in a conspicuous place. Where the Township requires a person to be accompanied by a support person for reasons related to health and safety, the organization will waive any applicable admission fees. In order to determine if a Support Person is required, the Township will consult with the person with disabilities to understand their needs, consider the health and safety reasons based on available evidence, determine if there is no other reasonable way to protect the health and safety of the person or others on the premises.

In situations where confidential information might be discussed, consent will be obtained from the member of the Public, or other Stakeholder, prior to any conversation where confidential information might be discussed.



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1.5.10 (a) Communication

We will communicate with people with disabilities in a manner which takes into account their disability. We will work with the person with disabilities to determine what method of communication works for them.

1.5.11 (a) Notice of Temporary Disruption

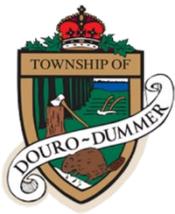
Notice of Service Disruptions must be provided when facilities or services that people with disabilities may use to access Township goods or services are temporarily unavailable or if the goods or service are expected in the near future to be temporarily unavailable.

The Notice must include the following information (unless it is not readily available or known):

- a) The reason and information for disruption
- b) Anticipated duration
- c) Description of alternate facilities or services, if available
- d) Contact information

In the case of an unscheduled disruption, the Notice will be posted at the location of the service disruption as soon as practically possible.

In the case of a scheduled disruption, the Township will post the Notice prior to the disruption, at the physical location, on its website and if appropriate will advertise the disruption with local media outlets. The Notice will be posted to allow for sufficient time to inform ratepayers.



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1.5.12 (a) Notice of Availability of Documents

The Township of Douro-Dummer shall upon request give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service to any person. Any applicable photocopy charges will be applied. The Township shall post on its website and at all locations where written materials are distributed, that accessible formats are available upon request from the main municipal office. We will provide these documents in an accessible format or with communication support. Please refer to procedure 6.3 Notice and Provision of Documents in Accessible Formats.

1.5.13 (a) Feedback Process

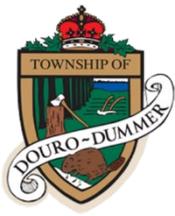
The Township shall provide members of the Public, or other Stakeholders with disabilities, with the opportunity to provide feedback on the service provided to them. Information about the feedback process will be readily available to all members of the Public and notice of the process will be made. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (handwritten, delivered, website or email), will be available upon request.

Members of the Public, or other Stakeholders who wish to provide feedback on the way the Township provides goods and services to people with disabilities can contact us verbally, by mail, via email or our website, or phone us. All feedback, including concerns or complaints, may be directed to:

Township of Douro-Dummer

894 South Street, P.O. Box 92

Warsaw, ON K0L 3A0



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Phone: 705-652-8392

Fax: 705-652-5044

info@dourodummer.on.ca

You can expect to hear back from the Township within ten (10) business days.

1.5.14 (a) Training

The Township of Douro-Dummer will provide training to all **Ontario-based** employees and volunteers about the provision of its goods and services to persons with disabilities. All employees, volunteers, and parties involved in developing customer service policies, practices, and procedures, will receive training in accessible customer service, Ontario accessibility standards and aspects of the OHRC that relate to persons with disabilities as soon as practicable after beginning their employment. The Township will also provide ongoing training with respect to changes in its policies, practices, and procedures to those individuals who require such training as soon as practicable. The Township will keep records of the training provided.

Agents hired by the Township of Douro-Dummer who deal with the public during their work will provide proof of Accessibility Awareness training (as part of their contractual agreement) prior to their work for the Township. If the agent is not required to meet the requirements of Regulation 429/07, the Township may, at its discretion, provide the necessary training. Records of all training must be sent to the appropriate department for documentation.

Training includes:

- Purpose of Accessibility of Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards.



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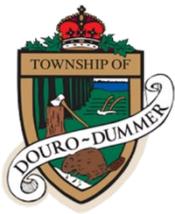
- Our policies related to Customer Service Standards.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who used who use an assistive device or require the assistance of a service animal or a support person.
- How to use the equipment or devices available on site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- What to do if a person with a disability is having difficulty accessing our organization's goods, services or facilities.

Related Procedures/Resources

- 1.5 (b) Integrated Accessibility Standards Regulation
- 6.0 Accessible Customer Service Training Procedure
- 6.1 Communication Standard Procedure
- 6.2 Customer Request and Feedback Procedure
- 6.3 Notice and Provision of Documents in Accessible Formats Procedure
- 6.4 Notice of Temporary Disruptions Procedure
- 6.5 Service Animals Procedure
- 6.6 Support Persons Procedure
- 6.7 Assistive Devices Procedure
- 6.8 Availability of Accessible Customer Service Documents Procedure
- 6.9 Resources

Appendices

- 6.0 Training Attendance Log



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Accessible Customer Service	Policy Number:	1.5 (a) (Please see Accessibility Section 6)
Effective Date:	August 15, 2021	Revision Number: Replaces:	2 A8 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

- 6.2 (a) Customer Feedback Form
- 6.2 (b) Record of Customer Feedback Form
- 6.4 (a) Scheduled Service Disruption
- 6.4 (b) Unscheduled Service Disruption
- 6.6 Notice of Admission Fees
- 6.9 Accessible Information Request Form

~~1.5.15 (a) Additional Resources~~

- ~~● Ontario Regulation 429/07: Accessibility for Ontarians with Disabilities Act, 2005
Format: Online
Language: English, French
http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm~~
- ~~● Accessibility for Ontarians with Disabilities:
www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario~~
- ~~● Guide to the Accessibility Standards for Customer Service, Ontario
Regulation 429/07
Format: Print, online (HTML, PDF, Word)
Language: English, French
http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accesson/compliance/customer/accessibility_guide~~
- ~~● Compliance Manual: Accessibility Standards for Customer Service, Ontario
Regulation 429/07
Format: Online (HTML, PDF, Word)
<http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accesson/compliance/customer/Compliance-Manual.htm>~~



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Accessible Customer Service	Policy Number:	1.5 (a) (Please see Accessibility Section 6)
Effective Date:	August 15, 2021	Revision Number: Replaces:	2 A8 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

- ~~Accessibility Standards for Customer Service: Summary of Requirements~~
Format: Print, online (PDF, Word)
Language: English, French
http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accesson/compliance/customer/Summary_require
- ~~Training Resource: Accessibility Standards for Customer Service, Ontario Regulation 429/07~~
Format: Print, online (HTML, PDF, Word)
Language: English, French
http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accesson/compliance/customer/comp_training.htm
- ~~Serve Ability: Transforming Ontario's Customer Service~~
Format: Online (Flash, HTML), CD
Language: English, French
<http://www.mcass.gov.on.ca/mcass/serve-ability/splash.html>

~~AODA Contact Centre: Toll-Free: 1-866-515-2025
TTY: 1-416-325-3408/1-800-268-7095 Fax: 1-416-325-3407~~

~~AccessON: for videos, posters, legislation etc.~~

~~www.AccessON.ca or~~

~~www.AccessON.ca/compliance~~

~~Ontario Municipal Accessibility Toolkit~~

~~www.accessiblemunicipalities.ca~~

~~Also, please see policy 6.9 AODA Resources.~~



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Accessible Customer Service	Policy Number:	1.5 (a) (Please see Accessibility Section 6)
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Prepared By:	Human Resources	Approved By:	CAO

Accessible Customer Service Plan Providing Goods and Services to People with Disabilities

The Township of Douro-Dummer is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our **staff members employees and volunteers** are trained and familiar with various assistive devices we have on site or that we provide which may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed in the areas of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them while on our premises.

We will notify customers of this through a notice posted on our premises and website.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for residents and visitors with disabilities, we will notify the public promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed on the Municipal office entrance door at 894 South Street.

Training

We will provide training to employees who deal with the public or other third parties on our behalf. Every individual in the Township will be trained including Management.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Accessible Customer Service	Policy Number:	1.5 (a) (Please see Accessibility Section 6)
Effective Date:	August 15, 2021	Revision Number: Replaces:	2 A8 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

Training will be provided to **staff employees** within the first three months of hire. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Township plan related to the Customer Service Standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the elevator and any other assistive devices available on-site
- What to do if a person with a disability is having difficulty accessing Township services or facilities.

** **Staff Employees** will also be trained when/if changes are made to the plan.

Feedback process

Residents or other members of the public who wish to provide feedback on the way we provide services to people with disabilities are welcome to contact us and can expect to receive a response within ten (10) business days.

All feedback, including concerns or complaints, may be directed to our Municipal Office:

894 South Street, P.O. Box 92
Warsaw, ON K0L 3A0
Phone Number: (705) 652-8392
Toll Free Number: 1-800-899-8785
Fax Number: (705) 652-5044

Modifications to this or other policies

Any policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed to ensure our commitment to these principles and to our residents, customers, visitors, and stakeholders.

This document is available in an alternate format on request.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	AODA: Integrated Accessibility Standards	Policy Number:	1.5 (b) (Please see Accessibility Section 6)
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

1.5.1 (b) Integrated Accessibility Standards

In 2011, the AODA Integrated Accessibility Standards became law, enacting standards in the areas of Employment, Information, Communication, and Transportation. In accordance with this, the Township of Douro-Dummer will develop, maintain and document compliance with this Standard.

1.5.2 (b) Training

The Township will ensure that training is provided to all employees on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities. Ongoing training will be provided to new employees as soon as practicable. If any changes are made to this policy or the requirements, additional training will be provided. The Township will maintain a record of the dates when training is provided and the number of individuals to whom it was provided.

1.5.3 (b) Information and Communication Standard

The Township will create, provide and receive information and communications in ways that are accessible to people with disabilities. If the Township determines that it is not technically feasible to convert the information or communications, or the technology to convert the information or communication is not readily available, that person who requires the information will be provided with:

1. an explanation as to why the information or communications are not convertible; and
2. a summary of the unconvertible information or communications.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	AODA: Integrated Accessibility Standards	Policy Number:	1.5 (b) (Please see Accessibility Section 6)
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
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1.5.4 (b) Emergency Information

The Township will provide all emergency procedures, plans or public safety information to the public in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

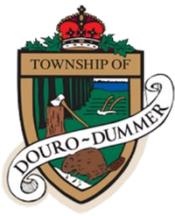
The Township will also provide individualized workplace emergency response information to employees who have a disability:

1. If the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability;
2. With the employee's consent, to the person designated by the Township to provide assistance to the employee if required;
3. As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;
4. The Township will review the individualized workplace emergency response information when the employee moves to a different location in the organization.

1.5.5 (b) Accessible Formats and Communication Supports

The Township will provide or arrange for accessible formats and communication supports for persons with disabilities:

1. Upon request, in a timely manner that takes into account the persons' accessibility needs due to a disability;
2. At a cost that is no more than the regular cost charged to other persons;



Township of Douro-Dummer - Human Resources Policy Manual

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3. In consultation with the person making the request to determine the suitability of an accessible format or communication support.

1.5.6 (b) Employment Standard and Recruitment

The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. **It applies in respect to employees and does not apply to volunteers and other non-paid individuals.**

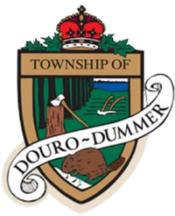
When recruiting new employees, the Township will:

1. Notify employees and the public about the availability of accommodations for applicants with disabilities during the recruitment process when job applicants are individually selected to participate in an assessment or selection process;
2. Consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability, if a selected applicant requests an accommodation;
3. Notify successful applicants of the policies for accommodating employees with disabilities.

1.5.7 (b) Employee Notification

The Township will inform its employees of its policies used to support employees with disabilities:

1. As required, to new employees, as soon as practicable after they begin their employment;
2. Whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	AODA: Integrated Accessibility Standards	Policy Number:	1.5 (b) (Please see Accessibility Section 6)
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1.5.8 (b) Accessible Formats

When an employee with a disability requests it, the Township will consult with the employee to provide or arrange for the provision of accessible formats and communication supports:

- For information that is needed in order to perform the employee’s job;
- For information that is generally available to employees in the workplace; and
- In consultation with the employee making the request in determining the suitability of an accessible format or communication support.

1.5.9 (b) Performance Management, Career Development and Advancement

The Township will take into account the accommodation needs of employees and any established accommodation plans when:

1. Using performance management processes;
2. Providing career development and advancement information.

1.5.10 (b) Design of Public Spaces

The Township will meet accessibility laws when building or making major changes to public spaces. Our public spaces include:

- Recreational trails/waterfront access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Accessible off-street parking
- Accessible on-street parking
- Service-related elements like service counter, fixed queuing and waiting areas.



Township of Douro-Dummer - Human Resources Policy Manual

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1.5.11 (b) Transportation

The Township of Douro-Dummer does not currently offer any transportation services.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Hiring Policy	Policy Number:	2.0
Effective Date:	June 30, 2021	Revision Number:	3
		Replaces:	HR1 January 19, 2016
Prepared By:	Human Resources	Approved By:	CAO

2.0.1 Purpose

The Municipal Act 2001, Section 270 (1) paragraph 2 and Section 270 (2), paragraph 2, as amended, requires that Municipalities and local boards shall adopt policies with respect to the hiring of employees. ~~This policy will provide the policies and procedures to govern the hiring of all employees for the municipality.~~

This policy shall apply to the hiring of all municipal employees.

2.0.2 Consequences of Non-Compliance

It is important that all applications for employment are processed in compliance with the appropriate procedures as set out by the municipality. Failure to comply with this policy may result in disciplinary action against the offending individual.

2.0.3 Procedures

Full Time Positions:

1. All positions shall be publicly posted to request applicants to apply.
2. For all positions, résumés and applications received shall be reviewed and shortlisted by a panel of:

For the CAO Position – Members of Council, an outside Human Resources Consultant, and one senior municipal ~~staff person employee~~ selected by Council.

For All Other Senior ~~Staff Employee Positions~~ (Manager of Public Works, Clerk/Planning Coordinator, Treasurer, Fire Chief & Manager of Emergency Services, Manager of Recreation Facilities, Chief Building Official) - The CAO, one other



Township of Douro-Dummer - Human Resources Policy Manual

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member of Council (selected by Council), and one other senior **staff member employee** (selected by the CAO).

For All Other Full Time Positions – The CAO or the designate, the immediate **staff Supervisor Manager** of the vacant position, and one other **member of staff employee**.

3. For all positions, the interview process shall be consistent for content and format. Minor variations may be appropriate depending on position that is offered. Interview questions shall be prepared, and an interview conducted by either an outside human resources consultant or the CAO (or designate).

Part Time Positions

1. All positions shall be publicly posted to request applicants to apply.
- ~~2. Public postings will be determined by staff (Management?) as to the extent of the posting and depending on the position to be filled.~~
2. For all positions, résumés and applications received shall be reviewed and short listed by the position's immediate **supervisor Manager** and the CAO or designate.
3. For all positions, the interview process shall be consistent for content and format. Minor variations may be appropriate depending on position that is offered. Interviews will be conducted by the position's immediate **Supervisor Manager**, the CAO or their designate, and one additional **staff member employee** (selected by the CAO).



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Hiring Policy	Policy Number:	2.0
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		Replaces:	HR1 January 19, 2016
Prepared By:	Human Resources	Approved By:	CAO

Short-Term or Emergency Hiring Positions:

1. Any Manager may hire the necessary personnel for short term or emergency situations without having to follow the provisions of this policy. Any of these short term or emergency hiring situations shall comply with the “Hiring of Relatives” section of this policy.
2. Hiring for these situations shall only occur after consultation with the CAO or designate.
3. Short term shall be defined as being for a period no longer than 10 workings days or 80 hours during a 6-month period - whichever is the lesser. Minor variations to this may be granted by the CAO.

2.0.4 Hiring of Relatives

The hiring of relatives of a member of Council or local board or of an existing employee of the municipality may be permitted provided there is no direct supervisory relationship between a member of Council or local board or of an existing employee.

Please see the definition section regarding definitions of relatives.

2.0.5 Definitions

~~Relative is defined as being:~~

~~The parent (father or mother) of a member of Council or local board or an existing employee who may be in a direct supervisory role;~~

~~The child (son or daughter) of a member of Council or local board or an existing employee who may be in a direct supervisory role;~~



Township of Douro-Dummer - Human Resources Policy Manual

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Effective Date:	June 30, 2021	Revision Number:	3
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Prepared By:	Human Resources	Approved By:	CAO

~~The brother or sister or the spouse thereof, of a member of Council or local board or an employee who may be in a direct supervisory role;~~

~~The spouse of any child of a member of Council or local board or an employee who may be in a direct supervisory role; and~~

~~The mother-in-law or father-in-law of a member of Council or local board or an employee who may be in a direct supervisory role.~~

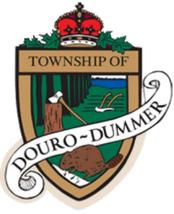
~~For the purposes of this policy:~~

~~**Child** means a child born within or outside marriage and includes an adopted child and a person whom a parent has demonstrated a settled intention to treat as a child of his or her family.~~

~~**Parent** means a person who has demonstrated a settled intention to treat a child as a member of his or her family whether or not that person is the natural parent of the child.~~

~~**Spouse** means either a man or woman who;~~

- ~~(i) — are married to each other;~~
- ~~(ii) — are married to each other by a marriage that is voidable and has not been voided by a judgement of nullity, or~~
- ~~(iii) — have gone through a form of marriage with each other, in good faith, that is void and are cohabiting or have cohabited within the preceding year, or~~
- ~~(iv) — not been married to each other and have cohabited,~~
 - ~~(a) continuously for a period of not less than five years, or~~



Township of Douro-Dummer - Human Resources Policy Manual

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~~(b) in a relationship of some permanence where there is a child born of whom they are the natural parents.~~

~~And have cohabited within the preceding year.~~

2.0.65 Background Checks

~~Prior to any offer of employment with the Township of Douro-Dummer for any full-time, part-time, or volunteer firefighter position, the successful candidate shall be required, at their cost, to get a background check from the Ontario Provincial Police, and such shall be provided to the Township. Such background checks must be satisfactory to the Township of Douro-Dummer before an offer of employment will be made.~~

~~Volunteers (with the exception of the volunteers of the Historical Society), the CAO, Treasurer, Municipal Clerk, Chief Building Official and Inspectors, all Fire Personnel, the Manager of Public Works, employees of the Parks and Recreation department, and Library employees will be required to complete a Vulnerable Sector Police Record Check upon hire and once every four (4) years.~~

~~All other positions will be required to provide a Basic Police Record Check.~~

2.0.6 Rehiring of Former Employees

~~The Township may permit the possible re-hiring of former employees in instances where the prior termination was on good terms. However, it is entirely at the discretion of the Township, and all positions shall follow the provisions of this policy.~~



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Hiring Policy	Policy Number:	2.0
Effective Date:	June 30, 2021	Revision Number:	3
		Replaces:	HR1 January 19, 2016
Prepared By:	Human Resources	Approved By:	CAO

When approved, the possible re-hiring of a former employee will follow our established recruitment procedures and will be subject to Township policies related to the establishment of the hire date, salary level, benefits and seniority.

2.0.7 Rehiring of Part-Time Seasonal Employees

This addendum is regarding Part-Time Seasonal Employees who have gone through the initial hiring process following the above policy.

Where a part-time employee that has worked a minimum of one season with the Township and has proven to be a reliable and good worker, the Department Manager may, after consultation with the CAO, offer employment (still on a part-time basis) to said employee for the upcoming season, without having to go through the full hiring process of this policy.

All other part-time positions shall follow the provisions of this policy.

2.0.8 Reinstatement of Service

A former employee is one who has previously worked for the Township but who has, at a point in time, resigned for either personal or professional reasons. If a former employee returns to the Township, the appointment shall be regarded as a new hire and not a reinstatement. All original service rights are lost.

2.0.9 Part-Time / Casual / Contract Employees

Part-time, casual or contract employees may be considered for full-time employment when they meet the qualification requirements of an available full-time position. If a casual employee is being



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Prepared By:	Human Resources	Approved By:	CAO

considered for a permanent position (part-time or full-time), the Township will follow the provisions of this policy.

2.0.10 Probationary Period

All employees hired must serve a probationary period during their first six months of employment. An employee whose services are not satisfactory during the probationary period may be dismissed with appropriate notice, as soon after hiring as the Department Manager determines that the employee is not likely to succeed in the role. Department Managers must consult the CAO prior to implementing a termination. Similarly, during this period the employee may terminate their employment with appropriate notice.

All new employees, prior to hire, will be informed of the probationary period. The designation of this time frame does not constitute an obligation on the part of the Township to retain the employee until the end of the period specified.

At the end of the six-month probationary period, the Department Manager, in consultation with the CAO, may extend the period for additional time at their discretion. An employee is not considered to be permanent status until they have successfully completed their probationary period.

2.0.11 Accessibility & Diversity

The Township of Douro-Dummer is committed to the principles of accessibility and diversity in its employment practices. It is Township policy to ensure that our employment practices and procedures are administered without discrimination on the basis of race, colour, religion, sex, age, marital status, nationality, ancestry, political belief, or sexual orientation, and to encourage the employment of physically challenged individuals.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Hiring Policy	Policy Number:	2.0
Effective Date:	June 30, 2021	Revision Number:	3
		Replaces:	HR1 January 19, 2016
Prepared By:	Human Resources	Approved By:	CAO

The Township is committed to providing accommodation for persons with disabilities. Accommodation will be provided as part of our hiring process (*if accommodation is required, Applicants are requested to make their needs known in advance*).

To help ensure this policy the Township will:

- Recruit and select applicants for employment based solely on their qualifications.
- Ensure that equal consideration is given to all candidates qualified for promotion or transfer by basing these decisions on job requirements, job performance and qualifications.
- Comply with all legislation in regard to employment and recruitment standards.

2.0.12 Outside Employment

If you are employed by the Township in a full-time position, we expect that your position with the Township will be your primary employment. Any outside activity must not interfere with your ability to properly perform your job duties at the Township or create a Conflict of Interest with your position. If you are considering taking on a second job, it is strongly advised that you notify your supervisor immediately, and thoroughly discuss how this second position will affect your role with the Township.

2.0.13 Exit Interviews

Exit interviews shall be conducted, where possible, for all **staff employees** leaving **the employ of** the Township.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Performance Management	Policy Number:	2.1
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

2.1.1 Performance Appraisals

The Township's success depends on the contributions of its **staff employees**. To support **staff employee** development, we have implemented a Performance Development and Appraisal system. Our Performance Appraisal system will develop **staff employees** professionally and promote individual growth and organizational success. The Township of Douro-Dummer supports a systematic approach to identifying and agreeing on desired performance goals and to providing positive and constructive feedback to develop performance.

Performance Appraisals **may will** be conducted for full-time and part-time employees. The primary objective is to maintain and improve employee performance on the job. The most effective type of performance feedback is that which occurs through day-to-day coaching and informal discussions.

Please note that Performance Appraisals are separate from salary review processes. Salary reviews will take place at the discretion of Management, and not in conjunction with any performance management processes or discussions.

2.1.2 Appraisal Sessions

Performance appraisal sessions serve to reinforce and document these ongoing discussions. These sessions should be a collaborative discussion between the employee and **supervisor-Manager** regarding the employee's performance and development to-date. Therefore, performance appraisals should be conducted at a mutually agreeable time, giving the employee and **supervisor Manager** sufficient time for preparation and discussion.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Performance Management	Policy Number:	2.1
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

An equally important reason for performance appraisal sessions is to outline a plan designed to assist the employee in further developing their skills. Consideration should be given to organizational and team objectives, the employee's potential for growth, and career goals.

The Township of Douro-Dummer may conduct periodic appraisal sessions with each **staff member employee**. New employees may be reviewed more frequently. Employees and Managers are free to request additional reviews at any time.

Once the review is complete the Department Manager will retain a copy of the employees' feedback sheets and the employee will receive a copy as well. Copies of the appraisal will be retained in the employee's HR file. If possible, the previous year's appraisal should be reviewed each year as part of the new appraisal process.

2.1.3 Performance Management

The Township recognizes an employee's first **six** months with the Township as a probationary period. Formal written Performance Appraisals should be conducted with each employee during the third month of employment, and thereafter on a regular basis as well as at the time of any job change.

This period enables Management to evaluate the new employee's work performance and to provide feedback. It also provides an opportunity to determine whether the job placement is appropriate.

Feedback and evaluation will be ongoing throughout the employee's career with the Township. There will be a regular evaluation cycle. Please note it may be necessary to perform an evaluation more than once per year depending on the progress of the new employee or the performance of an existing employee.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Performance Management	Policy Number:	2.1
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

Please note: Further to Accessibility requirements, the Township will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Corrective Action	Policy Number:	2.2
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	HR7 October 1, 2019
Prepared By:	Human Resources	Approved By:	CAO

2.2.1 Purpose

This policy will provide the policies and procedures to govern the use of corrective actions for all employees of the Township.

This policy shall apply to the **corrective action** of all Township employees.

2.2.2 References & Related Policies

The Occupational Health and Safety Act; The Employment Standards Act; The Workplace and Insurance Act; The Fire Protection and Prevention Act; The Ontario Human Rights Code; The Labour Relations Act, and any other relevant regulations or legislation that are in force.

2.2.3 Consequences of Non-Compliance

It is important that all applications for employment are processed in compliance with the appropriate procedures as set out by the municipality. Failure to comply with this policy may result in **corrective** action against the offending individual.

2.2.4 Policy

The Township's **Corrective Action** Policy is established for the efficient conduct of its business, to maintain good order on its premises, and to ensure the safety of its employees and property. Through fair and consistent treatment of staff, healthy employee relations can exist, thus enabling the Corporation to operate more effectively.

All employees (full time, part time, volunteer, etc.) are expected to meet these standards and failure to do so may result in receiving **corrective** action. **Corrective** action outlined in this policy provides the means to ensure such standards are followed and these are fair methods of dealing



Township of Douro-Dummer - Human Resources Policy Manual

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with any alleged breach of this Policy and will hopefully promote, and lead to, corrective action for re-integration.

The Township of Douro-Dummer fully recognizes all legislation in force and expect that all employees shall be responsible to ensure compliance with the following:

- The Occupational Health and Safety Act
- The Employment Standards Act
- The Workplace and Insurance Act
- The Fire Protection and Prevention Act
- The Ontario Human Rights Code
- The Labour Relations Act, and
- Any other relevant regulations or legislation that are in force.

Non-Compliance of these Acts and legislations will result in Progressive **Corrective** Action.

Please note: Further to Accessibility requirements, the Township will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

2.2.5 **Corrective Action Procedure**

In the event that preliminary and initial discussion with an employee about an event or infraction does not lead to resolution of the problem, the following actions shall be followed:

1st Warning/Reprimand Verbal (2.2.6)

2nd Warning/Reprimand Written (2.2.7)



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3rd Warning/Reprimand Suspension (with or without pay) (2.2.8)

4th Warning/Reprimand Dismissal (2.2.10)

2.2.6 Verbal Reprimand (Warning)

- It shall be the decision of the manager whether the event requires an official verbal reprimand.
- The Manager shall notify the employee, in private, of the intention to give the verbal reprimand and the details thereof.
- The employee shall have the right to have another employee present.
- The employee shall be advised that further **corrective** action may result if the problem is not resolved immediately.
- The Manager shall document all details, and file a written copy with the CAO
- The employee shall be required to sign the necessary documentation, stating that he/she has received the verbal reprimand and understands the content thereof.
- The Manager shall monitor the performance of the employee to ensure compliance.

2.2.7 Written Reprimand (Warning)

- If the circumstances of the event demand, more than one written reprimand may be given at the Manager's discretion.
- When issuing written or final written reprimand(s) to an employee, the following procedure shall apply:
- The Manager shall discuss the event with the CAO, or designate, prior to issuing the written reprimand.



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- The Manager, and if possible the CAO or designate, will meet with the employee, and if requested by the employee, another employee. The employee shall be encouraged to provide and discuss ~~his/her~~ their perspective on the event or problem.
- A copy of the final written reprimand shall be given to the employee, clearly stating the infraction and the consequences of a repeat offence, and any **corrective** action.
- The employee shall be required to sign the written reprimand attesting to having received such and to understanding the implications thereof.
- The original of the written reprimand shall be given to the CAO, to be filed in the employee's personnel file.
- The Manager shall monitor the performance of the employee to ensure compliance.

2.2.8 Suspension **(With Pay or Without Pay)**

- The Manager shall consult the CAO or designate, on the circumstances of the event.
- The Manager may issue an immediate temporary suspension if it is deemed that the event is serious enough to warrant the action and consultation with the CAO or designate shall be as soon as possible thereafter.
- ~~• The CAO or designate may contact the Mayor for guidance and consultation regarding any further corrective action (i.e., Suspension with or without pay, dismissal).~~
- ~~• Where it is deemed necessary, additional meetings may be held with the employee on the issue.~~
- The Manager shall monitor the performance of the employee to ensure compliance.
- **Suspensions may be implemented With Pay or Without Pay at the discretion of the CAO.**



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2.2.9 Other Penalties

Other penalties may be applied (i.e., further suspensions with or without pay, or dismissal) if the employee does not resolve and correct the reasons for the event occurring.

2.2.10 Dismissal

The dismissal of an employee shall be deemed the last resort and shall be discussed fully with the Manager and the CAO or designate. ~~with a final recommendation going to Council.~~

When a dismissal does occur, the details of such shall be provided to the ~~staff person~~ employee responsible for payroll, for the purposes of preparation of the required forms and final pay.

~~This process is meant to correct performance problems and to ensure each employee receives consistent, fair, and equitable treatment.~~ The various types of corrective action shall be discussed herein in the above order, but this shall not be interpreted to be a step-by-step procedure in each case. An event or offence may be so flagrant that suspension (with or without pay) pending dismissal may be the only appropriate solution. ~~Some conduct may be grounds for summary dismissal with cause, whether or not the conduct is a first offence. All exceptions to this process require the review and approval of the CAO.~~

2.2.11 Conduct to Cause **Corrective Action**

The following conduct on the part of the employee may be cause for corrective action, up to and including dismissal from the Township of Douro-Dummer. This list is including, but not limited to:

- Not following Health and Safety Policy and Procedures, including the use of prescribed personal protective equipment.



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- Possession or consumption of alcohol, cannabis (marijuana) or narcotic drugs on the Employer’s premises, or project sites (with an exception to those employees with a valid prescription for medical marijuana (cannabis) and is required to consume their medication during or immediately prior to work and who have informed their immediate **supervisor Manager** and CAO).
- Being impaired by alcohol, (marijuana) cannabis or a narcotic drug or consumes alcohol, or narcotics while at work, performing work, including working with machine, devices, vehicles or things (machinery, vehicles, etc.).
- Unprovoked assault, **fighting, or using obscene, abusive, or threatening language or gestures (see also 1.2 Workplace Bullying and Harassment Policy and 1.3 Workplace Violence Prevention Policy).**
- **Unauthorized possession of weapons on Township premises;**
- Theft of Township property or the property of a fellow employee.
- **Willful damage of Township property or the property of any employee, customer, resident or visitor.**
- **Fraudulent activities, or theft of property from co-workers, customers, residents or the Township.**
- False statement on employment application form pertaining to medical history.
- Falsification of time **or other** records.
- **Failing to maintain confidentiality of resident and Township information.**
- **Insubordination.**
- **Discourtesy or rudeness towards residents, employees, management, or others involved with the Township;**
- **Conspiracy to reduce or intentional reduction in work rates or output;**
- **Intentional production or passage of defective work;**



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- Unnecessary or unauthorized use of Township supplies, particularly for personal purposes;
- Criminal, dishonest, or unethical conduct;
- Failing to disclose and/or engaging in a conflict of interest;
- Using, duplicating or possessing keys that could provide access to the premises without authorization.

2.2.12 Additional Resources

~~The Occupational Health and Safety Act, R.S.O. 1990, c. 0.1~~

~~Format: Online~~

~~Language: English and French~~

~~<http://www.search.e-laws.gov.on.ca/en/isysquery/ea27b4f5-1f12-4386-a91c-7b6a4368eff7/1/frame/?search=browseStatutes&context=>~~

~~The Employment Standards Act, 2000, S.O. 2000, c. 41~~

~~Format: Online~~

~~Language: English~~

~~<http://www.search.e-laws.gov.on.ca/en/isysquery/921bed0d-03d4-4476-af3a-fcc9a803d4a0/1/frame/?search=browseStatutes&context=>~~

~~Workplace and Insurance Act, 1997, S.O. 1997, c. 16, Sched. A~~

~~Format: Online~~

~~Language: English and French~~

~~<http://www.search.e-laws.gov.on.ca/en/isysquery/c1b1e787-3cad-474b-a72e-24f5b05d11b2/3/frame/?search=browseStatutes&context=>~~

~~Fire Protection and Prevention Act, 1997, S.O. 1997, c. 4~~

~~Format: Online~~

~~Language: English and French~~



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<http://www.search.e-laws.gov.on.ca/en/isysquery/3a0889f9-e2cc-4ff6-904c-c8940935d79c/3/frame/?search=browseStatutes&context=>

Ontario Human Rights Code, R.S.O. 1990, c. H.19

Format: Online

Language: English

<http://www.search.e-laws.gov.on.ca/en/isysquery/8921f248-a22c-4aa1-b2af-4a59f8755433/1/frame/?search=browseStatutes&context=>

Labour Relations Act, 1995, S.O. 1995, c.1, Sched. A

Format: Online

Language: English

<http://www.search.e-laws.gov.on.ca/en/isysquery/52fe958f-3661-4f7e-a93d-d497d886c308/4/frame/?search=browseStatutes&context=>

Progressive Discipline: Government of Canada

Format: Online

Language: English

<https://www.canada.ca/en/employment-social-development/services/labour-standards/reports/discipline.html>

See Appendix 2.2 (a) Verbal Warning Form



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Termination and Resignation	Policy Number:	2.3
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

2.3.1 Termination of Employment

While it is hoped that your employment with the Township of Douro-Dummer will be long-term, your employment may be terminated without cause. If your employment is terminated without cause, your entitlement on termination will be set out in your written offer or contract of employment. In the event you do not have a written contract of employment, you will be provided with notice or pay in lieu of notice and severance pay (if applicable) in accordance with the provincial employment standard in Ontario only. You will receive any wages owed to you by the next regular payday after the last date worked, or as otherwise required by law. You will not be entitled to any further notice or severance either under the common law or otherwise.

An employee may also be terminated for cause, in which case no notice or pay in lieu of notice will be provided to the employee. Some of the reasons an employee might be terminated for cause include:

- a material breach of the employee's contract or employment, or the Township's employment policies;
- continuing, unacceptable performance standards;
- theft, dishonesty or falsifying records, including providing false information as part of the employee's application for employment;
- intentional destruction, improper use or abuse of The Township's property;
- violence in the workplace;
- obscene conduct on Township premises or during Township-related functions at other locations;
- harassment of co-workers, managers, residents, visitors, suppliers or other individuals associated with the Township;



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Termination and Resignation	Policy Number:	2.3
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

- insubordination or willful refusal to take directions;
- intoxication or impairment in the workplace;
- the use or possession of firearms, knives or weapons in the workplace;
- repeated, unwarranted lateness, absenteeism or failure to report for work; and
- personal conduct that prejudices the Township's reputation, services or morale.

2.3.2 Resignation

Resignations are voluntary terminations that are initiated at the request of the employee. When an employee wishes to resign for personal reasons, he or she will present the Department Manager with a letter of resignation at least two (2) weeks prior to ~~his/her~~ their last day of work.

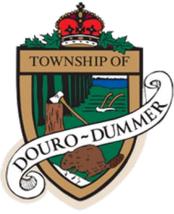
An Employee who fails to report to work for three (3) days without valid reason will be regarded as having resigned from employment with the Township, with no service (seniority), recall or other rights.

2.3.3 Vacation Pay for Terminated Employees

Terminated employees will receive their accrued vacation pay in accordance with Township policy and employment standards.

2.3.4 Reclaiming Township Property from Terminated Employees

Terminated employees must immediately return all Township property. All information or material supplied or entrusted to Employees, prepared by or made by employees, in connection with any business or affairs of the Township remain the property of The Township.



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2.3.5 Record of Employment for Terminated Employees

A Record of Employment will be issued following the final payment of regular hours, payment in lieu of notice (if applicable) and vacation payment.

2.3.6 Termination During Probationary Period

The purpose of a probationary period as outlined in each incumbent's employment contract is to ascertain the employee's suitability for the job and give the incumbent the opportunity to work constructively towards becoming a permanent employee.

Every employee will be given reasonable opportunity to demonstrate their ability to do the job they have been hired to perform. However, if it becomes evident that the employee is not able to fulfill their job functions within the pre-established probationary period, the Township has the right to terminate the employee without notice. Employees may be terminated without going through the aforementioned counseling process, at the discretion of Management.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Continuing Education and Training	Policy Number:	2.4
Effective Date:	June 30, 2021	Revision Number:	3
		Replaces:	HR3 March 3, 2015
Prepared By:	Human Resources	Approved By:	CAO

2.4.1 Purpose

This policy is being written to provide a clear understanding of the assistance that is available to Council members and **staff employees** when they participate in continuing education and training and the process for accessing this education and training and accreditation.

This policy applies to all **members of Council and staff employees** as it relates to continuing education and training.

2.4.2 Definitions

Continuing education and training shall be defined to include workshops, seminars, conferences, courses or like events that further the education and training of members of council and **staff employees**.

2.4.3 Consequences of Non-Compliance

Failure to follow this policy and its procedures may result in the individual not receiving the benefits of the provisions of this policy.

2.4.4 Procedures

The following steps shall be adhered to in order to implement this policy:

- any continuing education and training that is related to the duty for which the employee is responsible, shall be eligible under this policy.
- ~~prior to enrolment or commitment to the continuing education and training.~~
- A full-time employee must have successfully completed their probationary period.



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- Prior to enrollment, the employee's Manager has reviewed the details of the course or the training program.
- The CAO will review the request and give final approval, provided the Township does not offer a similar course internally to its employees.
- The employee will apply the gained knowledge effectively at work and will share it with other employees in an appropriate way and as requested by their Manager.

2.4.5 Making a Training Request

For all full-time, part-time, temporary, contract employees, all continuing education and training must be approved by the CAO. All requests for approval shall be forwarded to the CAO, along with the related documentation. If the staff member making the request has a direct manager, other than the CAO, the Manager must approve of the request prior to it being presented to the CAO.

~~Council members must make their request directly to Council for approval.~~

The Township may consider reimbursement for a program's cost between 0% and 100% of the expense.

2.4.6 Reimbursements

The Municipality shall reimburse or partially reimburse the employee, as deemed appropriate by the CAO, upon successful completion of the approved continuing education and training. Said reimbursement shall include registration fees, travel expenses and/or mileage to and from the course location, any course materials, and proctor's fees.



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~~The Municipality shall reimburse or partially reimburse the council member, as deemed appropriate by Council, upon successful completion of the approved continuing education and training. Said reimbursement shall include all registration fees, travel expenses and/or mileage to and from the course location, any course materials, and proctor's fees.~~

If requested, the Municipality may prepay the registration costs for any continuing education and training upon the condition that if the course is not successfully completed, the prepaid registration shall be reimbursed to the Municipality by the Council member or employee.

2.4.7 Termination of Employment (see also Termination Policy 2.3)

If an employee resigns from the Township or is terminated for cause within twelve (12) months of completing a training course, the employee will pay back 100% of the total reimbursement received from the Township. If an employee resigns from the Township or is terminated for cause between 12 and 24 months after completing the course, the employee will pay back 50% of the total reimbursement received from the Township. Where an employee has signed a training agreement, any applicable reimbursement will be made in accordance with that agreement.

2.4.8 Responsibilities

Council:

- to encourage its members and staff to continue to upgrade their education and training for the purpose of having better informed and more capable people available to serve the public.



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- to continue the employee's regular pay, if the continuing education and training must be taken during working hours. The employee will not be paid or compensated for time if the continuing education and training is taken outside of work hours.
- ~~to compensate members of council a per diem and other expenses as per the council remuneration by law in place at the time of the education or training.~~

All Participants

- each participant must be prepared to put forth every effort in the successful completion of the education or training, and be prepared, if necessary, to give some of their own time to this end.
- Upon approval by the CAO, any costs related to the delay of a course may be covered one time.

2.4.9 Budgetary Commitment

Council shall allocate, in their annual budget, sufficient funds to allow its members and staff the opportunity to continue their educational upgrading, and be prepared, if necessary to consider increasing this allotment if the need arises.

2.4.10 Accreditation

If the education or training ultimately leads to an accreditation for the staff person, the Municipality will assist with the costs of making application for this accreditation by their respective professional association. This assistance shall be in the amount of 50% of the accreditation application fees.



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2.4.11 Reporting

Following each continuing education or training event each employee shall file a report with the CAO in the format provided in [Appendix 2.4 Training Report](#) (note: members of Council are excluded from reporting requirements).



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Attendance and Unscheduled Absence	Policy Number:	3.0
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

3.0.1 Unscheduled Absence

The effective operation of the Township of Douro-Dummer depends to a large extent on the sustained and productive effort of each employee. Unscheduled absences from work inhibit teamwork, progress and the Township's ability to successfully meet day-to-day obligations. Moreover, regular, timely attendance at work is a fundamental and essential requirement of employment at Township of Douro-Dummer.

3.0.2 Sick Leave

Full-time, permanent employees are provided with ten (10) days of non-cumulative sick leave allowance, effective January 1st of each year. Newly hired employees will receive a prorated portion of this allocation upon date of hire. Sick Leave time shall have no value and will not be paid out in cash at any time. Please refer to the current Compensation Agreement in the appendix for more information.

3.0.3 Responsibilities of the Employee

The following basic responsibilities are fundamental to ensuring the day-to-day effectiveness of our business:

- To be at work on time, unless for reasonable and unavoidable causes.
- To notify your Manager as far in advance as possible of any absence from work and to provide, as required, the appropriate documentation to support the absence and/or fitness to return to work. If you are going to be late or absent, speak to your Manager directly with a reason. This should be done each day, within one hour of your normal start time.



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Prepared By:	Human Resources	Approved By:	CAO

- To attend to personal affairs and obligations outside of working hours: medical and dental appointments are to be scheduled before or after work and if not possible, then scheduled towards the beginning or at the end of your shift or working day, with your Manager's approval.
- Proactively seek medical treatment to appropriately address and manage illness or injuries.
- To avoid allowing minor ailments and inconveniences that prevent regular attendance at work.
- To provide the Township with sufficient information to allow it to satisfy an obligation it may have to accommodate and to participate in reasonable forms of accommodation.
- To avoid, as much as may be possible, unscheduled absences immediately before or after a long weekend.
- In case of absenteeism due to illness or injury, a Medical Certificate from a licensed Physician must be submitted stating the employee's condition as well as their ability to perform normal duties upon return to work. A Medical Certificate may be requested in the following situations:
 - for three consecutive sick days (at the CAO's discretion)
 - for a sick day prior to or following a Statutory Holiday (at the CAO's discretion)
 - for a sick day prior to or following a vacation (at the CAO's discretion)

A requested Medical Certificate (doctor's note) may be a prerequisite for an employee to return to work following an extended absence (5 or more days) due to illness or injury.

3.0.4 Responsibilities of the Township

The Township will be provided with direction and assistance in order to help manage absenteeism and to promote wellness and regular attendance.

As a general rule, employees will receive unpaid time off for annual medical appointments when such appointments are scheduled as noted above. We also recognize that from time to time, an



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employee may require additional time off for other medical appointments, such as specialist appointments or to

undergo hospital tests. In these cases, the employee may be granted reasonable time off, provided that these appointments do not become excessive and there has not been any previous record of high absenteeism (as determined by the Township).

However, if an employee has a high record of absences, the Township may also require the employee to make up for time lost due to medical and dental appointments. Documentation for each absence will be kept in the employee's file. The employee's Manager may contact the employee at any time to seek more information regarding the absence.

3.0.5 Attendance Management

The Township will make every effort to support employees in maintaining a positive attendance record. As a part of our Attendance Management Program, we will endeavor to:

- develop ways for each and every employee to feel free to contribute ideas and suggestions, even when these may be outside the scope of their regular job responsibilities;
- make each employee aware that they play an important role in the Township's practice and that their attendance is critical;
- be aware of any problems that our employees may be experiencing;
- familiarize ourselves with community programs that may be of assistance to employees experiencing personal difficulties (i.e., marital or financial counseling);
- foster awareness, commitment and involvement at all levels of employees;



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- ensure consistent standards for attendance are observed that support personal accountability and regular attendance at work.

3.0.6 Procedure for Excessive Absenteeism

Attendance records will be monitored by the Township. Should excessive absenteeism occur, the situation will be reviewed with the employee to identify the issue and to establish a plan to correct and improve upon attendance.

Should an employee's record of absenteeism reflect excessive usage of sick leave, repeated tardiness, or patterns of absenteeism, meetings will be held with the employee in question and the Manager and/or CAO.

The purpose of this meeting would be to:

- inform the employee that their absence record is not acceptable;
- inform the employee of the effect of these absences on Township operations;
- inquire whether the Township can provide additional assistance;
- inform the employee of the organization's expectations regarding attendance;
- inform the employee that he/she is required to take all measures to improve their attendance, that their attendance will continue to be monitored and that a review will be conducted at a future specified date;
- inform the employee that in the absence of improvement, further corrective measures may be required (including and up to possible termination of employment); and
- provide the employee with a letter confirming the meeting and the points discussed as set out above.



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In the event that the absence record does not improve, further actions may be considered.

3.0.7 Absenteeism, Lateness and Discipline

While there may be circumstances beyond our control that may cause employees to be occasionally absent or late, excessive absence and lateness cannot be tolerated and will require discussion and possible corrective action to address the situation. This policy is intended to provide a clear and consistent method of dealing with attendance and lateness.

If it has been determined that an offense has occurred, corrective action will be implemented as follows:

- First Offence: Recorded Verbal Warning
- Second Offence: Written Warning
- Third Offence: Suspension (with or without pay)
- Fourth Offence: Termination

3.0.8 Accommodating Legislated Leaves of Absence

The Township recognizes and fully supports any government mandated leaves of absence programs. Our policy fully integrates with these programs. Should there be a conflict at any time with regard to the provisions of a government mandated program, those provisions will prevail to the extent of any potential inconsistency.

Employees may be required to provide the Township with reasonable evidence in advance, where possible, in support of such a leave.



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3.0.9 Modified Duties

In cases where illness or injury have caused an absence or otherwise affected an employee's ability to perform work, we recognize that some modification to the employee's normal duties may be required. The timeline for any modified duties will be determined by Management, after carefully reviewing the accommodation requested by the employee, which must be supported by the opinion of a licensed physician. Modified duties must be designed and authorized by the CAO. Please refer to Policy 5.8 Return to Work.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Leaves of Absence (without Pay and with Pay)	Policy Number:	3.1
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

3.1.1 Leave of Absence Without Pay

It is Township policy to consider fairly and objectively each request for a leave of absence. A leave of absence is without pay. Employees must first use any vacation, sick, or personal day allowance before being considered for a leave of absence.

Except in cases of sickness or emergency, requests for leaves of absence will be considered on a first come, first served basis. The Township reserves the right to grant or decline leaves of absence depending upon business conditions and customer needs at the time of the request.

In consideration of whether to grant a leave of absence, the Township will consider the following factors:

- the department's needs at the time of the request;
- the Township's ability to meet customer requirements if the leave is approved;
- the purpose of the leave;
- the employee's previous leaves of absence;
- the employee's overall work performance, punctuality and attendance;
- the employee's length of service with the Township;
- the number of employees seeking leave for the same period.

A request must be made in writing and at least two (2) weeks before the start date of the leave.

3.1.2 Benefits during Leaves of Absence without Pay

Continuation of benefits for a leave of absence, including medical leave, must be sought in advance of applying for the leave of absence. If approved, benefit coverage will be provided for a maximum



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Leaves of Absence (without Pay and with Pay)	Policy Number:	3.1
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

duration of four (4) months during the leave of absence, unless a government-mandated leave requires a longer period of benefit continuation, in which case that longer period will be observed. If not approved, the leave will be without benefit coverage. The employee must also pay their share of premiums during such an absence in order for coverage to continue. If an employee is not actively working due to a workplace compensable injury or illness (WSIB), for a period of more than one year, group benefit coverage will cease.

3.1.3 Approval for Leaves of Absence

A leave of absence must be approved by the CAO. To avoid paying termination and / or severance pay if the employee does not return to work after the leave is over, a written agreement must be created detailing all the terms and conditions which would apply should the employee not return to work. This written agreement should be signed by both the employee and the CAO. A failure to return to work after this date will be considered a voluntary resignation of employment from the Township.

3.1.4 Funeral / Bereavement Leave

In the event of a death within an employee's immediate family, the employee may take up to three (3) working days with pay to handle family affairs and to attend the funeral. Immediate family is defined as: father, mother, brother, sister, spouse, child, mother-in-law, father-in-law, sister-in-law, brother-in-law, grandparents and grandchildren. The Township will provide one (1) day of paid leave in the case of the death of an aunt, uncle, niece, nephew or other instances as may be deemed appropriate by the CAO.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Leaves of Absence (without Pay and with Pay)	Policy Number:	3.1
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If the death of a family member occurs during an employee's vacation, the employee will be granted bereavement leave with pay and the equivalent vacation credits will be restored for the bereavement period.

Funeral / Bereavement Leave days may be taken from the day of death of the family member or the following day depending on the circumstances and whichever the employee chooses. The leave is granted for the purpose of arranging and / or attending the funeral. Under no circumstance may any leave be saved and taken later in the year.

The Township will also grant leave (without pay) to enable the fulfillment of established religious practices and for observances by employees.

If an employee requires time-off in addition to the above unpaid leaves, they may request extra time off from the CAO. In these circumstances, the Township will make every effort to accommodate requests for reasonable amounts of additional time-off.

3.1.5 Accommodating Legislated Leaves of Absence

The Township recognizes and accommodates any government mandated leaves of absence programs. Our policies fully integrate with these programs. Should there be a conflict at any time with regard to the provisions of a government mandated program, those provisions will prevail to the extent of any potential inconsistency.

Employees may be required to provide the Township with reasonable evidence in advance, where possible, in support of such a leave and in accordance with government regulations mandating these absences.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Vacation	Policy Number:	3.2
Effective Date:	June 30, 2021	Revision Number: Replaces:	2 HR8 October 1, 2019
Prepared By:	Human Resources	Approved By:	CAO

3.2.1 Annual Vacation

The Township of Douro-Dummer supports the important role that vacation time plays in promoting employee wellbeing.

Full-time, permanent employees will be eligible for pro-rated vacation in their first year of hire. Unless otherwise stated in writing, vacation time must be accrued before vacation is taken. Progress in the vacation schedule shall occur in the calendar year on the employee's anniversary date. Employees with up to 5 years of employment with the Township are provided with two weeks of vacation time each year (specifically, 4% of earnings). Additional vacation entitlement will be provided as follows:

- Three (3) weeks paid vacation after five (5) full years.
- Four (4) weeks paid vacation after ten (10) full years.
- Five (5) weeks paid vacation after fifteen (15) full years.
- Six (6) weeks paid vacation after twenty (20) full years.
- Seven (7) weeks paid vacation after thirty (30) full years.

This Policy shall apply to all full-time department personnel in guiding the usage and entitlement of vacation time.

3.2.2 Definitions

~~“Municipality” means the Municipality of the Township of Douro-Dummer.~~

~~“Employee” means any of the following:~~

- ~~i. A person, not including Members of Council, who performs work for the municipality for wages;~~



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Vacation	Policy Number:	3.2
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	HR8 October 1, 2019
Prepared By:	Human Resources	Approved By:	CAO

~~ii. — A person who supplies services to the Municipality for wages;~~

3.2.2 References & Related Policies

Current Adopted Compensation Agreement, Employment Standards Act

~~Consequences of Non-Compliance:~~

~~The handling of any non-compliance shall be done in the manner set out in the application Code of Conduct or other applicable policy.~~

3.2.3 Vacation Year

The vacation year follows the calendar year (January 1st to December 31st). Limited vacation time may be rolled over to the next year but must be used by September 30th of the subsequent year.

Vacation allowance factor is calculated based on the completed years of continuous service as of January 1st each year. Contract/casual employees will accrue vacation based on provincial legislation (per *Employment Standards*).

3.2.4 Guiding Principles

1. All employees taking vacation time shall only take a maximum of three (3) weeks' vacation at one time, approval provided by the CAO and Department Manager.
2. As outlined in the Current Adopted Compensation Agreement, full-time employees are required to fill out a prescheduled vacation list by March 15th of each year, up to March 14th of the following year, for approval by their Manager and the CAO.

2.1. Assessment of previously filed vacation in section 2 and any revisions requested will be reviewed in September of the year, for approval by their Manager and the CAO.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Vacation	Policy Number:	3.2
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Prepared By:	Human Resources	Approved By:	CAO

3. All last-minute time off requests that were not filed in March, or revised in September, need a minimum of three (3) weeks' notice to the CAO or Manager.

3.1. In the event of extenuating circumstances, accommodations may be made in accordance **with** the needs of the employee and the ability for the CAO and management to justifiably accommodate. Including but not limited to:

- Doctor's appointments;
- Ill children and other parental/familial circumstances;
- Veterinary appointments;
- Family emergency;
- Elderly family members requiring extra help;
- Death, or sudden serious illness, of a close relative or friend;
- A serious or incapacitating injury, illness, or medical condition (or a sudden, marked deterioration in an on-going or longer-term condition), or an emergency operation;
- Serious unexpected disruption of personal life;
- Premature childbirth (self or partner), or related post-natal care.

4. Part time employees, upon hiring must specify if they would like to be paid out 4% of vacation time on each pay or accrue the 4% to be used when taking vacation.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Vacation	Policy Number:	3.2
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5. Employees are able to use their vacation time after it has been earned for that year. Using vacation time before it has been earned will be considered in extenuating circumstances or if other arrangements have been made during the hiring process.

3.2.5 Personal Days

Full-time, permanent employees are provided with two (2) personal days to be used each year. Personal days must be used in the year the current year and cannot be rolled over to subsequent years. Personal days have no cash value and will not be paid out at any time.

3.2.6 Sickness Before and During Vacation

If an employee is, or becomes ill, before their vacation and is unable to take the vacation, the vacation may be re-scheduled for a later date.

If an employee is, or becomes sick, during their vacation, the vacation is considered to have been taken as scheduled. If an employee is unable to return to work on the scheduled date due to illness, the absence is considered a sick leave commencing on the date the vacation expired.

3.2.7 Vacation Benefits / Sickness Leaves / Leaves of Absence

Employees who have been absent due to illness (including Short or Long-Term Disability) or another approved absence will receive a pro-rated vacation allowance when the leave exceeds 30 days. If the employee is off work for less than 15 continuous working days, they will not lose earned vacation (for vacation pay purposes) for that month.



Township of Douro-Dummer - Human Resources Policy Manual

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An employee who is off work due to Long Term Disability/Workers Compensation (WSIB), or Maternity/Paternity leave will not have an interruption of continuous service, as required by legislation. However, vacation pay is based on earnings, and as such vacation pay cannot be accrued during a WSIB or LTD leave.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Statutory Holidays	Policy Number:	3.3
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

3.3.1 Statutory Holidays (see also Vacation Policy)

The Township of Douro-Dummer provides up to eleven (11) paid days off for employees, including the ten (10) statutory holidays, plus the Civic Holiday in August. All employees are eligible for these paid holidays. Holidays observed are as follows:

- **New Year's Day**
- **Family Day**
- **Good Friday**
- **Easter Monday**
- **Victoria Day**
- **Canada Day**
- **Civic Holiday**
- **Labour Day**
- **Thanksgiving Day**
- **Christmas Day**
- **Boxing Day**

All employees who are employed prior to a Statutory Holiday will be paid for the holiday, provided they work their scheduled workday immediately before and their scheduled workday immediately after the statutory holiday.

3.3.2 Holidays of Specific Religions/Faiths

The Township supports, values and encourages diversity in its workforce. If an employee wishes to observe a religious or national holiday other than those recognized by the Township, they may request Vacation (paid) or a Leave of Absence (without pay) for the day(s) in question at least two (2) weeks in advance. The employee's absence from work will be allowed unless this would cause undue hardship because of cost, or difficult scheduling reasons, in accordance with Township policies and requirements.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Full-Time Staff Recognition	Policy Number:	3.4
Effective Date:	May 5, 2020	Revision Number: Replaces:	2 HR9
Prepared By:	Human Resources	Approved By:	CAO

3.4.1 Purpose

This policy is to recognize the loyalty and dedication of employees retiring from the Municipality and employees who have had a significant length of service with the Township of Douro-Dummer (including the former Township of Douro and Township of Dummer).

This policy applies to all full-time employees. This Staff Recognition Policy is not retroactive.

3.4.2 Retirement

All full-time employees of the Township of Douro-Dummer will receive a retirement cash gift based on their years of service at a rate of \$10 per year plus \$200 as well as a certificate of recognition signed by the Mayor.

A reception for the retiring employee will be organized, at which time the gift and certificate will be presented valued at a maximum of \$500.

3.4.3 Years of Service Recognition

All full-time employees of the Township will be recognized for their length of service with a cash gift and an unframed certificate of recognition signed by the Mayor. The gift/cash value and certificate will be presented to the employee at a Council meeting or other such event as deemed appropriate by Council. The value of the gift/cash value will be determined by the years of service:

- **5 years of service:** A Certificate of Recognition and \$150.00
- **10 years of service:** A Certificate of Recognition and \$200.00
- **15 years of service:** A Certificate of Recognition and \$250.00
- **20 years of service:** A Certificate of Recognition and \$300.00



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Full-Time Staff Recognition	Policy Number:	3.4
Effective Date:	May 5, 2020	Revision Number: Replaces:	2 HR9
Prepared By:	Human Resources	Approved By:	CAO

- **25 years of service:** A Certificate of Recognition and \$350.00
- **30 years of service:** A Certificate of Recognition and \$400.00
- **35 years of service:** A Certificate of Recognition and \$450.00
- **40 years of service:** A Certificate of Recognition and \$500.00
- **45 years of service:** A Certificate of Recognition and \$550.00
- **50 years of service:** A Certificate of Recognition and \$600.00



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Township and Personal Property	Policy Number:	4.0
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

4.0.1 Property Damage & Loss

Employees are expected to take all precautions necessary to ensure that our workplace is not damaged and personal property is not lost or stolen. Any loss or damage should be reported to Management immediately. Employees who willfully or negligently cause damage or loss of Township equipment or property may be subject to corrective action depending on the severity of the damage or loss, and may be called upon to make restitution, depending on the circumstances.

4.0.2 Theft

Fraud, theft or attempted theft of property that belongs to or is in the possession of the Township, another employee, a resident or a visitor, is serious misconduct which may result in immediate termination. All instances of fraud, theft or attempted theft will be investigated by the Township and Ontario Provincial Police as required. If, in the opinion of the Township, an employee is responsible for or involved in the fraud or theft, that employee will be subject to corrective action up to and including termination for a first violation.

4.0.3 Township Equipment and Tools

Computers, mobile devices, office equipment, vehicles, mechanical equipment, and tools are intended for Township business only. Misuse of any equipment or Township property could lead to corrective action.

4.0.4 Washroom Facilities

Employees are expected to maintain washroom facilities appropriately. Any intentional misuse of facilities (such as graffiti) will be subject to corrective action.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Township and Personal Property	Policy Number:	4.0
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

4.0.5 Tidiness

Neat desks, clean vehicles, and well-organized working areas tell our visitors that we care about the quality of service we provide. It is your responsibility to keep your work areas clean and neat, and to help other ~~staff members~~ employees do the same.

4.0.6 Security Checks

The Township of Douro-Dummer reserves the right to inspect all packages and parcels entering and leaving our premises.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Internet and IT Resources	Policy Number:	4.1
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

4.1.1 E-Mail, Electronic Communication and Internet Use

The Township has the following policy to govern the use of electronic mail and other communication systems at the workplace, including phone systems and mobile devices. An employee's use of Township systems constitutes the employee's agreement to abide by Township policies governing communication systems, as set forth below, or as modified in the future.

E-Mail, telecommunication and internet systems are corporate assets and critical components of communications systems. Any use of these systems should not interfere with or conflict with the services of the Township. The Township may periodically make a practice of monitoring these systems. Management reserves the right to retrieve contents for legitimate reasons, such as to find lost messages, to comply with investigations of wrongful acts, or to recover from system failure.

4.1.2 Prohibited Use

Prohibited uses of internet, e-mail and other Township-owned electronic equipment includes the creation, transmission, downloading or storage of any document, data or message which reasonably could be construed as relating to or promoting any of the following:

- Discrimination or harassment on the basis of age, race, color, gender, creed, marital status, national origin, disability or sexual orientation.
- Pornographic, profane, or sexually explicit material (including but not limited to photographs or jokes).
- An expression regarding personal political or religious beliefs.
- An expression of rumors or gossip about any individual or group of individuals.
- Language and subject matter that is objectionable, offensive, obscene threatening or otherwise.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Internet and IT Resources	Policy Number:	4.1
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
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- Communications to solicit for or promote personal or outside commercial ventures, religious or political causes, or outside organizations.
- Information that violates copyright laws.
- Misleading, distorted or untrue material.
- Copying of Township-licensed computer software for personal use.
- On-duty use of games, except during off-duty times or lunch periods.
- The use of an alias, which includes sending anonymous messages, misrepresenting oneself or one's job and/or job functions.

4.1.3 Business Form

E-mail and voicemail messages reflect the Township's public image. They should be composed in a professional manner that is similar to messages sent on Township letterhead. Therefore, it is expected that employee statements in electronic messages and files will reflect favorably and professionally on the Township and on its employees. Standard Township logo, signature and address conventions and formats should be used by all employees to ensure a consistent corporate image. Other considerations when composing emails include the following:

- All messages sent to residents or contacts should be sent using a Township e-mail address and not sent from an external e-mail service.
- All messages sent should specifically indicate the sender and should include a disclaimer.
- All messages should be checked for proper spelling, format and grammar prior to being sent.
- Informal messages with no retention value, such as meeting notices, reminders, or informal notes, should be deleted once their administrative purpose has been served.
- Do not type in ALL CAPS. It is considered by the internet community as shouting.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Internet and IT Resources	Policy Number:	4.1
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
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- The subject of your message should be stated clearly in the subject line.
- If an e-mail message comes to you by mistake, stop reading as soon as you realize that the message was not meant for you and notify the sender or system administrator immediately. It is impermissible and may be a violation of law to purposely read e-mails intended for another person without the express permission of that person.

4.1.4 Privacy and Passwords

Because all e-mail messages, content, images and/or attachments are the property of the Township, employees should not expect that they are private. In addition, employees should be aware that deleted files may be retrieved and read by the Township. The Township reserves the right to retrieve, monitor, or review any messages, content, images or attachments in the Township system(s), and may disclose such messages for any purpose without notice to the employee and without seeking permission of the employee. Passwords are the property of the Township and must be disclosed to the appropriate Township officer upon request. Users expressly waive any right of privacy in anything they create, store, send or receive on the Township's computer system. Please note that the Township can, but is not obliged to, monitor e-mails without prior notification.

4.1.5 Township Property

In addition to system hardware and software, all electronic files, data, templates, media and e-mail messages are the property of the Township, whether composed, received or sent by the employee. E-mail messages and other electronic files constitute business records belonging to the Township.

The Township retains the right to access, copy and change, alter, modify, destroy, delete, or erase this property without prior notice to employees.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Internet and IT Resources	Policy Number:	4.1
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
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The Township also retains the right to monitor and audit the use of email and internet by employees. The right to use these technologies does not include the right to privacy. Deleted documents, messages and data may be retrieved from a variety of points in the network. Employees should assume that electronic evidence discovery may recover deleted or unsaved data.

4.1.6 Proprietary Information Restrictions

Receiving, downloading, sending or uploading proprietary information is prohibited without prior authorization. Such information includes copyrighted materials, trade secrets, proprietary financial information, or similar materials.

4.1.7 Internet and Social Media Postings

Employees must receive permission from their ~~supervisor~~ **Manager** before posting any work-related messages or information to electronic bulletin boards, list-servers, blogs, social media, or similar public posting forums on the internet.

For employees who use social media either as part of their job or in a personal capacity, it is important to understand employment obligations when the online communication is about the Township, our services, colleagues or other work-related issues.

Care and good judgment must be exercised when posting information on social media networks. What is stated online is difficult to retract and becomes available for all to see, including the Township's residents, customers, and other ~~staff members~~ **employees**. Therefore, all ~~staff~~ **employees** must be responsible for any personal content they publish online within a blog or social media site (i.e., Twitter, Facebook, Instagram or LinkedIn), since comments, images and media



Township of Douro-Dummer - Human Resources Policy Manual

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posts can have a negative impact on the individual and the reputation of the Township. In some instances, there may even be legal repercussions. Therefore, when using social media:

- If you plan to post anything work or Township related, first seek the permission of a Manager.
- Refrain from mentioning resident, customer, or stakeholder names or revealing confidential information online. If you do wish to mention a resident, vendor or stakeholder, seek their approval and a Manager's approval first.
- Refrain from making racist, derogatory, obscene or offensive remarks on any social media platform whether it be in association with the Township or on your personal accounts.
- Do not engage in online bullying or posting negative remarks, particularly those directed at co-workers or anyone else associated with the Township.

Employees are personally responsible for their own unauthorized commentaries made online. Employees can be held personally liable for commentary that is considered defamatory, obscene, proprietary or libelous by any offended party, including the Township. The Township will not assume responsibility for any commentary, posting or communication that is in violation of this policy.

When engaging on social media, employees should:

- Exercise care and discretion with their use of online communication. Employees should work on the assumption that content may be viewed by, sent, forwarded, or transmitted to someone other than who was intended to view the communication.
- Take care not to disclose other people's personal information or publish images of others without permission. Be aware that people may be readily identifiable even when names are not used.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Internet and IT Resources	Policy Number:	4.1
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
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- Refer to their manager if unsure whether an intended online communication may be in breach of this policy.
- Adopt the simple practice of stepping back, re-reading and thinking about what they post before doing so.

Failure to comply may result in corrective action up to and including termination of employment.

4.1.8 Downloading and Installation

The computer system is designed to work in a network environment. Installation of unauthorized software (including upgrades and screensavers) can result in damaging the integrity of the system. Employees are responsible for obtaining the approval of the network administrator before downloading or installing software on any Township-owned computer.

When downloading files from the internet, employees are individually and directly responsible for checking files for viruses using the latest version of the recommended virus checking program.

4.1.9 Fax Machine Usage

All messages sent from fax machines should be sent using the fax template. Limited personal use of fax machines may be permitted if it complies with the provisions of section 4.1.2 Prohibited Use.

4.1.10 Video Surveillance

The Township reserves the right to use and monitor video surveillance technology in some areas of Township premises. It is forbidden for unauthorized employees to handle, view or manipulate any video surveillance equipment or related software.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Mobile Device Use	Policy Number:	4.2
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

4.2.1 Mobile Devices Provided by the Township

The Township may, in accordance with this policy, provide some employees with Mobile Devices, which may include cellular phones, smart phones, PDAs, laptops, tablet computers, mobile payment devices, telecom carrier services and related accessories (“Mobile Devices”), at the Township’s expense, for the primary purpose of conducting Township business. All mobile devices that are paid for by the Township, are the property of the Township. The employee is responsible for ensuring the appropriate use of the mobile device, as well as the security and safe keeping of the mobile device as outlined in this policy.

This policy about mobile device usage, care and security applies to any Township-owned device that makes or receives phone calls, leaves messages, sends text messages, accesses the Internet, downloads, has push-to-talk (PPT) capabilities, allows for the reading of and responding to email and/or accesses Township networks and systems. If you are using a personal device for work purposes, which is either fully or partly paid for by the Township, this policy will apply during work hours and while using the device for work purposes.

4.2.2 Definitions

User – Any Township employee, contractor, consultant, temporary or other workers that maintain a Mobile Device on behalf of the Township.

Mobile Device – Any mobile device, as identified in 4.2.1 Mobile Devices Provided by the Township, which is utilized by a user and paid for by the Township for the purposes of fulfilling individual work requirements. As applicable, this policy also applies to any personal mobile devices when used for Township business.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Mobile Device Use	Policy Number:	4.2
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

4.2.3 Personal Mobile Device Usage During Work Hours

The use of any personal mobile devices during the workday is prohibited unless use of the device is authorized by a Manager for work purposes. Managers will make authorization decisions on a case-by-case basis. Otherwise, use of personal mobile/electronic devices shall be confined to your own personal time.

The Township, at its discretion, may choose to fully or partially refund employees who use their personal mobile devices for work purposes. Employees who accept payments for their personal mobile devices understand that this policy will apply in full to their mobile device during work hours and while performing work duties.

4.2.4 Responsibilities and Legal Obligations

The Township requires mobile device users to accept the Mobile Device Policy and associated requirements governing the use of mobile devices as a condition of their use.

Employees who are issued Township mobile device are responsible for ensuring that:

- a) They care for the well-being of the mobile device and its associated equipment at all times.
- b) They review instructions and this policy for proper and appropriate use of the mobile device and its equipment.
- c) The mobile device battery is charged as required, so that the phone may be fully-functioning for the duration of every workday.
- d) Use of the mobile device does not compromise the safe operation of any motor vehicle or equipment.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Mobile Device Use	Policy Number:	4.2
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- e) Use of the mobile device does not compromise their safety with distraction in the presence of potential dangers (i.e., Moving vehicles or equipment, uneven terrain, overhead obstacles, etc.)
- f) They use the mobile device in a manner which is not rude or disruptive to residents, customers, vendors, or co-workers.
- h) Any use of the mobile device does not facilitate the violations of any municipal, provincial or federal laws or Township policies.

4.2.5 Acceptable Use

The Township's Mobile Devices are provided and made available to users for the primary purpose of conducting business on behalf of the Township. Any use of mobile devices is governed by the terms of this policy, and if our rules and procedures are not adhered to, then use of the mobile device may be curtailed or withdrawn and corrective action may thereafter follow. Any breach of this policy may lead to disciplinary action being taken against you and serious breaches may lead to summary dismissal.

At the Township, communication plays an essential role in the conduct of our business. How you communicate with people not only reflects on you as an individual but also on us as a Township. We value your ability to communicate with co-workers, customers, and business contacts and we invest substantially in information technology and communications systems which enable you to work more efficiently. We trust you will use them responsibly.

Under no circumstances are Township-owned mobile devices to be used in connection with the operation or management of any business other than that of the Township and its affiliates.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Mobile Device Use	Policy Number:	4.2
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4.2.6 Broken, Damaged or Inoperable Mobile Devices

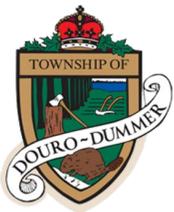
All users shall be fully responsible for any damage or loss of the mobile device and/or mobile device accessories that have been assigned to them. In addition, the user will also be responsible for the costs of any unauthorized downloads, software, or subscriptions that have been added or attached to the mobile device. Replacement costs may be deducted from the user's pay.

4.2.7 Monthly Reconciliation of Accounts

On a monthly basis, the CAO will be responsible for reviewing carrier invoices and ensure usage and plans are aligned. For invoices with charges of \$2.00 or more above the corporate plan, a copy of the invoice will be sent to the user. The user will show:

- a. That the increased usage was related to municipal business or;
- b. Identify any personal usage that led to the increased charge.

Should the extra fees be related to personal usage, the user will be responsible for paying the invoice within 15 days of receipt.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Right to Disconnect Policy	Policy Number:	4.3
Effective Date:	April 1, 2022	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

4.3.1 Disconnecting From the Workplace

Hourly employees are not expected to engage in work-related communication either before or after their regularly scheduled work hours. This includes by email, telephone, video calls, texts, or the sending or reviewing of messages from other sources. All Managers and members of Senior Management are responsible for adhering to this policy by not contacting employees outside of regular business hours. Employees are also expected to comply with this policy.

4.3.2 Use of Out-Of-Office Notifications

Employees are encouraged to turn on out-of-office notifications when they are not working, so that it is clear to others that they will not be responsive to messages at this time.

4.3.3 Exceptions to this Policy

Possible exceptions to this policy may include contact during approved overtime, contact when an employee is away from work but “on-call,” and contact in emergency circumstances or in situations where workplace health and safety is involved. An employee may also be contacted when a request is being made to replace another employee who is unable to come in to work due to illness or another reasonable excuse.

This policy does not apply to Management roles or those professions or job classifications exempted from provincial regulations, where there is an expectation that availability will be maintained outside of regular business hours.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Health and Safety	Policy Number:	5.0 (accompanies see also Appendix 5.0 H&S Policy Program)
Effective Date:	February 1, 2022	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

5.0.1 Health and Safety Overview (see also Appendix 5.0 H&S Policy Program)

The Township of Douro-Dummer is vitally interested in the health and safety of its staff, customers, volunteers, and visitors. We will make every effort to provide a safe, healthy environment for everyone entering our premises. For our employees, we will meet or exceed legislated requirements and follow accepted practices and safe-work procedures. All employees must be dedicated to the continuing objective of reducing risk of injury and promoting a healthy workplace environment.

The Township of Douro-Dummer, as the employer, is ultimately responsible for employee health and safety. Every reasonable precaution will be taken for the protection of employees. In this endeavor, we will also hold managers and employees accountable for working in a safe manner. Management is responsible for ensuring that health and safety policies and procedures are produced, implemented, communicated and enforced. Managers will be held accountable for the health and safety of employees under their supervision. Managers are responsible for ensuring that employees work in compliance with established safe-work practices and procedures. Managers must ensure employees receive adequate training in their specific work tasks to protect their health and safety.

5.0.2 Purpose and Scope

This policy applies to all Township employees. It is designed to set the standard for our Health and Safety processes and is written to demonstrate our overall commitment to the development and implementation of a Health and Safety program across our organization.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Health and Safety	Policy Number:	5.0 (accompanies see also Appendix 5.0 H&S Policy Program)
Effective Date:	February 1, 2022	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

Managers must:

- Remain informed and have overall responsibility and accountability for Health and Safety in the workplace and ensure that employee responsibilities are implemented and practiced on a consistent basis as further described below.
- Review the Health and Safety Policy annually.
- Ensure the Health and Safety Policy Statement is posted in a conspicuous location and communicated to all staff.
- Communicate and ensure adherence to these rules.
- Report and/or remedy any potentially unsafe areas or practices.
- Provide written instructions as to the measures and procedures to be taken for the protection of staff.
- Ensure training in health and safety for all staff.
- Ensure equipment is maintained in safe working condition.
- Ensure WHMIS training is completed by all staff.
- Ensure emergency evacuation plan is in place.
- Ensure an adequate number of staff are trained in First Aid/CPR.
- Ensure performance of regular workplace safety inspections.
- Monitor staff and hold them accountable for safety performance.
- Understand and ensure compliance with the Occupational Health and Safety Act (the "Act").
- Implement and maintain a safe and healthy work environment.
- Ensure that employees are adequately trained in H&S and are informed of their responsibilities under the Act where they act on behalf of their employer.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Health and Safety	Policy Number:	5.0 (accompanies see also Appendix 5.0 H&S Policy Program)
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All Employees must:

- Adhere to all general safety rules.
- Report any potentially unsafe areas or practices.
- Read, understand and comply with the Township's H&S Policy, safe work practices, procedures and rules.
- Notify Management of any unsafe acts or conditions immediately.
- Notify Management of all injuries and accidents immediately.
- Take all reasonable precautions to protect the safety of other workers, themselves and the public.
- Participate in all H&S training that is provided.
- Work safely and in compliance with the Occupations Act and Regulations.
- Follow safe work procedures/practices.
- Wear any protective equipment that is required by the Township.

Every employee must protect their own health and safety by working in compliance with the law and safe-work practices and procedures established by the Employer. Employees must report unsafe and unhealthy conditions observed in their workplace. Visitors, customers, and subcontractors will also be expected to adhere to our standards for achieving a safe and healthy workplace.

It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of our organization and the way we operate.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Health and Safety	Policy Number:	5.0 (accompanies see also Appendix 5.0 H&S Policy Program)
Effective Date:	February 1, 2022	Revision Number: Replaces:	New Policy
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5.0.3 General Health and Safety Rules

- Obey all rules, signs and instructions.
- Report all hazards or unsafe conditions to management.
- Report to management:
 - all injuries, immediately
 - all near-miss accidents
 - all incidents involving chemical spills or property damage
- Work areas must be kept clean and tidy. Aisles must be kept clear. Clean up spills immediately.
- Smoking is not allowed in any portion of the building.
- Grounded equipment must have three-pronged plugs. Cords must be kept in good condition.
- Do not block fire exits, fire-fighting equipment or safety stations.
- Do not permit visitors to use ladders or stools and assist them in dismounting safely if you see a visitor using one.
- Ensure that ladders and stools are put away immediately after use.
- Horseplay, unnecessary running and rough or boisterous conduct are not permitted.
- If an object appears to be too heavy to be lifted by one person, seek the assistance of another staff member.

5.0.4 Cleanliness in Work Areas

Employees are expected to maintain general cleanliness and neatness in their immediate work area. The following guidelines should be adhered to:



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Health and Safety	Policy Number:	5.0 (accompanies see also Appendix 5.0 H&S Policy Program)
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- All staff must wipe their work surfaces (counters, keyboards etc.) at the end of each day with antiseptic solution;
- Garbage must be bagged and tied, with a new bag added (recyclable material must not be placed in the garbage);
- Paper must be separated into shredding or recycling;
- Supplies must be replenished for the next day.

5.0.5 OHSА Postings

A copy of the Occupational Health and Safety Act (OHSА) and Regulations is to be posted in a visible location. The Health and Safety Representative is responsible for ensuring that this post is kept in good condition.

See next page for Health & Safety Policy Statement



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Health and Safety	Policy Number:	5.0 (accompanies see also Appendix 5.0 H&S Policy Program)
Effective Date:	February 1, 2022	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

Health & Safety Policy Statement

The Township of Douro-Dummer is committed to the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. We will make every effort to provide a safe, healthy work environment. We will meet or exceed legislated requirements and follow accepted practices and safe-work procedures. All employees must be dedicated to the continuing objective of reducing risk of injury.

The Township of Douro-Dummer, as the employer, is ultimately responsible for employee health and safety. Every reasonable precaution will be taken for the protection of employees. In this endeavor, we will also hold management accountable for working in a safe manner. Management is responsible for ensuring that health and safety policies and procedures are produced, implemented, communicated and enforced. Management will be held accountable for the health and safety of employees under their supervision. All Managers are responsible for ensuring that employees work in compliance with established safe-work practices and procedures. Management must ensure employees receive adequate training in their specific work tasks to protect their health and safety.

Every employee must protect his or her own health and safety by working in compliance with the law and safe-work practices and procedures established by the company. Employees must report unsafe and unhealthy conditions observed in their workplace. Visitors, customers, and contractors of the Township will also be expected to adhere to our standards for achieving a safe and healthy workplace. It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of our organization.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	JHSC Terms of Reference	Policy Number:	5.1
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

5.1.1 Joint Health and Safety Committee

Douro-Dummer supports and is committed to providing a safe and healthy workplace for all employees. The primary means of delivering on this commitment will be through the Joint Health and Safety Committee (JHSC), and the subsequent activities of this committee.

5.1.2 Composition

Subsection 9(6) of the OHSA sets out minimum requirements for the composition of a JHSC: at least two members if the workplace has fewer than 50 workers, and at least four members if there are 50 or more workers. Note that certain departments within the Township, such as the **Fire Department**, will have their own JHSC policy in place.

The Douro-Dummer JHSC will be composed of two (2) members: one representing the workers, and one representing Management. The worker member will be elected by a vote held among the workers, as specified in the Occupational Health and Safety Act (OHSA). The position of the worker member is of a voluntary nature. The standard term of service on the committee is suggested to be three years, however there is nothing precluding a member from remaining longer. The committee member representing Management will be appointed by Douro-Dummer senior leadership, with the length of term to be determined by same leadership.

At various times other employees may be needed to attend JHSC meetings to provide subject matter expertise in specific situations. This time must be approved prior to the meeting and arranged with the employee's manager. At no time, per the OHSA, can Management participants in the meeting outnumber worker members.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	JHSC Terms of Reference	Policy Number:	5.1
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One worker member and one Management member on all JHSCs in Ontario are required to become “Certified.” There are currently two parts to the certification training: Part One is general knowledge of the Occupational Health and Safety Act, duties, and responsibilities, while Part Two is specific to the significant hazards and issues specific to our work environment in Douro-Dummer.

5.1.3 Duties

As spelled out by the Ontario Occupational Health and Safety Act (OHSA), the committee members have several duties and responsibilities:

- Inspect the workplace for hazards. See 6.0 Workplace Inspection in the Health & Safety Program/Policy for further info.
- Investigate serious/critical incidents involving personal injury. See 7.0 Accident Reporting in the Health & Safety Program/Policy for further info.
- Participate in formal Work Refusal procedures if needed.
- Attend regular JHSC meetings and make recommendations for improvements of a health and safety nature.

5.1.4 Meetings

JHSC meetings will be held quarterly, as outlined in the OHSA. Additional meetings can be called at any time to address specific issues or incidents as they arise. Notices will be posted on the Health and Safety board informing employees of the dates/times of upcoming meetings. Posting these notices is the responsibility of the JHSC. If employees have a concern they wish to be brought up at the meeting, they are encouraged to speak to their committee members ahead of time.

Committee members will have two hours set aside for the meeting, with the first hour being the required preparatory time as required by the OHSA. If meetings run late, permission from senior



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management is needed to extend the time, or to approve scheduling of an additional meeting at a future time to continue with the issues at hand.

The following standard agenda will apply to all JHSC meetings, but can be modified as needed:

1. Review of old items from past meeting.
2. Review of the workplace inspections carried out since last meeting.
3. Review of any incidents/accidents that may have occurred since last meeting.
4. Review the first aid log to identify any trends in incidents/accidents.
5. Discuss any employee concerns.
6. New Business.
7. Prepare any recommendations for senior management and Council.

The committee members will alternate taking minutes at every other meeting. Minutes are to be typed out as soon as possible after the meeting. These will then be posted on the health and safety board, with copies given to senior management.

5.1.5 Inspections

Each month a workplace health and safety inspection will be carried out. This inspection must be carried out by both the worker member and the Management member of the committee. The management member is encouraged to participate in the inspection; however, it is not a requirement of the OHSA. Additionally, area Managers may join the inspection with respect to areas of their responsibility. At this time, one hour is allocated each month for these inspections. The worker member must work with their Manager to schedule this time well in advance so as not to interfere with normal business operations.



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Please refer to the Workplace Inspection Policy 5.3 for more details specific to actual inspection activities and the associated checklists.

5.1.6 Health & Safety Board

The JHSC members will be required to maintain the health and safety board. This board will be the primary means of communicating health and safety information to employees. On a case-by-case basis, other means of communication may be employed.

There are several items required to be always posted and available on the board. The following items will be maintained on the board:

- The Health and Safety Policy Statement**.
- The Workplace Safety and Insurance Board (WSIB) Poster “In Case of Injury.”
- Ministry of Labor “Health and Safety at Work” poster.
- A copy of the most recent Employment Standards Act (ESA) summary poster.
- An up-to-date copy of the Occupational Health and Safety Act (OHSA) with Regulations.
- A list of the current JHSC members.
- List of all certified First-Aid providers.
- Copy of the most recent JHSC meeting minutes.
- Any orders as issued by the Ministry of Labor (MOL).
- The current Workplace Violence and Harassment Policy/Procedures.

** The policy statement is updated and signed annually by Senior Management.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	JHSC Terms of Reference	Policy Number:	5.1
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Additionally, other materials, while not a requirement, may be useful and as such posted for employee information purposes. Some of these are, but not limited to:

- Emergency contact phone list
- JHSC meeting schedule for the year
- JHSC inspection schedule for the year
- Copies of recent inspections
- Reference material such as WHMIS symbols
- Notices of changes to any procedures
- A copy of this Terms of Reference document for employee information
- Emergency procedures such as evacuation plan
- Copies of Certification cards of JHSC members
- Copy of WSIB First Aid Requirements 1101 (a copy should also be in the First-Aid Kit(s) provided in the workplace)
- Safety Data Sheets (SDS)

5.1.7 Work Refusals

The Occupational Health and Safety Act (OHSA) provides for workers a process to refuse work if they feel it is unsafe. This is a formal process that should only be used as a last resort. All Douro-Dummer employees should immediately raise any safety concerns they have with their immediate Manager. Both parties must work together to develop a solution to the safety concern at hand. JHSC members are a valuable resource due to specialized training they have received and may be able to help deliver a solution that addresses the concerns raised.



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In the rare event a solution cannot be reached, the following process from the OHSa will be followed.

1. The JHSC worker member will investigate in the presence of the concerned worker, Manager, and others as required (Department Manager, subject matter expert, etc.).
2. If Manager and employer agree there is a safety issue, corrective action is carried out.
3. If the Manager/Employer does not agree that an issue exists, a Ministry of Labor Inspector is called.
4. While waiting for an inspector, the concerned employee may be given suitable alternative work. The original task that was refused may be offered to another employee, only after explaining that they are being asked to complete the work because of the work refusal. This worker has the right to also refuse the work.
5. The inspector will investigate with the Manager, employer, concerned worker, and the worker JHSC member. The inspector will decide that there is no issue, and the work is safe or will issue an order for a corrective action to be completed to address the safety issue.
6. Details of the process are to be documented including date/time of all actions, names of individuals involved, area of workplace impacted, worker statement, and pictures if appropriate.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Emergency Preparedness	Policy Number:	5.2
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

5.2.1 Emergency Preparedness Overview

Douro-Dummer supports and is committed to providing a safe and healthy workplace for all employees, volunteers, **customers**, visitors, Council members and contractors. Douro-Dummer will ensure that procedures are in place to protect the safety of all individuals present in the event of an on-site emergency. Emergencies related to Workplace Violence will be addressed in policy 1.3. Medical emergencies are covered in the Health & Safety Program Policy under 7.0 Accident Investigation.

This policy includes information on:

- Fire and evacuation related emergencies 5.2.3
- Power outages 5.2.5

5.2.2 Emergencies Requiring Evacuation

There may be times when it is necessary to evacuate the premises to ensure employees' and visitors' safety. The need for an evacuation may be related to a fire, a natural gas leak, an emergency in an adjacent building, or other instances as ordered by EMS officials.

Each employee should familiarize themselves with the location of fire extinguishers, emergency exits, and first-aid kits. Fire extinguishers (suitable for most small fires) are in **the main office at the exits, in the main office hallway as well as in each of the Douro-Dummer trucks.** **Emergency exits in the main office are located at the bottom of each of the stairwells exiting the building.** **The first-aid kit in the main office is located at the staff entrance.**



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Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
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5.2.3 Evacuation Procedure

If an emergency cannot be dealt with using the tools at hand (for example, putting out a small fire with a fire extinguisher), then evacuation procedures should be followed. If the main office staff are required to evacuate, they must pull the alarm switch **in the main office hall** to sound the alarm. When the alarm sounds, walk quickly to the nearest exit, clear the building by 30 meters and contact the fire department by dialing 9-1-1. Remain outside until instructed otherwise. The Manager on site will go with the group to the parking lot where a head count will be taken. If someone is missing, the manager and one other person will conduct a search together. The Manager will determine when it is safe to return to the building.

Some other general safety guidelines to follow if an evacuation is required include:

1. Become familiar with your building. Know the locations of all emergency exits.
2. If you detect fire, sound the alarm immediately and call 9-1-1 (if safe to do so at your location).
 - a. If it is not safe to call 9-1-1, leave the building by the nearest accessible means. As soon as it is safe to do so, call 9-1-1. Be prepared to give a description of the emergency.
 - b. When calling 9-1-1 it is important to know the full address of your location.
 - c. Remain calm and try to help keep others calm.
3. When leaving the building, DO NOT rush or run, or stop to collect personal items. Where possible and safe to do so, close doors behind you as you leave to slow the spread of a potential fire. Where possible and safe to do so, leave lighting ON to make a later search of the building, if necessary, easier. If you are with another employee, stay together, and



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use the “buddy system.” Be prepared to offer assistance to others and continue to remain calm.

4. During evacuation, **the elevator is NEVER to be used**. In an emergency a power failure could happen at any time, rendering the elevator unusable, or trapping employees inside.
5. Go to the assigned meeting location (to be determined by Senior Management at your location). Make your presence known to the manager taking the head count. If you notice a co-worker missing notify the manager. Remain quiet and alert for additional instructions.
6. Once the nature of the evacuation is known, the Manager will assign an employee to meet Emergency Responders (Fire, Police, and/or Ambulance) outside the building. This person will also be responsible for informing arriving responders if anyone is unaccounted for and believed to still be in the building. Be sure to include a description of the last known area the person was seen or working in.
7. Follow any direction given by, or assistance requested by, Emergency Responders without question or hesitation.
8. Those employees who have a visitor at the site at the time are responsible for ensuring the visitor is escorted safely from the site.
9. At **NO** time will a Douro-Dummer employee engage in fighting a fire, unless it is a very small fire that can be easily put out with a fire extinguisher. Use of a fire extinguisher should otherwise be limited to aid in exiting the building if the exit is blocked by fire. When using a fire extinguisher follow the procedure listed, remembering PASS.



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- a. **P – PULL** the pin in the extinguisher fully out.
- b. **A – AIM** the nozzle at the base of the fire, NOT the flames.
- c. **S – SQUEEZE** the trigger fully.
- d. **S – SWEEP** the extinguisher nozzle side to side.

10. As soon as it is safe to do so, continue exiting the building from the nearest accessible means and report to the designated meeting location.

11. Never re-enter the building unless directed by emergency responders.

12. ONLY the emergency responders at the scene can issue an “all clear” to re-enter the building. This will only be issued when it is safe as deemed by the emergency responders.

5.2.4 Emergency Meeting Location

Should an emergency occur, all staff should leave their work area by the nearest and safest exit (which may be a window) and proceed to a designated location immediately. There should be a designated staff member who will be the last out of the area, after aiding other staff and visitors on the premises.

If someone is not accounted for, this must be made known immediately. One person will be assigned to search for the missing individual. This highlights the importance of always letting someone know when you are not at work or leaving the property during work hours so that we know if a search is or is not required.



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Policy Title:	Emergency Preparedness	Policy Number:	5.2
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5.2.5 Power Outage

The following procedures will be followed during a power outage:

1. It is important to note that emergency lighting has a short duration -- typically 15 minutes or less. This time is provided to allow for safe exiting of the area. The lighting time provided is NOT for work continuation or task completion.
2. Immediately leave the area using the shortest means possible. If it is safe to do so, turn off and unplug all electronic equipment (copiers, computers, printers, etc.). Damage can occur upon a power surge during restoration. As you leave the building, make note of any coworker you notice is missing.
3. Where possible and safe to do so, leave all doors open to make exiting for others easier. If in an area with blinds or curtains, open them to improve natural lighting.
4. If with another employee at the time of the outage, stay together and use the "buddy system." Be always prepared to assist others as needed.
5. While exiting in the dark, be extra cautious for potential slips and trip hazards, as well as items that could inadvertently be walked into.
6. Those employees who have a visitor with them will be responsible for escorting the visitor to the nearest exit.



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7. During a prolonged power outage, Management will make decisions on actions to be taken on a case-by-case basis.

5.2.6 Emergency Information Locations

“Emergency Information Locations” that have been set up by Douro-Dummer must be stocked with the following information/items:

- First aid kits (located at staff entry door)
- Douro-Dummer Health and Safety Manual
- Copy of Occupational Health and Safety Act and WHMIS Regulations green book (with First Aid kits)
- Posted Name of the current Safety representatives
- Other information as required.

It is the responsibility of the Safety Rep to ensure that these stations are clearly visible and contain all items listed above.



The Township of Douro-Dummer -- Human Resources Policy Manual

Policy Title:	Incident & Accident Reporting	Policy Number:	5.3
Effective Date:	February 1, 2022	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

5.3.1 Incident & Accident Reporting Overview

The Township of Douro-Dummer supports and is committed to providing a safe and healthy workplace for all our employees. One way of supporting this is to ensure an efficient and effective system for reporting all injuries, incidents, and near misses. This allows for prompt action to ensure similar incidents do not re-occur. This document will outline the process involved to ensure compliance with the Occupational Health and Safety Act (OHSA).

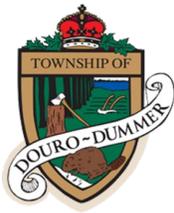
This document will include:

- First Aid Incidents (5.3.2)
- Medical Aid Incidents (5.3.4)
- Near Miss Incidents (5.3.3)
- Critical Injury Incidents (5.3.5)

5.3.2 First-Aid Incidents

A first-aid incident is defined as one that requires minimal attention, most often by the individual themselves, however in some cases the assistance of a first aid attendant may be needed. An example of such an injury would be putting a band aid on a cut. The following procedure will be followed:

1. Provide self-care. If assistance is needed, contact one of the first aid trained employees.
2. Complete the first aid log located in the first aid kit. Include date, time, name, and nature of incident.
3. Provide a verbal notification to your immediate Manager of what happened.
4. Managers are to initiate corrective action if required. An example would be having a sharp edge sanded down that caused a cut.



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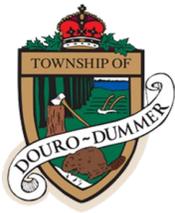
5. Managers and Health & Safety Representatives must ensure that if significant supplies were used out of the first aid kit that they are replaced in a timely fashion.
6. First Aid providers offering assistance must ensure Universal Precautions are taken at all times when offering assistance, as presented in your Standard First Aid Training Course.
7. The Health & Safety Representative will review the first aid log at regular intervals to determine if there are any trends of concern occurring in the workplace.

5.3.3 Near-Miss Incidents

A near-miss incident is defined as a situation that occurred which MAY have resulted in personal injury, but did not. An example of this would be a box falling from a shelf, but that did not land on or near an employee. It is important that these types of incidents are reported as soon as possible. This will allow for prompt action to be taken to ensure a similar situation does not occur again, with more serious implications.

The following procedure will be followed:

1. Notify your Manager and, if different, the Manager of the area where the incident took place as soon as possible.
2. Using the Incident/Accident Report in the Appendix of this document, gather as much information as possible. Pictures may be attached to provide additional clarity.
3. Provide a copy of the report to Management for potential corrective action(s) to be carried out in a prompt manner.



The Township of Douro-Dummer -- Human Resources Policy Manual

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Prepared By:	Human Resources	Approved By:	CAO

5.3.4 Medical-Aid Incidents

A medical-aid incident is defined as one which required third party, medical professional assistance. This medical assistance can include, but is not limited to, emergency service providers such as ambulance or fire department, emergency room, walk-in clinic, or any health care professional. Given the nature of medical aid incidents, the initial injury and medical treatment can be separated by a significant time frame. To this end it is very important that all employees report any suspected injuries as soon as possible to their Manager. An example of a delayed situation would be a strained back that may require medical attention after the fact.

The following procedure will be followed for immediate and sudden incidents:

1. First and foremost seek help immediately. If necessary call 9-1-1. When calling 9-1-1 it is important to have some information on hand, such as a brief description of the injury, and more importantly the full address of the location of the incident. Help cannot be dispatched without a proper street address.
2. If the employee is not being taken to seek medical attention by an ambulance, but still requires attention, the Manager or CAO will arrange for transportation via a family member or cab to the required location. It is important that no employee drive themselves or another employee to seek off site medical attention. The Manager or CAO will be responsible for notifying the employee's family. Emergency contact information for all employees is on file with management and in the HRLive system.



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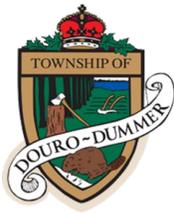
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Prepared By:	Human Resources	Approved By:	CAO

3. As soon as is practically possible, the Manager will be required to complete the Incident & Accident Reporting form located in the appendix. The Manager for the area, employee, and any witnesses or subject matter experts should be involved in completing this form. At a future point, statements can be obtained from the affected worker and added to the report.
4. The employee will provide copies of all associated paperwork for inclusion in their HR file.
5. Management is to ensure that first aid kits are restocked as necessary in a timely fashion.

On occasion, medical aid incidents can come about well after the fact of the original incident. For example, banging a shin. After a couple of days the pain may not have gotten better, and the employee may wish to seek medical attention at that point.

The following procedure will be followed:

1. Notify Management of the issue, and desire to seek medical attention.
2. If not previously reported to management, provide the details necessary to complete the Incident & Accident Reporting form. This can be completed in cooperation with a Manager. The completed report should be supplied to management and included in the employee's file.
3. The employee then takes this form to the desired health care professional.



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4. The employee returns this form, and any other paperwork for filing.

5.3.5 Critical Injury Incidents

A critical injury is a very serious incident involving injuries up to and including a fatality. To this end critical injuries are clearly defined by the Occupational Health and Safety Act. These types of incidents require very specific actions, as laid out in the Act.

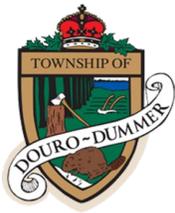
Under the OHSA the following constitute a Critical Injury:

1. An incident that places life in jeopardy.
2. An incident that produces unconsciousness.
3. An incident involving significant loss of blood.
4. An incident involving the fracture of an arm or leg, but NOT a finger or toe.
5. An incident involving the amputation of an arm, leg, foot, or hand, but NOT a finger or toe.
6. An incident involving burns to a major portion of the body.

It is important to note there may be some overlap in some of these areas. For example, an amputated finger in and of itself is NOT a critical injury. However, severe blood loss could arise from an amputation. If in doubt always report as a critical injury.

In the event of a critical injury the following procedure will be followed:

1. First and foremost seek help immediately. Call 9-1-1 if needed. When calling 9-1-1 it is important to have some information on hand, such as a brief description of the injury, and more importantly the full address of the location of the incident. Help cannot be dispatched without a proper street address.



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Policy Title:	Incident & Accident Reporting	Policy Number:	5.3
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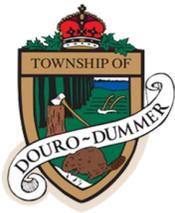
2. If the employee is not being taken to seek medical attention by an ambulance, but still requires attention, the Manager will arrange for transportation via a family member or cab to the required location. It is important that no employee drive themselves or another employee to seek off-site medical attention. The Manager will be responsible for notifying the employee's family.
3. With the exception of preventing further injuries or property damage, the scene of the accident will be left untouched, and cordoned off. Only a Ministry of Labour inspector may authorize the return to normal operations.
4. The Ministry of Labour's Health & Safety Contact Center must be notified immediately at 1-877-202-0008 (24hr number). A Ministry of Labour inspector will be dispatched as soon as possible.
5. Management is to be notified immediately by verbal means.
6. While waiting for an Inspector it is important to gather as much information as possible before hand. All employees involved in or witness to the incident must complete witness statement, in writing, in their own words.
7. Within 48 hours a notice of Critical Injury, in writing, must be made to a Director of the Ministry of Labour. Required content in report includes:
 - i. Worker(s) name.
 - ii. Worker(s) home address.



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Policy Title:	Incident & Accident Reporting	Policy Number:	5.3
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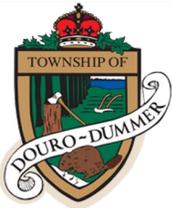
- iii. Occurrence location and address.
 - iv. Occurrence date and time.
 - v. Names and home addresses of witnesses.
 - vi. Complete description of the events as known at the time.
 - vii. Description of all machinery and equipment involved in the incident including make, model, type, etc.
 - viii. Nature of Injuries.
 - ix. Body part(s) injured.
 - x. Names and locations of health care professionals that provided treatment.
 - xi. Immediate and long-term steps implemented to prevent a re-occurrence.
 - xii. Any additional information deemed appropriate and pertinent to the case.
 - xiii. The document must be signed and dated by the person preparing the report, and by the appointed Health and Safety Rep.
8. Copies of this report are to be provided for inclusion in the employee's file, HRLive, and to Management.
9. As soon as is practically possible, Management will be required to complete the Incident & Accident Reporting form. At a future point, statements can be obtained from the affected worker and added to the report.



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Policy Title:	Incident & Accident Reporting	Policy Number:	5.3
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10. As per the Occupational Health and Safety Act (OHSA), Management must be given a written report within 4 business days of the original incident.



The Township of Douro-Dummer -- Human Resources Policy Manual

Policy Title:	Workplace Inspection	Policy Number:	5.4
Effective Date:	February 1, 2022	Revision Number:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

5.4.1 Workplace Inspection Overview

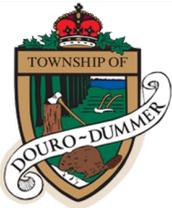
The Township of Douro-Dummer supports and is committed to providing a safe and healthful workplace for all our employees, volunteers, and visitors. One way to ensure a continued safe and healthy workplace is through regular inspections. Many of the items included on a standard workplace inspection help to ensure that the Township follows all required obligations under the Occupational Health and Safety Act (OHSA), and requests for review for by the Ministry of Labour (MOL) during any site visits.

5.4.2 Procedure

Workplace inspections at the workplace may be carried out by Management on a monthly basis.

The following procedure for inspections will be followed:

1. Standard inspection check sheets will be used.
2. Completed forms are to be kept on file with a copy supplied to the CAO for follow-up on any items of concern.
3. Workplace inspections not only include physical inspection, but interviews with employees in the immediate area to see if they have any concerns.
4. If at any time during a workplace inspection an issue of a serious nature arises, the inspector will stop the inspection and notify the CAO.
5. Management is encouraged to make a suggestion in consultation with the workers in the area on how the issue could be corrected. It is important that employees feel free to raise concerns, and also share in the responsibility of finding a solution by providing feedback.



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Policy Title:	Workplace Inspection	Policy Number:	5.4
Effective Date:	February 1, 2022	Revision Number:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

Workplace Inspections may cover a wide range of items including, but not limited to, the following. Where applicable, supporting Township documents are indicated:

- Fire Extinguisher access and condition
- Emergency Lighting effectiveness and condition
- First-Aid kit access and condition
- Clear access to all emergency exits
- Condition of walking surfaces (slip trips and falls)
- SDS sheets
- Overhead hazards (falling objects, bump hazards)
- Storage racking and shelving condition
- Chemical Storage & WHMIS labelling
- Tool and equipment safety (guarding, condition, etc.)
- Electrical safety
- Fire Safety
- Ladders, Steps, Stools, and Portable Stairs
- Workplace housekeeping issues that may impact safety



The Township of Douro-Dummer -- Human Resources Policy Manual

Policy Title:	WHMIS	Policy Number:	5.5
Effective Date:	February 1, 2022	Revision Number:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

5.5.1 WHMIS Overview

The Township of Douro-Dummer will ensure that Workplace Hazardous Materials Information System (WHMIS) requirements are met to ensure employee and visitor safety with respect to hazardous materials.

5.5.2 Background

WHMIS requirements are broken down into three (3) areas:

- Labelling/Storage of materials
 - Materials used on site
 - Materials carried for re-sale (if applicable)
- Employee Training (available in the HRLive system)
- Safety Data Sheets (SDS)

5.5.3 Labeling/Storage

Labelling applies to all chemicals used on site. This includes consumer products used in support of the business. Some examples would be cleaning supplies, minor maintenance chemicals, etc.

- Labels must be legible and in good condition.
- Lids on containers must be securely fastened at all times when not in use.
- If removing a small amount of material to another container, that container must be labeled with the full name of the material. Label requirements for this “workplace” label are covered in the WHMIS training program. When labeling materials note that lids should not be labelled. Lids from similar types of containers can get interchanged and result in incorrect information.



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Policy Title:	WHMIS	Policy Number:	5.5
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- Chemicals must not be stored in containers that they were not designed for. For example reusing an older container (pop bottle, automotive fluid jug, etc). The material could be mistaken for the original and create an undue risk.
- Chemical containers should be stored upright, and secure on a shelf to reduce the chance of falling or leaking.
- Chemicals should not be stored near sources of heat.
- Chemicals, especially larger sizes, should not be stored in areas where they could come into contact with material handling equipment.
- All spills of chemicals shall be reported immediately and cleaned up in accordance with procedures outlined in the Safety Data Sheet (SDS) for that material. Disposal procedures for the supplies used for cleanup can be found in the SDS for that material.
- If at any time any employee has a concern with a chemical speak to your Manager and review the SDS with them for further clarification.

5.5.4 Training

Training for WHMIS will be conducted and is available in your HRLive dashboard under the Training page. Training will include:

- Workplace Labels
- Supplier Labels
- Basic Storage
- Hazard Symbols



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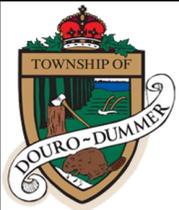
Policy Title:	WHMIS	Policy Number:	5.5
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Prepared By:	Human Resources	Approved By:	CAO

- Common Terminology found on SDS
- Sections of an SDS, including required information
- How to read an SDS
- Location(s) of SDS

5.5.5 Safety Data Sheets (SDS)

SDS are required on site at all times for any chemicals used/stored on site. This includes cleaning products. Safety Data Sheets are/shall:

- Be accessible at all times to all employees.
- Be kept organized and legible at all times. Damaged sheets shall be replaced as soon as possible.
- Be audited regularly to ensure old sheets are replaced.
- When ordering or bringing in a chemical on site verify that the sheet is currently in the SDS inventory. If not, ensure one is requested to be sent with the order.
- If an item is new to the site, ensure a quick review is made of the sheet to ensure any specific handling and storage conditions can be accommodated.



The Township of Douro-Dummer -- Human Resources Policy Manual

Policy Title:	Office Ergonomics	Policy Number:	5.6
Effective Date:	February 1, 2022	Revision Number:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

5.6.1 Office Ergonomics Overview

The Township of Douro-Dummer supports and is committed to providing a safe and productive workplace for all our employees. Many Township employees perform work that requires long periods of sitting or keyboarding. This policy will outline procedures to take to help address ergonomic issues that may be experienced in a typical workday.

5.6.2 Procedures

Sitting posture

- Sit as close as possible to your desk or workstation, with your upper arms parallel to your spine and your hands rested on the work surface.
- At this point, examine whether your elbows are at a 90-degree angle. If they are not, adjust your office chair higher or lower as necessary.
- Also make sure that your legs are bent at the knees at a 90-degree angle. Try to maintain this ideal sitting posture as much as possible, and if you find yourself slacking, take a break by getting up and stretching.
- Be sure your back is aligned against the back of your chair. Avoid slouching or leaning forward, especially when tired from sitting in a chair for long periods.
- For long-term sitting, be sure the chair is ergonomically designed to properly support the back and that it is a custom fit.
- Keep both feet flat on the floor. If there's a problem with feet reaching the floor comfortably, a footrest can be used along with the chair.
- Sit in the chair with shoulders straight.
- Don't sit in one place for too long, even in ergonomic office chairs that have good back support. Get up and walk around and stretch as needed.



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Don't sit too high

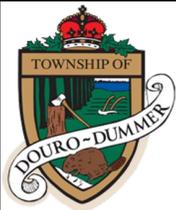
- By the end of the day, the average person's ankles swell from 6 to 8 percent. Individuals with back, leg, or circulation problems can experience swelling from 10 to 15 percent. Sitting in a chair that is too high can increase the risk of ankle swelling.
- A seat height ranging from 16 to 21 inches off the ground is suitable for most workers. To test whether or not your chair is too high, slide your finger underneath your thigh at the front end of the chair. If it's easy to do, your chair is likely at a good height. If there is less than a finger's width of space between your thigh and chair, your chair is likely too high.

Boost your feet in certain situations

- If you have to lift your feet off the ground because of a chair or a desk that is too high, consider using a footstool to prop and rest your feet as opposed to leaving them hanging all day long.
- Using a footstool will reduce pressure on the feet, which decreases foot pain.

Raise your work surface if needed

- If you are particularly tall, and there is less than a finger width between your thigh and chair, consider raising the height of your work surface/desk.
- Raising your desk will then allow you to raise your chair to a more suitable height that will reduce strain on your back.
- If using a computer keyboard, this should be positioned close enough to the body so that it is not necessary to lean forward to reach it. Both elbows should be at the sides of



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the body when sitting in the office chair and typing on the computer, not reaching out in front of the body.

Check the depth of your seat

- Having the correct seat depth can make a difference in reducing back pain. Seat depth refers to the length between the back edge and front edge of your seat.
- To check for proper seat depth, first sit all the way back in your chair. Check the room between the front edge of your chair and your calves by making a fist and bringing it to the edge of the chair and pushing it on the calf.
- If you can fit your full fist between the front edge of the chair and your calf, you likely have enough space for circulation. If not, your chair is likely too deep.

Support your back

- Ideally, your work chair should do a couple of things: provide back support angling just past 90 degrees or up to 90 degrees.
- Low back support is essential for preventing slouching and minimizing the load on your back. With this in mind, adjust the lumbar support or the seat pan depth on your chair.
- In some cases, workers have chairs with good back support but don't take advantage of this feature because they sit on the edge of the chair.
- Make a conscious effort to press your bottom against the back of the chair, and avoid slumping or slouching, which places extra stress on the lumbar discs and other structures of the lower back.
- The back of the office chair provides important postural support, so it should be adjusted to fit the individual user. Having the right back support in the office chair supports the natural curve of the low back so that the back muscles do not have to work



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so hard to maintain correct posture. Without proper back support, over time the muscles fatigue and the natural tendency is to slouch forward, straining the structures in the low back.

Watch the height of your screen

- Once your chair has been adjusted to the height of the table, your legs are comfortable and your back is supported, close your eyes and take a deep breath.
- Look forward with your eyes closed, and then open your eyes, which should be aimed at the center of your computer screen. Adjust the screen so it is level with your gaze.
- If you need to raise your laptop, consider using a monitor riser or monitor arm.
- The top of the computer screen should be placed so that it is at eye level. If the screen is too low it will be necessary to bend forward to look at it. Since this cannot be done with a laptop (because the screen and keyboard are connected), the laptop should be boosted up so that the screen is at eye level, with an external keyboard plugged in and placed within easy reach. Extra keyboards are inexpensive and can be put at the proper height so that the elbows are bent to 90 degrees while working. Conversely, some may prefer to use their laptop keyboard, and if this is the case the same objective can be accomplished by leaving the laptop keyboard on the desk and plugging the laptop into a separate computer screen that is placed at eye level.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Communicable Diseases Risk Management	Policy Number:	5.7
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

5.7.1 Declared Emergency – Infectious Diseases

A State of Emergency can be declared at various levels of government and allows the government extraordinary powers with the goal of quickly and appropriately reacting to the emergency at hand. One such example of a declared emergency is in the event of a disease outbreak.

If an Infectious Disease State of Emergency is declared, the Township of Douro-Dummer will adhere to any restrictions and regulations implemented by the government to ensure the safety of all employees, volunteers, Council members, contractors, and visitors. To help mitigate the potential impact of a disease outbreak on our employees and on the population at large, Douro-Dummer will adhere to all public health advice and related restrictions.

~~We recognize that the individual health practices of our employees can have a significant impact on our organization, just as our organizational practices may impact employee health.~~ This policy applies to all employees and will serve as a guideline, informed by public health best practices and government requirements, to help staff remain at or return to work under safe conditions.

5.7.2 Purpose and Scope

This policy applies to all employees and is designed to ensure that all Township workers, including volunteers, are fully aware of routine infection control precautions and procedures. This policy also confirms the authority of management to enforce these control precautions.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Communicable Diseases Risk Management	Policy Number:	5.7
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
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5.7.3 Definitions

~~**Communicable Disease** – a disease that is spread from one person to another through a variety of ways that may include but are not limited to: contact with blood and bodily fluids, breathing in an airborne virus; or being bitten by an insect.~~

~~**Pandemic** – an outbreak of a disease that occurs over a wide geographic area and affects an exceptionally high proportion of the population.~~

~~**Outbreak** – A higher than expected occurrence of a particular communicable illness, within a specific geographic area.~~

~~**Epidemic** – When an infectious disease spreads rapidly and affects many people.~~

5.7.3 Personal Responsibility

Employees are expected to reduce or prevent the spread of communicable diseases in the workplace by engaging in the following practices to protect themselves, customers, volunteers, Council members, co-workers, and the public.

Day-to-day required personal practices for Employees, Volunteers and Management:

- When you cough or sneeze, cover your mouth and nose with your elbow. If using a tissue, immediately throw the tissue out and wash your hands thoroughly.
- Avoid touching your eyes, nose, and mouth as much as possible, ensuring you wash your hands first.
- Wash your hands with soap and water for at least 20 seconds:



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- Immediately after using the restroom
- Before and after you eat
- Immediately after coughing, sneezing, using a tissue or smoking
- At regular intervals throughout the day (ideally on an hourly basis)
- If soap and water are not available or practical, use enough alcohol-based hand sanitizer to completely cover hands, and rub until dry.
- Avoid close contact with others and always maintain physical distance of two (2) meters when there is an active outbreak in the community. Refrain from physical contact with others including shaking hands.
- Utilize all provided PPE as directed.
- If you choose to wear additional PPE such as masks and/or gloves as an extra precaution, you must change these often for them to be effective. The wearing of masks and/or gloves must still be combined with the same hygiene measures noted above.
- Appropriately dispose of used gloves and masks in the garbage.
- Stay home if you are exhibiting symptoms of the disease (depending on the situation, this may require a doctor's note). Seek medical attention if symptoms have progressed beyond a state that can be managed with self-care at home.

5.7.4 Management Actions to Ensure Workplace Safety

- Include information on disease prevention in employees and volunteer orientation and thereafter through ongoing training.
- Stay informed of current and potential disease outbreaks that may affect the community and/or the workplace. Communicate this information to employees as required.



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- Ensure that all employees, customers, volunteers, and visitors have access to proper handwashing amenities and hand sanitizer.
- Ensure the regular and thorough sanitation of work surfaces including doorknobs, hand railings, tables, eating areas, shared telephones, keyboards, tools, and other commonly touched surface areas.
- Ensure the regular and thorough cleaning of all washroom facilities.
- Monitor cleaning, hygiene and PPE supplies and ensure they are refilled regularly.
- Provide individually assigned work materials wherever possible (e.g., pens, keyboards, hand tools etc.) and encourage the use of technology to reduce physical meetings or handling paperwork where possible.
- Support physical distancing with a variety of strategies which may include separating workstations, staggering shifts, or breaks, holding meetings outside, restricting the number of people on-site, controlling movement through the workplace with signage and floor markings and eliminating areas where people may gather.
- Conduct regular risk assessments to remain aware of potential hazards and prioritize and minimize risk in accordance with public health advice and regulations.
- Always enforce the contents of this policy with all ~~members of staff employees~~ and volunteers, up to and including sending staff or volunteers home who are exhibiting symptoms which pose a potential risk to the workplace.
- Post hygiene instructions throughout the workplace.



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5.7.5 Specific Workplace Sector Considerations During Outbreaks

- Consider the use of barriers to protect employees, customers, volunteers, and visitors where distancing is not possible.
- Add floor markings and barriers to manage traffic flow and encourage physical distancing.
- Replace dry dusting with vacuuming or wet wiping and consider the sanitation of footwear with boot sanitizing trays.
- Track employees and volunteers with scheduling information so that you can report which employees may have had contact with a positive infection case, should the situation arise.
- Consider ways to introduce more fresh air by increasing the ventilation system's air intake or opening doors and windows. Avoid central recirculation where possible.

5.7.6 Absence Due to a Communicable Disease

Douro-Dummer encourages employees and volunteers to stay home from work if they develop a contagious illness. In some instances, a note from a certified medical professional may be required (this will be reviewed on a case-by-case basis). In some instances, employees may be able to work from home, at the discretion of Management. Employees are encouraged to review the Township's illness, sick leave and leave of absence policies for additional details on time off due to illness. Please be aware that employees who report to work but who exhibit symptoms which may pose a risk to their co-workers or the public will be sent home to fully recover before returning to work.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Use of Prescribed Medications and Substances in the Workplace	Policy Number:	5.8
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

5.8.1 Use of Prescription Medication During Working Hours

As an employer, the Township of Douro-Dummer has an obligation to ensure that employees are not impaired while engaged in their jobs. While it is recognized that some employees may require the use of prescription medication during working hours, the Township reserves the right to request a medical note confirming the necessity of this medication.

If there is any question of an employee not being able to safely perform their job while under medication, a review will take place. In some cases, if it is deemed that an employee is a danger to themselves or others while using this medication, the employee may be required to take a leave of absence or accept an alternate assignment. Employees do not have a right to be impaired in the workplace if their impairment may endanger their own safety or the safety of co-workers, volunteers or the public, or if their condition presents a risk to Township property or assets.

5.8.2 Use of Marijuana and Other Substances that May Cause Impairment

Medical marijuana will be treated like any other prescribed medication. If an employee reports the need to use medical marijuana or any other medication or substance that may cause impairment during working hours, the Township will request the following:

- a prescription from a licensed medical professional, and
- given that recreational marijuana can be legally purchased, proof that the substance being used has been purchased from a licensed medical marijuana dispensary).

Use of prescription medications is permissible under the following conditions:

- No prescription entitles an employee to be impaired at work;



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Use of Prescribed Medications and Substances in the Workplace	Policy Number:	5.8
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

- No prescription entitles an employee to compromise his or her safety, the safety of others, or the integrity of Township property.

If you are using prescription marijuana or any other prescribed or non-prescribed medication that may cause impairment, drowsiness, or lack of focus, your Manager should be notified so that suitable accommodations can be made. Unless medically verifiable accommodation is required, a prescription does not entitle an employee to unexcused absences or late arrivals.

Furthermore, a prescription for medical marijuana does not entitle an employee to smoke in the workplace at any time. Smoking restrictions, designated smoking areas, and smoke-free laws apply to smoking marijuana in the same way they do to cigarettes, e-cigarettes and tobacco.

5.8.3 Fit for Work Disclosure

All employees have a duty to disclose if they are not “fit for work” while using or being under the influence of a medication or substance in the workplace. Disclosure may include:

- using or being under the influence of a substance at work;
- using or being under the influence of a medication that could cause impairment, and endanger their own safety or the safety of co-workers, the public or if their condition presents a risk to Township property or assets; and/or
- a disability relating to a medication or substance (dependency or addiction) which could reasonably be expected to impact the employee’s ability to remain “fit for work.”



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Use of Prescribed Medications and Substances in the Workplace	Policy Number:	5.8
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

Employees are required to consult with their physician and/or pharmacist to determine if use of a medication will have a potentially negative impact on their ability to perform their job safely and productively.

If you are taking or have taken any medication (whether prescribed or otherwise) or have consumed alcohol or drugs (including marijuana) that may affect your ability to safely perform your job, or you otherwise feel unfit for work, you must advise your manager immediately.

Impairment disclosure **may shall** be provided to a manager or human resources representative, or to the CAO. An employee who discloses the use of a substance or medication under this policy may be asked to perform modified duties, and/or to work with the Township to develop an accommodation plan, or in some cases to temporarily leave work.

5.8.4 Accommodation

As with any medical condition, an employee who requires the use of medical marijuana, or any other prescription medication which may cause impairment, may require workplace accommodation. Employees who need accommodation will still be expected to perform the work required to do their job. If reasonable effort has been made to accommodate employees who require the use of prescription medication or medical marijuana, and the employee is not able to safely, productively, or effectively perform their job functions, the employee may be required to take a leave of absence or accept an alternate assignment.

Employees who suspect they have a substance abuse or substance-dependence problem are encouraged to seek advice and to follow appropriate treatment before job performance is affected or violations of this Policy occur. If the Township is accommodating an employee with rehabilitation



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Use of Prescribed Medications and Substances in the Workplace	Policy Number:	5.8
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

assistance, post-violation or post-treatment, the employee may be required to undergo drug or alcohol testing to demonstrate fitness to safely return to work or to demonstrate ability to perform the essential duties of the job safely.

5.8.5 Zero Tolerance

The Township has a zero-tolerance policy with respect to the use of drugs or alcohol, meaning that immediate termination will occur for culpable impairment on the job. The use of recreational marijuana during working hours will be treated the same way as the use of any other substance which causes impairment (including alcohol and other drugs) and will result in corrective action, including termination. It is a violation of this Policy for any employee to possess, sell, trade, or offer for sale alcohol or drugs, including marijuana, or otherwise engage in the use of drugs or alcohol in the workplace, and anyone found so doing will be terminated for cause (zero tolerance).

Physical or cognitive impairment of the employee has the potential to cause unacceptable and significant risk of damage to property or injury to the employee, to fellow employees or to the public. In these circumstances, the Township reserves the right to request employees to undertake testing for substance use, if reasonable cause has been established. In this context, reasonable cause may include:

- Employees who show obvious signs of impairment at work;
- Employees who have a safety sensitive job requiring full mental alertness, and for whom there is reason to suspect that drug or alcohol use may be a concern;
- Following a workplace accident or safety infraction where it has been deemed that drug or alcohol use may have been a contributing factor.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Use of Prescribed Medications and Substances in the Workplace	Policy Number:	5.8
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

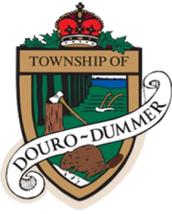
Should an employee refuse or fail a drug or alcohol test in these circumstances, the employee will be expected to comply with any recommended treatment and will be subject to a monitoring program for a specific period of time upon returning to active status (in the case where the employee has a verifiable substance abuse dependency which requires accommodation). If dependency is not an issue, and impairment is the result of willful, culpable use, then termination for cause will be taken as corrective action (zero-tolerance).

If impairment is suspected regarding an employee, volunteer, Council member, or visitor, employees must report it to Management or to a Health and Safety representative, at which time the person suspected of impairment will be asked to leave immediately. If the person suspected of impairment is a subcontractor, the incident will be reported to their organization.

Confidentiality of the person reporting a concern will be assured. Likewise, confidentiality will also be assured for any employee who makes a declaration that they themselves may be impaired. Such statements will be made in confidence and without fear of stigma or reprisal.

5.8.6 Interaction with Members of the Public

There will be severe consequences for those employees who have been discovered to have interacted with members of the public while under the influence of any substance. Arriving at work under the influence of a substance or becoming under the influence of a substance during working hours will result in immediate termination or suspension.



Township of Douro-Dummer - Human Resources Policy Manual

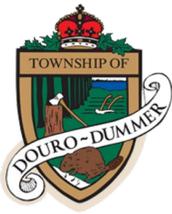
Policy Title:	Use of Prescribed Medications and Substances in the Workplace	Policy Number:	5.8
Effective Date:	June 30, 2021	Revision Number: Replaces:	New Policy
Prepared By:	Human Resources	Approved By:	CAO

5.8.7 Implementation of Policy

In order to implement this policy, the Township reserves the right to search any part of its premises or property when there are reasonable grounds to believe that an employee is in possession of drugs or alcohol.

In the interests of safety, we operate with a zero tolerance for lack of fitness for work. Employees will be sent home in the event there is reason to believe the employee is not fit for work for any reason, including by reason of having consumed alcohol, medications, or drugs, including marijuana. Any removal of the employee from the workplace shall be without prejudice to the Township's right to impose discipline in the event it is determined that the employee further violated this Policy, or otherwise engaged in misconduct.

If there is any question of whether a medication you are using may cause drowsiness or impairment of any kind, this must be discussed with Management as soon as possible.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Accessible Customer Service Training Procedure	Policy Number:	6.0
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.1 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

6.0.1 Purpose

This procedure implements, in part, the Township of Douro-Dummer's Accessible Customer Service Policy. The purpose of this policy is to provide guidelines for accessible customer service training.

6.0.2 Application

This procedure applies to:

- a.) Every ~~Customer Service Representative (CSR)~~ employee of the Township.
- b.) Anyone who participates in developing Township policies, practices, and procedures governing the provision of Township goods or services to members of the public or other third parties.
- c.) Premises, where Township goods or services are offered, to which the public or other third parties have access.
- d.) Managers/supervisors of facilities and service areas where Township goods or services are provided who are responsible for ensuring compliance with this procedure.

6.0.3 Definitions

~~**Accessibility Training**— Training designed to meet the training requirements prescribed by section 6 of the Accessibility Standards for Customer Service (Ontario Regulation 429/07), made under the Accessibility for Ontarians with Disabilities Act, 2005.~~

~~**Agent**— A person or business providing goods or services on behalf of the Township through a contract or agreement.~~



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Accessible Customer Service Training Procedure	Policy Number:	6.0
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.1 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

~~**Assistive Device**—A device that is used by a person with a disability to help with daily living. Examples include: wheelchairs, walkers, canes, oxygen tanks, portable chalk boards, and electronic communication devices.~~

~~**Municipality**—The Corporation of the Township of Douro-Dummer.~~

~~**Township Goods or Services**—Goods or services provided by the Township or an agent on behalf of the Township.~~

~~**Customer Service Representative (CSR)**—An employee, agent, volunteer or otherwise who, on behalf of the Township, provides or oversees the provision of goods or services to members of the public or other third parties.~~

~~**Disability**—"Disability" as defined in the Human Rights Code, means:~~

~~(a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;~~

~~(b) A condition of mental impairment or a developmental disability;~~

~~(c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;~~



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Accessible Customer Service Training Procedure	Policy Number:	6.0
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.1 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

~~(d) A mental disorder; or~~

~~(e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).~~

~~**Service Animal**—An animal that is readily apparent to be used by a person for reasons relating to his or her disability, or if the person provides documentation from a health care practitioner confirming that the person requires the animal for reasons relating to his or her disability.~~

~~**Support Person**—A person who accompanies a person with a disability in order to assist the person with a disability with communication, mobility, personal care, medical needs or with access to goods or services.~~

~~**Third Party**—A representative of a business or organization who is receiving Township goods or services or acting in an official capacity. Examples include: Provincial inspectors, vendors, or local media.~~

6.0.4 Training Program Content

The Township’s Accessible Customer Service Training program will include:

- a) A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard, including the principals of dignity, independence, integration and equal opportunity;
- b) The customer service policies and procedures governing the provision of goods or services to people with disabilities;



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Accessible Customer Service Training Procedure	Policy Number:	6.0
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- c) An orientation on disabilities and instructions on how to interact and communicate with people with various types of disabilities;
- d) Instructions on how to interact with people with disabilities who use an assistive device, service animal or a support person, and how to respond when an issue or problem arises;
- e) Instructions on how to use the equipment or assistive devices that are provided to assist with the provision of goods or services to people with disabilities; and,
- f) Instructions on what to do if a person with a particular type of disability is having difficulty accessing the Township's goods or services.

~~The amount and format of training provided will be tailored to suit each position's interactions with the public or role in the development of policies, procedures and practices pertaining to the provision of goods or services.~~

Where possible, accessibility training will be integrated with other customer service training.

6.0.5 Training Records

The CAO will keep records of accessible customer service training, including the dates on which training was provided and who was trained.

All training records will be subject to the requirements of the Municipal Freedom of Information and Protection of Privacy Act.

Please refer to Appendix Form 6.0 Training Attendance Log.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Accessible Customer Service Training Procedure	Policy Number:	6.0
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.1 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

6.0.6 People to Receive Training

Training will be provided in accordance with the Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07 to the following:

- Every ~~CSR-employee of the Township.~~
- ~~Council members?~~
- Every person who participates in developing the policies and procedures that govern the provision of goods or services to members of the public or other third parties.

6.0.7 Ongoing Training for Changes to Policies, Practices, and Procedures

The Township will provide ongoing training in connection with any changes to Township policies, practices, and procedures governing the provision of Township goods or services to members of the public or other third parties. The type of training provided will reflect the significance of the changes made to the policies, practices, or procedures.

6.0.8 Training Timelines

The Township will provide accessible customer service training before the Accessibility Standards for Customer Service (Ontario Regulation 429/07) ~~comes~~ ~~came~~ into effect on January 1, 2010.

The Township will provide accessible customer service training as soon as practicable to:

- New or reassigned CSRs employees; and,



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Accessible Customer Service Training Procedure	Policy Number:	6.0
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.1 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

- New or reassigned people who participate in developing the policies and procedures that govern the provision of goods or services to members of the public or other third parties.

6.0.9 Appendix, Related Documents & Links

Pertinent Resources:

[Accessibility Standards for Customer Service \(Ontario Regulation 429/07\)](#)

[Serve-Ability: Transforming Ontario's Customer Service](#)

Related Policies:

1.5 (a) Accessible Customer Service Policy



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Communication Standard Procedure	Policy Number:	6.1
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.2 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

6.1.1 Purpose

The Township of Douro-Dummer will create, provide and receive information and communications in ways that are accessible to people with disabilities. If the Township determines that it is not technically feasible to convert the information or communications, or the technology to convert the information or communication is not readily available, that person who requires the information will be provided with:

1. an explanation as to why the information or communications are not convertible; and
2. a summary of the unconvertible information or communications.

~~Customer Service Representatives (CSRs) Employees~~ of the Township of Douro-Dummer will ~~provide customer service to communicate with~~ everyone in accordance with the four basic principles from the Accessible Customer Service Standard Policy: Dignity, Independence, Integration and Equal Opportunity.

6.1.2 Procedures/Practice

The following ~~steps communication practices shall be~~ can be taken into consideration when providing accessible customer service. ~~These guidelines are only suggestions for strategies which may be helpful and in every circumstance employees should ask the person directly about any accommodations they may require and how they can help.~~

1. Ask the person with the disability how you can help. Listen to the answer and act accordingly.
2. When speaking with someone in ~~person the office~~ or on the phone, speak clearly and precisely. Do not mumble or speak too fast.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Communication Standard Procedure	Policy Number:	6.1
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.2 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

3. Offer a variety of methods of communication. This may include:
 - paper and a pen to write notes
 - copies of documents in large print
 - a private office to discuss issues away from other people
 - availability of staff of either gender depending on who the person may be more comfortable with.
4. If the person with a disability has an interpreter or support person with them, ~~do not speak to the interpreter or support person~~, speak directly to the person with the disability and include their support person as appropriate or directed by the person with the disability.
5. All ~~CSRs employees~~ should have a clear understanding of the nature and scope of the accessible services the Township offers.
6. Ask before you help anyone and do not touch equipment or service animals without permission first.
7. Always face the person you are talking to and keep your hands or other objects away from your mouth so that a person can read your lips if required.
8. Do not assume what a person can or cannot do, always ask how you can help.
9. Understand that communication may take some time – be patient.
10. Be prepared to explain and provide examples regarding information.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Communication Standard Procedure	Policy Number:	6.1
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.2 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

11. If you cannot understand what is being said, do not pretend to understand, ask the person to repeat themselves.
12. Provide one piece of information at a time.
13. Give the person your full attention. Do not interrupt or finish their sentences.
14. Verify your understanding of the situation or request
15. Allow extra time to complete tasks if necessary.
16. Try to reduce stress and anxiety in situations.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Customer Request and Feedback Procedure	Policy Number:	6.2
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.3 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

6.2.1 Purpose

The Township of Douro-Dummer is committed to establishing, implementing and maintaining a process for receiving and responding to feedback about how to provide goods or services to persons with disabilities.

6.2.2 Procedures

The Township of Douro-Dummer has established a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.

1. The feedback process shall include the following:
 - i. The opportunity for the public to provide feedback in person, by telephone, in writing, or by delivering an electronic text by email or online, on disk or otherwise.
 - ii. The opportunity to provide as much information as possible when providing feedback so that the event can be readily identified by the Supervisor and/or Manager responsible for where the event took place. This information may include dates, times, names, contact information, a description of the event, etc.
 - iii. Feedback may be received by any person who deals with members of the public or other third parties on behalf of the Township, whether the person does so as an employee, agent, volunteer or otherwise. Feedback may also be received by any person who participates in developing the Township's policies, practices and



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Customer Request and Feedback Procedure	Policy Number:	6.2
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.3 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

procedures governing the provision of goods or services to members of the public or other third parties. A copy of the feedback shall be forwarded to the responsible Supervisor and to the Manager for review and reporting purposes.

~~iv. An answer to the feedback is not mandatory, however, depending on the situation, the Supervisor and/or Manager responsible for where the event took place may deem it appropriate to respond to the customer. Should an answer be deemed appropriate and should the customer have chosen to supply his or her contact information, the customer may expect the said answer within a reasonable time frame.~~

Members of the Public, or other Stakeholders who wish to provide feedback on the way the Township provides goods and services to people with disabilities can contact us verbally, by mail, via email or our website, or phone us. All feedback, including concerns or complaints, may be directed to:

Township of Douro-Dummer

894 South Street, P.O. Box 92

Warsaw, ON K0L 3A0

Phone: 705-652-8392

Fax: 705-652-5044

info@dourodummer.on.ca

You can expect to hear back from the Township within ten (10) business days.

* A sample Feedback Form is *included in the Appendix*.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Notice of Provision of Documents in Accessible Formats Procedure	Policy Number:	6.3
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.4 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

6.3.1 Purpose

The Township of Douro-Dummer is committed to making its programs, services, and facilities accessible, including access to printed and electronic materials for all residents and visitors of Douro-Dummer. Printed and electronic materials may be made available in multiple formats as needed and/or upon request only.

6.3.2 Procedures/Practice

The Township of Douro-Dummer has developed a procedure to implement the distribution of printed and electronic materials in a format that is accessible to everyone.

1. The Township shall post on its website and at all locations where **written** materials are distributed, that accessible formats are available upon request from the main municipal office.

~~2. Accessible formats may include multiple formats. Multiple formats definitions include:~~

~~**Accessible Adobe Acrobat PDA**—(portable document format) is an electronic means of presenting information in order to enable various computer programs to convert the information into a “readable” format.~~

~~**CD**—disk recording of a publication.~~

~~**Braille (Grade 1 & 2)**—A reading tactile system using raised dots when placed in different combinations forms a written code enabling publication to be read through touch.~~

~~Documentation can be read by persons with a visual impairment.~~



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Notice of Provision of Documents in Accessible Formats Procedure	Policy Number:	6.3
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.4 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

~~**Diskettes**—When a publication is put on computer diskette, the user can gain access to the information through a computer connected either to a Braille printer, voice synthesizer, large print monitor or other system enabling access.~~

~~**Electronic Text**—An electronic means of presenting information in order to enable various computer programs to convert the information into a “readable” format.~~

~~**HTML**—Hyper Text Mark-Up Language is an electronic means of presenting information in order to enable various computer programs to convert the information into a “readable” format.~~

~~**Intervention Services**—Tactile communication system for persons who are deaf/blind.~~

~~**Large Print**—The enlargement of point size for the contents of the print documents in order to enable use by persons with various degrees of visual impairment.~~

~~Signed films, videos and meetings—The spoken word is transferred to a visual sign language by an interpreter.~~

3. Material printed in-house and publications produced on behalf of the Township of Douro-Dummer should contain a note indicating “multiple formats are available upon request/as needed only” and include relevant contact information.
4. Material that is produced on a regular basis (for example staff reports, council agendas/minutes, by-laws, policies, procedures etc.) should all follow the same template.

The Township will consider the following when creating its templates:



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Notice of Provision of Documents in Accessible Formats Procedure	Policy Number:	6.3
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.4 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

- Contrast – use high contrast colours for text and background (e.g., black or dark blue on white)
- Type Colour – printed material is most readable in black ~~and~~ on white
- Point Size – Keep text larger, preferably between 12 and 18 points. Use mix of upper and lower case letters for easier reading
- Leading – leading is the space between lines of text and should be at least 25 to 30 per cent of the point size
- Font Family and Font Style – Use standard fonts with easily-recognizable upper and lower case characters (e.g. Tahoma, Arial)
- Font Heaviness – Opt for fonts with medium heaviness and avoid light type with thin strokes
- Letter spacing – Choose a monospaced font (e.g. Arial and Verdana) rather than one that is proportionally spaced (e.g. Times New Roman).
- Margins and Columns - Separate text into columns to make it easier to read, use wide binding margins or spiral bindings, flat pages work best for vision aids such as magnifiers.
- Paper Finish – Use a matte or non-glossy finish to cut down on glare, avoid watermarks or complicated background designs.
- Clean Design and Simplicity – Use distinctive colours, sizes and shapes on the covers of materials to make them easier to tell apart.

5. Any person shall be able to make a request for a document in an accessible format in the following ways:



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Notice of Provision of Documents in Accessible Formats Procedure	Policy Number:	6.3
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.4 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

- In writing – through a form located at the municipal office or on our website (**Please see Appendix 6.3 Accessible Information Request Form**)
- In person at the Township office.
- Through email or fax request.
- Verbally over the phone.

6. Requests should be honoured in the most practical manner depending on the media chosen, the size and complexity of the document, the quality and source of the documents, the feasibility of the request (including the cost) and the number of documents to be converted. ~~However, it should be noted that when a request for one of these formats is received and deemed~~

~~If the providing the accessible format requested is~~ feasible, staff should make every attempt to respond to the request in the most practical manner and to the satisfaction of the requestor. ~~The format should be provided at no more than the regular cost charged to other persons.~~

If it is determined that the format requested is not ~~technically feasible or the technology to convert the information is not readily available~~, then other alternative methods of providing the information should be explored that will still meet the needs of the requestor (~~e.g., on CD, explaining the information verbally, etc.~~). The request shall be replied to within a reasonable time frame ~~and provided with an explanation as to why the information or communications are not convertible and a summary of the unconvertible information or communications.~~

Conversion to multiple formats should be processed in-house wherever possible. When a member of the public requests a piece of corporate-wide documentation in ~~a multiple an~~



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Notice of Provision of Documents in Accessible Formats Procedure	Policy Number:	6.3
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.4 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

accessible format, the department of origin should be responsible for the cost of conversion, materials and distribution.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Notice of Temporary Disruptions Procedure	Policy Number:	6.4
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.5 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

6.4.1 Purpose

The Township of Douro-Dummer is committed to establishing, implementing and maintaining a process for providing notice during temporary service disruptions, whether they were planned or unplanned disruptions.

6.4.2 Procedures/Practice

Notice of Service Disruptions must be provided when facilities or services that people with disabilities may use to access Township of Douro-Dummer goods or services are temporarily unavailable or are expected in the near future to be temporarily unavailable.

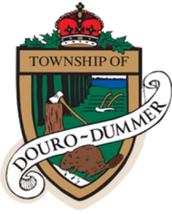
1. A Notice shall be prepared which will include the following information:
 - Reason and information for disruption
 - Anticipated duration
 - Description of alternate facilities or services, if available
 - Contact Information
2. In the case of an unscheduled disruption, the Notice will be posted at the location of the service disruption as soon as practically possible. Depending on the duration of the disruption, the Township may also post the Notice on its website.
3. In the case of a scheduled disruption, the Township will post the Notice prior to the disruption at the physical location, on its website and if appropriate will advertise the disruption with local media outlets. The Notice will be posted with sufficient time to inform ratepayers customers.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Notice of Temporary Disruptions Procedure	Policy Number:	6.4
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.5 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

**Sample Feedback Forms 6.4 (a) and 6.4 (b) are located in the Appendix.*



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Service Animals Procedure	Policy Number:	6.5
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.6 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

6.5.1 Purpose

This procedure implements, in part, the Township of Douro-Dummer's Accessible Customer Service Policy. The purpose of this procedure is to provide information regarding the use of service animals by people with disabilities when obtaining, using, or benefiting from Township goods or services.

The Township allows a person with a disability to be accompanied by a guide dog or other service animal onto all facilities that are owned and operated by the Township for public use and will ensure that the person is permitted to keep the animal with him or her unless the animal is otherwise excluded by law.

6.5.2 Application

This procedure applies to:

- a.) Every person with a disability who uses a service animal.
- b.) Every ~~Customer Service Representative (CSR)~~ employee of the Township
- c.) Anyone who participates in developing Township policies, practices, and procedures governing the provision of Township goods or services to members of the public or other third parties.
- d.) Premises, where Township goods or services are offered, to which the public or other third parties have access.
- e.) Managers/supervisors of facilities and service areas where Township goods or services are provided who are responsible for ensuring compliance with this procedure.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Service Animals Procedure	Policy Number:	6.5
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.6 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

6.5.3 Definitions

~~**Agent**—A person or business providing goods or services on behalf of the Township through a contract or agreement.~~

~~**Township**—The Corporation of the Township of Douro-Dummer.~~

~~**Township Goods or Services**—Goods or services provided by the Township or an agent on behalf of the Township.~~

~~**Customer Service Representative (CSR)**—An employee, agent, volunteer or otherwise who, on behalf of the Township, provides or oversees the provision of goods or services to members of the public or other third parties.~~

~~**Disability**—"Disability" as defined in the Human Rights Code, means:~~

~~(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;~~

~~(b) a condition of mental impairment or a developmental disability;~~

~~(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;~~

~~(d) a mental disorder; or~~



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Service Animals Procedure	Policy Number:	6.5
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.6 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

~~(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).~~

~~**Service Animal**—An animal that is readily apparent to be used by a person for reasons relating to his or her disability, or if the person provides documentation from a health care practitioner confirming that the person provides documentation from a health care practitioner confirming that the person requires the animal for reasons relating to his or her disability.~~

~~**Third Party**—A representative of a business or organization who is receiving Township goods or services or acting in an official capacity. Examples include: Provincial inspectors, vendors, or local media.~~

6.5.3 Identifying Service Animals

Service animals are typically recognized by a harness or a sign. If it is not readily apparent that the animal is used by the person for reasons related to their disability, ~~the CSR an employee~~ may request ~~that the person with the disability provides documentation from a health care practitioner confirming that the person requires the animal for reasons relating to the disability.~~ verification.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, the Township will make all reasonable efforts to meet the needs of all individuals.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Service Animals Procedure	Policy Number:	6.5
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Prepared By:	Human Resources	Approved By:	CAO

Examples of service animals include:

- A guide dog
- Hearing alert animals
- Animals trained to alert persons to oncoming seizures
- Animals trained to assist people with autism, mental health disabilities, physical disabilities, and other disabilities

6.5.4 Service Animals Are Not Pets

Service animals are working animals, and they are not considered pets. For this reason, they are not to be treated like a pet. When a person with a service animal is seeking Township goods or services, **employees** will not:

1. Touch the animal.
2. Make eye contact with the animal.
3. Talk to the animal.
4. Attempt to feed the animal.
5. Give the animal any form of attention.

6.5.5 Areas Open to Service Animals

Service animals may enter into any property where Township goods or services are offered unless the presence of the animal is prohibited by law.

In some Township locations there may be a rule of “No Pets Allowed”. In such situations, this rule does not apply to service animals.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Service Animals Procedure	Policy Number:	6.5
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		Replaces:	10.6 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

6.5.6 Areas Closed to Service Animals

Service animals may not enter into an area where the presence of an animal is prohibited by law. For example, service animals may enter into an area where food is served but may not enter into an area where food is prepared.

6.5.7 Alternate Service Options Where Animals are Restricted By Law

If a person with a service animal enters into an area where the presence of the animal is prohibited by law, the ~~CSR Township~~ will:

1. Inform the person with the service animal why the animal is not permitted in the area.
2. Offer to provide the goods or service in a location where the presence of the animal is permitted.

~~If a reasonable alternate location is not available and if the person is willing to be separated from the animal, the CSR employee will offer a safe location where the animal can wait and offer assistance to the person with a disability while they are separated from the service animal. For example, a person with vision loss might need someone to guide him or her.~~

3. Make every effort to ensure that other measures are available to enable the person with disability to obtain, use or benefit from the Township's goods and services.

6.5.8 Allergies and Service Animals

~~It is the Township's duty to provide the greatest amount of accommodation for the person with the service animal, however this should not be at the expense of another person. If a health and~~



Township of Douro-Dummer - Human Resources Policy Manual

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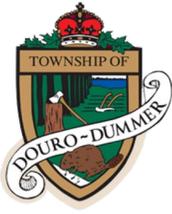
safety concern presents itself, for example, in the form of a severe allergy to the animal, the Township will make all reasonable efforts to meet the needs of all individuals.

In all situations where a person announces they are allergic to a service animal, ~~CSR~~ the Township should discuss the situation with the affected person(s) and make every effort to meet the needs of all parties.

If ~~a CSR~~ an employee is allergic to a service animal, the ~~CSR~~ employee will:

1. Seek an alternate ~~qualified CSR employee~~ to provide the goods or services to the person with the service animal; or
2. Seek an alternate location to provide the goods or services to the person with the disability; or
3. ~~If an alternate qualified CSR is not reasonably available and the person is willing to be separated from the animal, offer a safe location where the animal can wait and offer assistance to the person with a disability while they are separated from the service animal. For example, a person with vision loss might need someone to guide him or her.~~

If a member of the public or a third party is allergic to a service animal, the ~~CSR~~ employee will seek an alternate location to provide the goods or services to that person or invite them to wait in a different location until the person with the service animal has vacated the area of service. If relocation would provide greater accommodation for the person with the service animal, the ~~CSR~~ employee will invite the person with the service animal to relocate. If a person has to remove him or herself from a waiting area due to an allergic reaction, the ~~CSR~~ employee will make reasonable efforts to ensure that he or she does not lose their place in the sequence.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Service Animals Procedure	Policy Number:	6.5
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.6 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

6.5.9 Appendix, Related Documents & Links

Pertinent Resources:

[Accessibility Standards for Customer Service \(Ontario Regulation 429/07\)](#)

[Blind Persons' Rights Act](#)

Related Policies:

1.5 (a) Accessible Customer Service Policy



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Support Persons Procedure	Policy Number:	6.6
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.7 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

6.6.1 Purpose

This procedure implements, in part, the Township of Douro-Dummer's Accessible Customer Service Policy. The purpose of this procedure is to direct the provision of Township goods or services to people with disabilities when they are accompanied by a support person.

~~This procedure directs when the Township may require a person with a disability to be accompanied by a support person in order to obtain, use, or benefit from Township goods or services.~~

6.6.2 Application

This procedure applies to:

- a.) Every situation where a person with a disability is accompanied, or is required to be accompanied, by a support person.
- b.) Every ~~Customer Service Representative (CSR) employee of the Township.~~
- c.) Anyone who participates in developing Township policies, practices, and procedures governing the provision of Township goods or services to members of the public or other third parties.
- d.) Premises, where Township goods or services are offered, to which the public or other third parties have access.
- e.) Managers/supervisors of facilities and service areas where Township goods or services are provided who are responsible for ensuring compliance with this procedure.

6.6.3 Definitions

~~**Agent**—A person or business providing goods or services on behalf of the Township through a contract or agreement.~~



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Support Persons Procedure	Policy Number:	6.6
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.7 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

~~**Township**—The Corporation of the Township of Douro-Dummer.~~

~~**Township Goods or Services**—Goods or services provided by the Township or an agent on behalf of the Township.~~

~~**Customer Service Representative (CSR)**—An employee, agent, volunteer or otherwise who, on behalf of the Township, provides or oversees the provision of goods or services to members of the public or other third parties.~~

~~**Disability**—"Disability" as defined in the Human Rights Code, means:~~

~~(a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;~~

~~(b) A condition of mental impairment or a developmental disability;~~

~~(c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;~~

~~(d) A mental disorder; or~~

~~(e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; ("handicap").~~



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Support Persons Procedure	Policy Number:	6.6
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.7 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

~~**Service Animal**—An animal that is readily apparent to be used by a person for reasons relating to his or her disability, or if the person provides documentation from a health care practitioner confirming that the person requires the animal for reasons relating to his or her disability.~~

~~**Support Person**—A person who accompanies a person with a disability in order to assist the person with a disability with communication, mobility, personal care, medical needs or with access to goods or services.~~

~~**Third Party**—A representative of a business or organization who is receiving Township goods or services or acting in an official capacity. Examples include: provincial inspectors, vendors, or local media.~~

6.6.4 Identifying Support Persons

A support person may be a personal support worker, volunteer, friend, or family member. He or she may help a person with a disability with communicating, personal care, mobility, sensory or emotional support or medical care.

In some situations, it may not be clear which person is the support person. A person with a disability might not introduce his or her support person. To determine who is the support person, **CSRs employees** should take the lead from the person who is requesting the goods or services, or ask. When it is determined who the customer is, **CSRs employees** should speak directly to the customer, not the support person, **unless otherwise directed by the customer.**

6.6.5 Areas Open to Support Persons

A person with a disability and his or her support person are permitted to enter into any area where Township goods or services are offered. Unless otherwise requested by a person with a disability,



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Support Persons Procedure	Policy Number:	6.6
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		Replaces:	10.7 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

~~CSRs~~ the Township will permit the support person to remain with the person with a disability throughout the entire duration of obtaining, using, or benefiting from Township goods or services.

6.6.6 Confidential Information

When ~~a CSR~~ an employee must discuss confidential information with a person who is accompanied by a support person, the ~~CSR~~ employee will ask the person with a disability whether the support person may remain present. If the person with the disability chooses not to have the support person present, the ~~CSR~~ employee will offer a close and comfortable location where the support person can wait.

6.6.7 Lack of Adequate Space

If there is not adequate space to provide Township goods or services to a person with a disability and his or her support person, the ~~CSR~~ employee should arrange for an alternate location with adequate space. If an alternate location is not available, the ~~CSR~~ employee will:

- Make a reasonable effort to accommodate both the person with a disability and the support person within the available space.
- If reasonable, offer a close and comfortable location where the support person can wait, preferably where they can remain within sight of each other.

6.6.8 Appropriate Behaviour

Support persons are required to adhere to the same rules and demonstrate appropriate behaviour, as are all other persons receiving Township goods or services.



Township of Douro-Dummer - Human Resources Policy Manual

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Prepared By:	Human Resources	Approved By:	CAO

6.6.9 Admission Fees for Support Persons

The Township will ~~provide notice in advance about what not charge an~~ admission fee ~~will be charged~~ for support persons, ~~if applicable~~.

Please see Appendix Form 6.6 Notice of Admission Fees.

6.6.10 When a Support Person is Required

The Township may require a support person to accompany a person with a disability when a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others. ~~The Township will not charge an admission fee for the presence of a support person.~~

6.6.11 Appendix, Related Documents & Links

Pertinent Resources

[Accessibility Standards for Customer Service \(Ontario Regulation 429/07\)](#)

Related Policies:

1.5 (a) Accessible Customer Service Policy



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Assistive Devices Procedure	Policy Number:	6.7
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.9 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

6.7.1 Purpose

This procedure implements, in part, the Township of Douro-Dummer's Accessible Customer Service Policy. The purpose of this procedure is to provide guidelines regarding the use and availability of assistive devices, services, and alternate service methods to access Township goods or services.

6.7.2 Application

This procedure applies to:

- a.) Every person with a disability who uses an assistive device or would benefit from assistive services or alternate service methods.
- b.) Every ~~Customer Service Representative (CSR)~~ employee of the Township.
- c.) Anyone who participates in developing Township policies, practices, and procedures governing the provision of Township goods or services to members of the public or other third parties.
- d.) Premises, where Township goods or services are offered, to which the public or other third parties have access.
- e.) Managers/supervisors of facilities and service areas where Township goods or services are provided who are responsible for ensuring compliance with this procedure.

~~6.7.3 Definitions~~

~~**Agent**—A person or business providing goods or services on behalf of the Township through a contract or agreement.~~

~~**Assistive Device**—A device that is used by people with disabilities to help with daily living, including cognition aids, communication aids, medical aids, and personal mobility aids. Examples~~



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Assistive Devices Procedure	Policy Number:	6.7
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.9 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

~~include: wheelchairs, walkers, white canes, oxygen tanks, portable chalkboards, and electronic communication devices.~~

~~**Township**—The Corporation of the Township of Douro-Dummer.~~

~~**Township Goods or Services**—Goods or services provided by the Township or an agent on behalf of the Township.~~

~~**Customer Service Representative (CSR)**—An employee, agent, volunteer or otherwise who, on behalf of the Township, provides or oversees the provision of goods or services to members of the public or other third parties.~~

~~**Disability**—"Disability" as defined in the Human Rights Code, means:~~

~~(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;~~

~~(b) a condition of mental impairment or a developmental disability;~~

~~(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;~~

~~(d) a mental disorder; or~~



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Assistive Devices Procedure	Policy Number:	6.7
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.9 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

~~(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).~~

~~**Service Animal**—An animal that is readily apparent to be used by a person for reasons relating to his or her disability, or if the person provides documentation from a health care practitioner confirming that the person requires the animal for reasons relating to his or her disability.~~

~~**Third Party**—A representative of a business or organization who is receiving Township goods or services or acting in an official capacity. Examples include: Provincial inspectors, vendors, or local media.~~

6.7.3 Use of Personal Assistive Devices

~~CSRs~~ The Township will allow people to use their personal assistive devices to access the Township’s goods or services.

There may be circumstances where use of a personal assistive device is prohibited by law or is determined by the ~~CSR~~ Township to pose a significant safety risk to the person with a disability or others. In these cases the ~~CSR~~ Township will offer alternate service methods **or alternate available assistive devices** in consultation with the person with a disability.

~~The CSR will~~ Employees should consult with their supervisor or manager when they are uncertain about the use of assistive devices.

6.7.4 Inventory of Assistive Devices, Services, and Alternate Service Methods

If a facility or service area that provides Township goods or services has an inventory of assistive devices, a list will be compiled and maintained.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Assistive Devices Procedure	Policy Number:	6.7
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.9 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

Examples of assistive devices:

- TTY (teletypewriter)
- Telephones with large numbers
- Personal amplifiers
- Sound systems

Examples of assistive services:

- Guided tours
- Alternate location for service delivery

Examples of alternate service methods:

- ~~CSR~~ Employee assisting a person to complete a transaction
- Providing home delivery of goods or services

6.7.5 Providing Access to Assistive Devices, Assistive Services, and Alternate Service Methods

~~CSRs~~ Employees will be trained on how to use the equipment or assistive devices available on Township premises that may help with the provision of goods or services to people with disabilities.

If available, assistive devices, assistive services and alternate service methods will be provided by ~~a CSR~~ the Township to any person upon request.

~~CSRs~~The Township will offer available assistive devices, services, or alternate service methods if:



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Assistive Devices Procedure	Policy Number:	6.7
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.9 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

- It is readily apparent that a person would benefit from the device or service, or,
- The service is needed as an alternative to a person's assistive device.

6.7.6 Appendix, Related Documents & Links

Pertinent Resources:

[Accessibility Standards for Customer Service \(Ontario Regulation 429/07\)](#)

Related Policies:

1.5 (a) Accessible Customer Service Policy



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Availability of Accessible Customer Service Documents	Policy Number:	6.8
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.10 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

6.8.1 Purpose

This procedure implements, in part, the Township of Douro-Dummer's Accessible Customer Service Policy. The purpose of this procedure is to provide instructions regarding how the Township will provide notice of the availability of documents and the manner and format by which documents will be provided.

6.8.2 Application

This procedure applies to:

- a.) Every ~~Customer Service Representative (CSR) employee of the Township.~~
- b.) Anyone who participates in developing Township policies, practices, and procedures governing the provision of Township goods or services to members of the public or other third parties.
- c.) Managers/supervisors of facilities and service areas where Township goods or services are provided who are responsible for ensuring compliance with this procedure.

This procedure includes only original Township documents developed in response to the **Accessibility Standards for Customer Service** (Ontario Regulation 429/07), as detailed later in this procedure.

~~This procedure does not include other Township documents. For example, this procedure does not require the Township's Official Plan to be provided in accessible formats.~~

~~6.8.3 Definitions~~

~~**Agent**—A person or business providing goods or services on behalf of the Township through a contract or agreement.~~



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Availability of Accessible Customer Service Documents	Policy Number:	6.8
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.10 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

~~**Assistive Device**—A device that is used by people with disabilities to help with daily living, including cognition aids, communication aids, medical aids, and personal mobility aids. Examples include: wheelchairs, walkers, white canes, oxygen tanks, portable chalkboards, and electronic communication devices.~~

~~**Township**—The Corporation of the Township of Douro-Dummer.~~

~~**Township Goods or Services**—Goods or services provided by the Township or an agent on behalf of the Township.~~

~~**Customer Service Representative (CSR)**—An employee, agent, volunteer or otherwise who, on behalf of the Township, provides or oversees the provision of goods or services to members of the public or other third parties.~~

~~**Disability**—"Disability" as defined in the Human Rights Code, means:~~

~~(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;~~

~~(b) a condition of mental impairment or a developmental disability;~~

~~(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;~~



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Availability of Accessible Customer Service Documents	Policy Number:	6.8
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~~(d) a mental disorder; or~~

~~(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).~~

~~**Service Animal**—An animal that is readily apparent to be used by a person for reasons relating to his or her disability, or if the person provides documentation from a health care practitioner confirming that the person requires the animal for reasons relating to his or her disability.~~

~~**Third Party**—A representative of a business or organization who is receiving Township goods or services or acting in an official capacity. Examples include: Provincial inspectors, vendors, or local media.~~

~~6.8.4 Documents Available in Accessible Formats~~

~~The Township will ensure that a document describing the following policies and procedures are available in accessible formats:~~

- ~~a) Accessible Customer Service Policy~~
- ~~b) Accessible Customer Service Training Procedure~~
- ~~c) Assistive Devices Procedure~~
- ~~d) Availability of Accessible Customer Service Documents Procedure~~
- ~~e) Feedback on the Provision of Goods and Services to People with Disabilities Procedure~~
- ~~f) Notice of Temporary Service Disruptions Procedure~~
- ~~g) Service Animals Procedure~~
- ~~h) Support Persons Procedure~~
- ~~i) Communication Standards Procedure~~



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Availability of Accessible Customer Service Documents	Policy Number:	6.8
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.10 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

~~j) Emergency Procedures or Plans~~

~~k) Public Safety Information~~

6.8.3 Accessible Formats

When providing a document to a person with a disability, the Township will provide the document, or the information contained in the document, in a format that takes the person's disability into account.

If the Township determines that it is not technically feasible to convert the information or communications, or the technology to convert the information or communication is not readily available, that person who requires the information will be provided with:

1. an explanation as to why the information or communications are not convertible; and
2. a summary of the unconvertible information or communications.

6.8.4 Providing Notice of Availability of Accessible Documents

The Township will notify the public and other third parties regarding the availability of accessible customer service documents on the website www.dourodummer.on.ca. The notice will:

- Indicate that the document is available in accessible formats;
- Provide a link to an electronic, plain-text version of the document; and,
- Explain how to request alternate formats.

6.8.5 Requests for Accessible Customer Service Documents

Accessible customer service document(s) will be available to the public at www.dourodummer.on.ca.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Availability of Accessible Customer Service Documents	Policy Number:	6.8
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		Replaces:	10.10 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

Anyone can request and obtain a copy of the Township's accessible customer service documents. Requests can be made in person to any **GSR employee**. Requests submitted by telephone, website, e-mail, facsimile, or in writing will be directed to the Township employee.

When ~~a GSR~~ the Township receives a request for an accessible customer service document the ~~GSR Township~~ will:

1. Ask the person if they would like the document in an accessible format. If so, ask the person's preferred format; and – which format?
2. If the document can be readily produced in the requested format, provide the person with the document as soon as is reasonably possible and confirm that the format is acceptable; or
3. If the document cannot be readily produced in the requested format, contact the **Customer Service Coordinator** to address the request. The **GSR employee** will provide the Customer Service Coordinator with the customer's name and preferred contact information. The **Customer Service Coordinator** will consult with the person with a disability to determine an alternate format that is acceptable. When the person receives the document, the **Customer Service Coordinator** will confirm that the format is acceptable.

The **Customer Service Coordinator** will make every reasonable effort to ensure that requests for accessible customer service documents do not take significantly longer than requests for the same documents in standard print.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Availability of Accessible Customer Service Documents	Policy Number:	6.8
Effective Date:	June 30, 2021	Revision Number: Replaces:	2 10.10 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

6.8.6 Appendix, Related Documents & Links

Pertinent Resources:

[Accessibility Standards for Customer Service \(Ontario Regulation 429/07\)](#)

[Accessibility for Ontarians With Disabilities](#)

Related Policies:

1.5 (a) Accessible Customer Service Policy



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Integrated Accessibility Standards Procedure	Policy Number:	6.9
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	A-17 January 1, 2012
Prepared By:	Human Resources	Approved By:	CAO

6.9.1 Purpose

The purpose of this policy is to fulfill certain requirements as set out in Ontario regulation 191/11, the Employment, Information and Communication, and Transportation Standards have been combined into the Integrated Accessibility Standards.

Ontario Regulation 191/11 was passed on June 3rd, 2011 and became law on July 1st, 2011. The Township of Douro-Dummer is required to comply with the Standards of Employment and Information and Communication. The Township of Douro-Dummer does not have public transportation or taxi cabs and therefore is not subject to the Transportation Standard.

In support of this policy, corresponding Procedures and Practices will be set out to support the policy and may be amended from time to time.

6.9.2 Administration

Procedure and Practices may be amended or added to the Integrated Accessibility Standards Policy as necessary and appropriate in order to ensure that it is current and applicable. Such amendments or additions shall be approved by a Resolution from Council and be coordinated with, and become part of, the Policy.

6.9.3 Application

This policy applies to all ~~members of Council, all employees staff~~, full and part-time and all volunteers.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Integrated Accessibility Standards Procedure	Policy Number:	6.9
Effective Date:	June 30, 2021	Revision Number: Replaces:	2 A-17 January 1, 2012
Prepared By:	Human Resources	Approved By:	CAO

6.9.4 Definitions

~~“Disability” shall be defined as found in the Ontario Human Rights Code (Part II, Sections 10. (1) of the OHRC)~~

- ~~a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect, or illness and, without limiting the generality of the forgoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness, or visual impediment, deafness or hearing impediment, muteness or speech impediment or physical reliance on a guide dog or other animal or on a wheelchair or other medical appliance or device.~~
- ~~b) a condition of mental impairment or developmental disability.~~
- ~~c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.~~
- ~~d) a mental disorder, or~~
- ~~e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997, (“handicap”)~~

~~“Principle of Dignity” shall mean the policies, procedures and practices that respect the dignity of a person with a disability are those that treat them as customers and clients who are as valued and as deserving of effective and full service as any other customer. People with disabilities will not be treated as an afterthought or be forced to accept lesser service, quality or convenience.~~



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Integrated Accessibility Standards Procedure	Policy Number:	6.9
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	A-17 January 1, 2012
Prepared By:	Human Resources	Approved By:	CAO

~~“Principle of Independence” in some instances, independence means a freedom from control or influence of others—freedom to make one’s own decisions. In other situations, it may mean the freedom to do a task in one’s own way.~~

~~“Principle of Integration” shall mean integrated services that allow people with disabilities to fully benefit from the same services, in the same place and in the same, or similar as other customers.~~

~~“Principle of Equal Opportunity” equal opportunity means having the same chances, options, benefits and results as others. In the case of services, it means that people with disabilities have the same opportunity to benefit from the way the Township provides goods and services as other people do. People with Disabilities should not have to make significantly more effort to access or obtain services. People with Disabilities should also not have to accept lesser quality or more inconvenience.~~

6.9.4 Establishment of Policies, Practices and Procedures

The Township is committed to ensure that employees are provided with a barrier free and accessible workplace **as much as possible** where everyone is treated fairly, equitably, provided equal opportunity and that their dignity and independence are respected.

That a person’s disability will be taken into account when communicating with them, this may mean using an accessible format and communication supports to ensure that Persons with Disabilities are treated and receive the same information as those without disabilities. This is to be done in a timely manner and at a cost that is not more than the regular cost charged to others.

Furthermore, that people with disabilities will be able to access sources of information and communication included the emergency information, in a format that is free of barriers.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Integrated Accessibility Standards Procedure	Policy Number:	6.9
Effective Date:	June 30, 2021	Revision Number: Replaces:	2 A-17 January 1, 2012
Prepared By:	Human Resources	Approved By:	CAO

~~The Township will establish Policies and Procedures under the Integrated Accessibility Standards Regulation – Employment, Information and Communication Standards to comply with the established timelines as directed.~~

References & Related Policies:

- 1.5 (b) AODA: Integrated Accessibility Standards
- 6.10 Emergency Procedures, Plans and Public Safety Information Procedure
- 6.11 Workplace Emergency Response Procedure



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Emergency Procedures, Plans and Public Safety Information Procedure	Policy Number:	6.10
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	A-17 January 1, 2012
Prepared By:	Human Resources	Approved By:	CAO

6.10.1 Purpose

This procedure implements, in part, the Township of Douro-Dummer's Accessibility Policies. The purpose of this procedure is to direct the provision of the Accessibility for Ontarians with Disabilities Integrated Standards Regulation – Information and Communication that states:

13. Emergency procedure, plans or public safety information

- a) In addition to its obligations under Section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practical, upon request.
- b) Obligated organizations that prepare emergency procedures, plans or public safety information and make the information available to the public ~~shall have met~~ meet the requirements of this section by January 1, 2012.

6.10.2 Procedure

All information regarding emergency procedures, plans or public information that is provided on behalf of the Township of Douro-Dummer will be available in an accessible format or with appropriate communication supports, as soon as practical, upon request.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Workplace Emergency Response Procedure	Policy Number:	6.11
Effective Date:	June 30, 2021	Revision Number: Replaces:	2 A-17 January 1, 2012
Prepared By:	Human Resources	Approved By:	CAO

6.11.1 Purpose

This procedure implements, in part, the Township of Douro-Dummer's Accessibility Policies. The purpose of this procedure is to direct the provision of the Accessibility for Ontarians with Disabilities Integrated Standards Regulation (Employment Standard) that States:

27. (1) Every Employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.
- (2) If an employee who received individualized workplace emergency response information required assistance, with the employee's consent, the Employer shall provide the emergency response information to a person designated by the Employer to assist the employee.
- (3) Employers shall provide the information required as soon as practical after the Employer becomes aware of the need for accommodation due to the employee's disability.
- (4) Every Employer shall review the individualized emergency response information,
 - (a) When the employee moves to a different location in the organization;
 - (b) When the employee's overall accommodations needs or plans are reviewed; and
 - (c) When the Employer reviews its general emergency response policies.
- (5) Every Employer shall meet the requirements of this section by January 1, 2012.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Workplace Emergency Response Procedure	Policy Number:	6.11
Effective Date:	June 30, 2021	Revision Number: Replaces:	2 A-17 January 1, 2012
Prepared By:	Human Resources	Approved By:	CAO

6.11.2 Procedure

- 1) Prior to January 1, 2012, every employee of the Township of Douro-Dummer will be provided with a copy of the Township's Integrated Accessibility Standards Regulation (~~Employment~~ Policy 1.5 (b)). Employees will also be given the Workplace Emergency Response Form Appendix 6.11 (a) to self-identify should they wish or feel a need for assistance to evacuate the building or cope with a workplace emergency.
 - a) Either immediately or as the employee becomes aware of the need for accommodation due to their disability, the appendix Form 6.11 (a) is to be completed by the employee and returned to the Health and Safety Rep or the CAO.
 - b) Newly hired employees will be provided with a copy of the Assistance to Evacuate Building Request Form 6.11 (b), in addition to the Policies regarding Accessible Customer Service at the time of offer of employment or orientation.
- 2) A meeting will be held with the employee's Manager and appropriate staff to discuss how the employee can be accommodated to meet their requirements. The Fire Safety Plan, for the specific areas the employee works in, will be amended with an individualized Plan to accommodate the staff member, using appendix Form 6.11 (c). At the consent of the identified employee, any staff with responsibility in the case of an evacuation or emergency situation will be consulted and may be trained to assist.
- 3) If an employee moves to a different location in the corporation, they are to notify their new supervisor of the need to be accommodated, should they feel they need accommodation in the new position/ location.



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Workplace Emergency Response Procedure	Policy Number:	6.11
Effective Date:	June 30, 2021	Revision Number: Replaces:	2 A-17 January 1, 2012
Prepared By:	Human Resources	Approved By:	CAO

- 4) An outline of the Emergency Plan procedure will be made available to every employee on request in an accessible format if required.

Related Documents:

- 6.11 (a) Emergency Assistance Notice Form
- 6.11 (b) Employee Emergency Information Worksheet Form
- 6.11 (c) Individualized Workplace Emergency Response Worksheet Form



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	AODA Resources	Policy Number:	6.12
Effective Date:	June 30, 2021	Revision Number: Replaces:	2 10.8 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

6.12.1 Additional Resource Links

Ontario Regulation 429/07: Accessibility for Ontarians with Disabilities Act, 2005

Format: Online

Language: English, French

http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm

Accessibility for Ontarians with Disabilities:

www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario

Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07

Format: Print, online (HTML, PDF, Word)

Language: English, French

http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accesson/compliance/customer/accessibility_guide

Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07

Format: Online (HTML, PDF, Word)

http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accesson/compliance/customer/Compliance_Manual.htm

Accessibility Standards for Customer Service: Summary of Requirements

Format: Print, online (PDF, Word)

Language: English, French

http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accesson/compliance/customer/Summary_require

Training Resource: Accessibility Standards for Customer Service, Ontario Regulation 429/07

Format: Print, online (HTML, PDF, Word)

Language: English, French

http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accesson/compliance/customer/comp_training.htm



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	AODA Resources	Policy Number:	6.12
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.8 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

Serve-Ability: Transforming Ontario's Customer Service

Format: Online (Flash, HTML), CD

Language: English, French

<http://www.mcass.gov.on.ca/mcass/serve-ability/splash.html>

AODA Contact Centre: Toll-Free: 1-866-515-2025

TTY: 1-416-325-3408/1-800-268-7095 Fax: 1-416-325-3407

AccessON: for videos, posters, legislation etc.

www.AccessON.ca or www.AccessON.ca/compliance

Ontario Municipal Accessibility Toolkit www.accessiblemunicipalities.ca

The Occupational Health and Safety Act, R.S.O. 1990, c. 0.1

Format: Online

Language: English and French

<http://www.search.e-laws.gov.on.ca/en/isysquery/ea27b4f5-1f12-4386-a91c-7b6a4368eff7/1/frame/?search=browseStatutes&context=>

The Employment Standards Act, 2000, S.O. 2000, c. 41

Format: Online

Language: English

<http://www.search.e-laws.gov.on.ca/en/isysquery/921bed0d-03d4-4476-af3a-fcc9a803d4a0/1/frame/?search=browseStatutes&context=>

Workplace and Insurance Act, 1997, S.O. 1997, c. 16, Sched. A

Format: Online

Language: English and French

<http://www.search.e-laws.gov.on.ca/en/isysquery/c1b1e787-3cad-474b-a72e-24f5b05d11b2/3/frame/?search=browseStatutes&context=>



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	AODA Resources	Policy Number:	6.12
Effective Date:	June 30, 2021	Revision Number:	2
		Replaces:	10.8 January 1, 2010
Prepared By:	Human Resources	Approved By:	CAO

Fire Protection and Prevention Act, 1997, S.O. 1997, c. 4

Format: Online

Language: English and French

<http://www.search.e-laws.gov.on.ca/en/isysquery/3a0889f9-e2cc-4ff6-904c-c8940935d79c/3/frame/?search=browseStatutes&context=>

Ontario Human Rights Code, R.S.O. 1990, c. H.19

Format: Online

Language: English

<http://www.search.e-laws.gov.on.ca/en/isysquery/8921f248-a22c-4aa1-b2af-4a59f8755433/1/frame/?search=browseStatutes&context=>

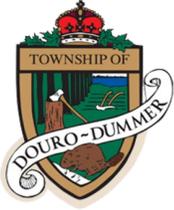
Labour Relations Act, 1995, S.O. 1995, c.1, Sched. A

Format: Online

Language: English

<http://www.search.e-laws.gov.on.ca/en/isysquery/52fe958f-3661-4f7e-a93d-d497d886c308/4/frame/?search=browseStatutes&context=>

[Blind Persons' Rights Act](#)



The Township of Douro-Dummer Human Resources Policy Manual

ACKNOWLEDGEMENT

To be signed by employees of the
Township of Douro-Dummer

Employee Name (Print):

I acknowledge receipt of the Policy Manual and understand that my continued association constitutes acceptance of any changes that may be made in content or application of these Policies.

By signing below, I acknowledge that I have received and read these Policies, and that I have had the opportunity to ask any questions, and that I fully understand the contents as they relate to my employment with Douro-Dummer.

Note: The contents of this manual do not constitute, nor should it be construed as a promise of employment or as a contract between the Municipality and any of its employees.

The Township of Douro-Dummer reserves the right to modify, suspend, or terminate any of the policies, procedures, and/or benefits described in the manual with reasonable notice to employees.

Signature

Date



The Township of Douro-Dummer Human Resources Policy Manual

VERSION CONTROL

Policies are to be reviewed every term of Council (four years). Health and Safety policies will be reviewed annually.

Document Owner(s)	Organization
CAO	Douro-Dummer

Employment Manual Version Control

Policy	Version	Date	Author	Change Description

**TOWNSHIP OF DOURO-DUMMER
HARASSMENT / VIOLENCE IN THE WORKPLACE
REPORT FORM & INVESTIGATION PLANNER**

Name of investigator:

Date of investigation:

A. Background Information

Who are the people involved? Who reported and when?

1. Name of person who reported workplace harassment
2. If not the same person as above, name of person who allegedly experienced workplace harassment
3. Date complaint/concern raised
4. Name of worker(s) (complaining or possibly exposed to workplace harassment): Position/Department
5. Name of respondent(s) (alleged harasser); Position/ Department
If not a worker – provide details

B. Investigation Plan

Plan and conduct the investigation:

1. Obtain the worker(s) concerns of harassment in writing, if possible. Assistance should be provided in completing the form where necessary.
2. An investigator needs to interview the worker who allegedly experienced workplace harassment and the alleged harasser (if a worker of the employer). If the alleged harasser is not a direct report of the employer, the investigator should make reasonable efforts to interview him or her.
3. Make a list of possible relevant witnesses. The worker who allegedly experienced workplace harassment and the alleged harasser should be asked for names of any relevant witnesses.
4. Interview relevant witnesses. Ask specific questions about what they have observed, what they are aware of or have personally experienced.
5. Collect and review relevant documents from the worker, alleged harasser, witnesses and the employer.

6. Take detailed notes.
7. Keep the investigation confidential. Instruct the worker who allegedly experienced workplace harassment, the alleged harasser and witnesses not to talk to others about the investigation unless it is necessary, for instance, to obtain advice or counseling.

C. Worker(s) Concerns/Workplace Harassment Allegations

When did the incident(s) occur? Confirm date of first incident and any subsequent behaviours or conduct. Note that recalling events of harassment can be stressful for the complainant.

Date of first incident:

Date of last incident:

Date of other incident(s):

D. Alleged Harasser(s) Response

The alleged harasser(s) will likely need details of the allegation of harassment to be able to respond.

E. Interview Relevant Witnesses

List witnesses. Interview relevant witnesses and make notes.

F. Collected documentation

List the documents collected for the investigation and how or from whom they were obtained.

G. Investigation Result(s)

The investigator's summary report should set out who was interviewed, what evidence was obtained and an analysis of the evidence to determine whether workplace harassment occurred.

Summary of key evidence:

Recommended next steps:

Report provided to:



The Township of Douro-Dummer

Workplace Bullying and Harassment Reporting Form

Appendix 1.2

This form is to be used to report incidents of bullying and harassment in the workplace as is required by legislation and Township Policy. **Emp. ID (HR purposes only):** _____

Section One: Complainant Information

Name (please print):	Work Location:
Position:	Incident Reported To:
Department:	Date Reported:

Section Two: Details of Incident

Category of Bullying (check all that apply): <ul style="list-style-type: none"> <input type="checkbox"/> Physical (e.g. hitting, kicking, tripping, shoving, spitting, damaging property, etc.) <input type="checkbox"/> Verbal (e.g. name calling, insults, teasing, putting down, intimidation or threats, etc.) <input type="checkbox"/> Social (e.g. rumours, racial slurs, gossip, public embarrassment, alienation or isolation, etc.) <input type="checkbox"/> Electronic (e.g. using the Internet, cell phones, or other technology to send, text, or post content intended to hurt or embarrass) 	<ul style="list-style-type: none"> <input type="checkbox"/> Discriminatory (e.g. mistreatment, put downs, denied opportunities or jokes based on any grounds protected by the Human Rights Code) <input type="checkbox"/> Sexual (e.g. unwanted flirting, touching, sexual advances, suggestive messages, etc.) <input type="checkbox"/> Racial (e.g. derogatory remarks, jokes, and name-calling in regard to one's race) <input type="checkbox"/> Poisoned Work Environment (e.g. comments or actions that make one feel unwelcome or uncomfortable at work) <input type="checkbox"/> Personal Harassment (e.g. abuse of authority, acts of intimidation, malicious gossip or slander, etc.)
Date(s) of Incident(s):	
Time(s) of Incident(s):	
Site of Incident(s) (LVP, PCCP, etc.):	
Area of Incident(s) (office, field, etc.):	
Alleged Respondent(s):	
Repeat Incident: No Yes, please explain in description	
Weapons Involved: No Yes Type:	
Did anyone witness the incident? No Yes Name(s):	
Did a physical injury result from this incident?	
No	Yes – no medical attention required
Did a psychological injury result from this incident?	
No	Yes – E.A.P. services required

Section Three: Description of Incident



The Township of Douro-Dummer

Workplace Bullying and Harassment Reporting Form

Appendix 1.2

This form is to be used to report incidents of bullying and harassment in the workplace as is required by legislation and Township Policy. **Emp. ID (HR purposes only):** _____

I am filing this complaint because I honestly believe that _____ has been harassing/bullying me.

I hereby certify that to the best of my knowledge the above-mentioned information is true, accurate, and complete. Making false or frivolous allegations is in violation of this policy and subject to disciplinary sanctions.

Furthermore, I realize that an inquiry will be initiated once this complaint has been filed.

Signature of Complainant: _____ Date: _____

This form is to be submitted to _____ as indicated below:

Printed and Delivered to:

E-mail:



The Township of Douro-Dummer

Workplace Violence Reporting Form

Appendix 1.3

This form is to be used to report incidents of workplace violence as is required by legislation and Township Policy. **Emp. ID (HR purposes only):** _____

Section One: Complainant Information

Name (please print):	Work Location:
Position:	Incident Reported To:
Department:	Date Reported:

Section Two: Details of Incident

Date of Incident:	Category of Violence (check all that apply): <input type="checkbox"/> Type 1: Criminal Intent (e.g. robbery or trespassing) <input type="checkbox"/> Type 2: Customer (e.g. a customer becomes violent while being served by the Township of Douro-Dummer) <input type="checkbox"/> Type 3: Worker-on-Worker (e.g. employee or past employee attacks or threatens another employee) <input type="checkbox"/> Type 4: Personal Relationship (e.g. domestic violence victims attacked or threatened at work)
Time of Incident: <input type="checkbox"/> <input type="checkbox"/> A.M. <input type="checkbox"/> <input type="checkbox"/> P.M.	
Site of Incident (LVP, PCCP, etc.):	
Area of Incident (office, field, etc.):	
Alleged Aggressor(s):	Nature of Incident (check all that apply): <input type="checkbox"/> Physical Abuse <input type="checkbox"/> Verbal Abuse <input type="checkbox"/> Verbal Threat <input type="checkbox"/> Written Threat <input type="checkbox"/> Damaged Property <input type="checkbox"/> Violent Behaviour <input type="checkbox"/> Other: _____
Repeat Incident: <input type="checkbox"/> No <input type="checkbox"/> Yes	
Weapons Involved: <input type="checkbox"/> No <input type="checkbox"/> Yes Type:	
Injuries sustained:	
Outcome of Incident: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Assailant Apprehended <input type="checkbox"/> Emotional Shock or Distress <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Police Called <input type="checkbox"/> Lost Time <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Legal Action Taken <input type="checkbox"/> Fatal Injury <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> First Aid Required <input type="checkbox"/> Medical Assistance Required <input type="checkbox"/> Other: _____	



The Township of Douro-Dummer

Workplace Violence Reporting Form

Appendix 1.3

This form is to be used to report incidents of workplace violence as is required by legislation and Township Policy. **Emp. ID (HR purposes only):** _____

Action Initiated:	Additional Information (names, contact method, dates, times, etc.)
<input type="checkbox"/> Completed Appropriate Forms	
<input type="checkbox"/> Contacted Manager/Director	
<input type="checkbox"/> Contacted Police	
<input type="checkbox"/> Contacted HR	
<input type="checkbox"/> Trespass Order Issued	
<input type="checkbox"/> Staff Training/In-Service	
<input type="checkbox"/> Personal Protective Equipment	
<input type="checkbox"/> EAP Referral/Information	
<input type="checkbox"/> Other	
<input type="checkbox"/> Other	

Section Five: Preventative Measures

Measures taken to prevent a recurrence:

- | | | |
|---|--|---|
| <input type="checkbox"/> Re instruct/Trained Worker | <input type="checkbox"/> Trespass Order Issued | <input type="checkbox"/> Contacted Police |
| <input type="checkbox"/> Contacted HR | <input type="checkbox"/> Relocated Worker | |
| <input type="checkbox"/> Other: | | |

Notification(s) for other immediate action (manager):

- | | | |
|---|--|---|
| <input type="checkbox"/> Incident documented and reported | <input type="checkbox"/> Medical attention required/provided | <input type="checkbox"/> WSIB Form filled out and submitted |
|---|--|---|

Section Six: Signatures and Distribution

Print name if completing on behalf of another:

Signature of Complainant/Other: _____ Date: _____

Signature of Manager: _____ Date: _____

Resolved: Yes No Next steps:

This form is to be submitted to _____ as indicated below:

Printed and Delivered to:

E-mail:

Workshop/Conference/Training Session Report

Supervisor Preapproval (date): _____

CAO Preapproval (date): _____

Date(s) of Event:

Topic:

Group that Facilitated or Organized Event: (ie. OGRA, ORFA, AMCTO, etc.)

Location:

Registration Fee:

Travelling Costs:

Accommodation:

Other Costs: (meals, parking, etc.)

If Workshop briefly outline the content and what you learned from the event:

If Training Session briefly outline the subject matters covered and what you learned from each:

If Conference outline the sessions you attended and what you learned from each of these:

Overall rating of event: (very good, good, poor, not worthwhile).

Other Comments:

If there are materials from the event that would be useful to support this report please attach.

Name of Person Attending:

Signature of Person Attending:

Note: please submit this report to your immediate supervisor and a copy to the CAO.

**The Corporation of the Township of Douro-Dummer
By-law Number 2021-62**

**Being a By-law to adopt a compensation agreement for management employees,
a policy for
progression through the salary grid and an extra hour worked policy.**

Whereas a compensation agreement for management employees has been negotiated between the Council for the Township of Douro-Dummer and its employees;

And whereas a policy for progression through the salary grid has been developed;

And whereas a policy to deal with working extra hours has been developed;

Now therefore the Council of The Corporation of the Township of Douro-Dummer enacts as follows:

1. That the Compensation Agreement for the year 2022 attached as Schedule “A” to this by-law be hereby adopted.
2. That the policy for progression through the salary grid, attached as Schedule “B” to this by-law is hereby adopted.
3. That the policy for dealing with working extra hours, attached as Schedule “C” to this by-law is hereby adopted.
4. 2022– As per the OMERS pension inflation index – TBD
5. That the following By-laws be hereby repealed:
By-law Number 2008-89
By-law Number 2019-77
By-law Number 2020-69
6. That this By-law shall come into force and effect on the 1st day of January, 2022.

Passed in open Council this 5th day of October, 2021.

Mayor

CAO

Schedule "A" To By-Law No. 2021-62

**Management Employee Compensation Agreement
Township of Douro-Dummer**

1. Full-Time Employees:

C.A.O. - Deputy Clerk - Deputy Treasurer, Clerk/Planning Coordinator, Treasurer, Manager of Public Works, Manager of Parks & Recreation, Fire Chief – Manager of Emergency Services, Chief Building Official

Any management position not listed as full-time will therefore be classified as part-time for the purposes of this Agreement.

Part-Time Managers

Shall be governed by the Employments Standards Act, save and except for any references herein that provide for additional benefits over and above the requirements of such Act.

2. Benefits:

- a. That the Township of Douro-Dummer pay One Hundred Percent (100%) of the Manulife Dental Plan restorative and orthodontic at one (1) year behind current rates, Extended Health Plan, Vision, Life Insurance for Employees, Dependent Life, Accidental Death and Dismemberment and Employee Assistance Program (EAP). The premium for all Long Term Disability and Short Term Disability for all full time employees shall be paid by the employees.

Benefits will be extended to age 70 for person eligible for the benefit package and actively employed by the Township. This extension does not apply to short term and long term disability and the life insurance benefit will be reduced to 1 time earnings.

- b. That the Township of Douro-Dummer, having implemented the Ontario Municipal Employees Retirement System (OMERS):
- shall pay fifty percent (50%) of the monthly contribution for all eligible employees;
 - shall make it compulsory for all full time managers; and
 -

Part-time Managers have the option to participate only after meeting the required OMERS membership criteria.

- c. Any manager may purchase optional service in OMERS provided the cost thereof is absorbed by the Manager. Optional service includes, but is not limited to, service with the municipality prior to the municipality becoming a member; prior service with municipality for which a refund was taken, etc.
- d. The benefits costing will be presented to Council every two years, prior to the renewal date. This presentation will focus on the cost of the benefits using the four most current actual rates, to determine an average premium increase and what, if any, actions will be necessary.

3. Holidays:

- a. The following holidays shall be allowed as paid holidays for all **full-time** Managers:

New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day - (**See *Note**), Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day, Remembrance Day (from 10:30 am to 11:30 am) and two personal days (to be taken when approved by supervisor) and 1/2 day before Christmas and 1/2 day before New Year's.

***Note - Canada Day-** shall be taken on July 1st or when this holiday falls on a Saturday or Sunday it be established that the holiday shall be taken on the Monday following.

- b. In addition to the above, the days between Christmas and New Years in **2022** - 28, 29 and 30

shall be allowed as time off. These days, if taken off, shall be deducted from remaining holidays, personal days or extra hours worked. Pay for work performed on these days will be at the normal rate of pay. If no holiday or extra hours worked remains, said Manager may take days off as shown but shall not receive pay for such.

4. Vacations:

- a. That all full time Managers be entitled to vacation as follows (unless otherwise negotiated as the time of hire):

Two (2) weeks paid vacation after one (1) full year.

Three (3) weeks paid vacation after five (5) full years.

Four (4) weeks paid vacation after ten (10) full years.

Five (5) weeks paid vacation after fifteen (15) full years.

Six (6) weeks paid vacation after twenty (20) full years.

Seven (7) weeks paid vacation after thirty (30) full years.

Progression in the vacation schedule shall occur in the calendar year on the employee's anniversary date.

Full time Managers are required to fill out a prescheduled vacation list by March 15th of each year, up to March 14th of the following year, for approval by their supervisor.

An employee retiring/terminating employment at any time shall be entitled to payment, which is prorated according to time worked in the calendar year and the vacation year.

Any new Manager shall receive a prorated portion of this allocation upon date of hire. Such shall be based on the number of months of employment by the Township (unless otherwise negotiated as the time of hire).

- b. Full time Managers if unable to use their vacation during the current year, may carry over any unused portion to September 30th of the following year.
- e. A Full Time Manager who is retiring to an OMERS pension and who provides a minimum of six (6) months written notice to their supervisor of his/her pending retirement is entitled:

- to take their full annual vacation entitlement as of the date of notification of the retirement and;

- will also be provided with a monetary retirement benefit equal to his/her full annual vacation entitlement as of the date of notification of the retirement. The monetary retirement benefit will be paid at the end of the six (6) month's notice.

Managers are not entitled to take this monetary benefit as vacation time in lieu of payment. The amount of vacation entitlement and monetary retirement benefit is only equal to one (1) year's vacation entitlement each.

5. Meeting Pay:

Attendance at Council meetings when required is deemed to be part of the manager's duties and no extra time will be allocated for such

6. Sick Leave Allowance:

a. Each full time manager will be given the equivalent of two (2) normal work weeks of non-cumulative sick leave allowance on January 1st of each year.

Any new Manager shall receive a prorated portion of this allocation upon date of hire (unless otherwise negotiated as the time of hire). Such shall be based on the number of months of employment by the Township in the year of hire.

b. Effective December 31, 2015, employees shall be entitled to accumulate up to five (5) days per calendar year of unused sick time at the end of each calendar year for the sole purpose of creating a maximum of five (5) day reserve time to be used exclusively for the purpose of bridging the qualifying period for the Weekly Income Insurance Program.

The accumulated days shall be used only for this purpose and shall not be transferable for any other purpose. In the event that some or all of the time accumulated days are used, the employee shall be entitled to re-commence accumulating unused sick days as per the previous paragraph.

The accumulated time for this provision shall have no other value and will not be paid out in cash at any time.

c. Benefit Continuation During Disability Period:

The Employer shall continue to pay the necessary portions* of the benefit package after a Manager leaves the active work force due to illness or accident for a period not to exceed twelve (12) months. At the end of twelve (12) months, the Manager may request the Employer to continue the group benefits provided the Manager reimburses the Employer for the cost of the necessary premiums. If no request is made by the manager to continue coverage through the Employer's Plan, the benefit package will be discontinued. *Necessary portions shall mean the complete benefit package, save and except for those portions that are eligible for a waiver of premium. The employer shall continue to pay the necessary portions of the benefit package in the case of a sudden death of a manager for a maximum of six (6) months from date of death.

d. The employer shall continue to pay, if the spouse or partner does not have benefit coverage (subject to written confirmation from the spouse or partner that benefits are not required), the necessary portions** of the benefit package in the case of a death of an employee for a maximum of six (6) months from date of death.

**necessary portions shall mean the complete benefit package, save and except for those portions that are eligible for a waiver of premium or are no longer necessary following the death of the employee- i.e.: life insurance.

7. Mileage:

a. The employer shall pay to each Manager using their personal vehicle on municipal business an amount as per the Township's Mileage Rate By-law. This shall not include driving to and from work.

b. Each Manager claiming mileage shall keep a log and submit a monthly statement showing the date, purpose and destination of each mileage claim.

8. Work Week:

Road, Managers

That the normal work week for the road managers shall be 40 hours per week:
Monday through Thursday 7:00 a.m. - 4:00 p.m. (1/2 hour lunch)
Friday 7:00 a.m. - 1:00 p.m. (no lunch)

Parks and Recreation Managers:

That the normal work week for Parks and Recreation Managers shall be 40 hours per week scheduled as per the needs of the facilities.

Fire Department Managers:

That the normal work week for Fire Department Managers shall be 40 hours per week:

Monday through Thursday 8:30 a.m. - 4:30 p.m. (1 hour lunch)
Friday 8:30 a.m. - 4:00 p.m. (1 hour lunch)
Plus additional hours outside of the above hours for fire practices and emergency calls to make up the 40 hours

Municipal Office Managers

That the normal work week for the office managers shall be 34.5 hours per week:
Monday through Thursday 8:30 a.m. - 4:30 p.m. (1 hour lunch)
Friday 8:30 a.m. - 4:00 p.m. (1 hour lunch)

Extra Hours Worked: The employer shall compensate for extra hours worked in accordance with the approved Extra Hours Worked Policy – See Schedule “C” of this Agreement.

9. Jury Duty:

That if any Township Manager is required to be part of a jury selection and/or act on jury duty, they shall continue to receive their regular rate of pay for their regularly scheduled work day hours, no mileage will be paid by the Township. Any allowance less mileage paid by the courts for such jury duty shall be deposited with the municipality.

10. Unsafe Weather or Other Conditions:

When a Manager reports to work any given day and the weather or other conditions on said day make it such that work is impossible, then the manager shall return home and shall be allowed four (4) hours pay for such.

If during the day the weather or other conditions create potentially unsafe conditions, staff may leave work early. Staff will be paid for the time worked that day, plus a maximum of 4 additional hours; total pay for the day not to exceed the maximum of their regular scheduled daily pay.

The decision to return home and whether pay is to be allowed shall be at the discretion of the C.A.O.

11. Compassionate Leave:

- a. Each full time Manager of the Township of Douro-Dummer shall be granted a maximum of three (3) days leave in the case of the death of a husband, wife or child, parent, brother, sister, father-in-law, mother-in-law, sister-in-law, brother-in-law, grandparent or grandchild or other instances as may be deemed appropriate by the C.A.O. This shall include step-parent, step-brother, step-sister and step-children. These days shall be granted with pay.
- b. Each full time Manager shall be granted a maximum of one (1) day with pay in the case of the death of an aunt, uncle, niece, nephew or other instances as may be deemed appropriate by the C.A.O.
- c. Additional time may be granted with pay at the discretion of the C.A.O.
- d. If the death of a family member occurs during a manager's vacation, the manager will be granted bereavement leave with pay and the equivalent vacation credits will be restored for the bereavement period.
- e. Each full time Manager may be granted time off with pay, with the approval of the C.A.O., to attend the funeral of a fellow employee.

12. Association Memberships:

The employer shall pay the cost of any work related association membership fees of Managers if recommended by the C.A.O.

13. Personal Protective Equipment:

Each full time Manager on the road crew and the community centre, as well as the chief building official shall be granted an annual personal protective equipment allowance in the amount of \$ 275.00, payable to each respective, Manager upon submission of a receipt to substantiate.

14. Retirement Benefits:

This Section (Section 14) only applies to existing municipal managers being employed by the Township on or before January 1, 2012, having sixteen (16) or more years of service.

- a. The employer shall establish a reserve fund for the purpose of providing funds to carry the benefit package for the period of ten (10) years or to the age of sixty-five (65) whichever comes first following the date of retirement. The employer shall allocate sufficient funds each year to the reserve fund, for this benefit.

Any retiring Manager would have the option of purchasing (at his/her expense) dental coverage during the benefit continuation period, as well as the total package after the end of the continuation period up to the age of sixty-five (65).

NOTE: This benefit does not apply when a manager is not retiring but rather leaves the employ of the municipality to accept a position elsewhere.

15. Annual Bonus:

The employer shall pay to each Manager a lump sum savings in the first pay of December equal to the Manager's yearly contribution.

16. Wellness Program:

That the Township of Douro-Dummer reimburse each full time manager an amount up to a maximum of one hundred and fifty dollars (\$150.00) annually, towards the cost of specified classes or programs associated with the improvement of one's health. Said classes or programs must be instructed by accredited personnel or be associated with an accredited facility. Proof of enrolment and a receipt must be presented for reimbursement.

17. Medical Exams and Testing:

Where it is a requirement of any full time staff manager to hold a specific driver's license that mandates periodic medical exams and/testing and or renewal, the municipality shall reimburse said manager the full cost of said medical exam and testing (upon successful completion of testing). This does not include the renewal of a "G" license.

18. Review of Agreement:

This agreement shall be reviewed prior to January 1, 2023, at a time that is agreeable to both the employees and the employer. Regardless of the date of review, all changes in compensation shall be effective January 1st of the said year unless otherwise agreed upon by the employees and employer.

Dated: October 5, 2021

Mayor, J. Murray Jones

Acting Clerk, Martina Chait-Hartwig

Schedule "B" to By-law No. 2021-62

Municipal Policy for Salary Grid Progression For Employees

Progression through the salary grid shall be dependent on the individual employee advancing himself/herself through training, development, experience, and satisfactory performance reviews. It shall be a combination of these items that may result in advancement through the salary grid.

Requirement One:

It has been established that each year, all employees shall participate in performance reviews relating to their position. A satisfactory performance review will be one of the requirements of a movement through the salary grid. One aspect of a satisfactory performance review- but not a requirement- is the advancement of the employee's skills and abilities through further education and training related to the municipal field.

The municipality provides the incentive for training and development opportunities for all employees. These training and development opportunities provide the employee with the ability to advance their ability to perform their duties- thereby benefiting the municipality. Training and development can take place in a number of various ways, but the two main forms are:

1. Training and development during regular working hours, for which the employer pays the cost of the course and the employee's wages.
2. Training and development outside of regular working hours, for which the employer pays the cost of the course, but the employee receives no compensation for their time.

The benefits of the successful completion of training and development in both areas above provide a similar benefit to the municipality- a more qualified employee. But option 2 above, also shows the initiative of the employee to advance himself/herself on their own time- without compensation from the municipality- and should be recognized differently and more heavily weighted than option 1.

Training and development shall be considered in the following manner:

For successful completion of training and development during working hours: advancement through the salary grid shall be dependent on a minimum of 80 hours of successful completion of training and development.

For successful completion of training and development outside of working hours: advancement through the salary grid shall be dependent on a minimum of 60 hours of successful completion of training and development. These hours shall all be outside of the normal working day of the employee.

For successful completion of training and development as a combination of both of the above: advancement through the salary grid shall be dependent on a minimum of 75 hours of successful completion of training and development, of which a minimum of 40 hours must be outside of the normal working day.

The C.A.O. shall make the determination, upon consultation with the employee, of the appropriate classification of training and development and the number of hours to be considered.

Requirement Two:

Each year of employ with the municipality should provide the employee with additional experience and knowledge that should be of benefit to the municipality and shall be a

second requirement for movement through the salary grid. For employees that work only part weeks or for a portion of the year, the yearly benefit towards experience shall be pro-rated based on the number of hours they work.

Progression:

If requirement one and two are both satisfactorily met, then the C.A.O. may recommend to Council that the employee be granted a salary grid increment.

NOTE: A satisfactory performance review and one year of additional work experience, without any additional training or education, will not be sufficient to achieve a recommendation of a salary grid increment

Other Options:

Each year of experience for an employee, does provide additional development and training for that employee, and it should be recognized that this in fact is a benefit to the municipality and be reflected in the compensation for that employee. As such, for each 5 years of employment, and a satisfactory performance review in each of these 5 years, the C.A.O., may recommend to Council to grant a progression of one increment forward on the salary grid. An unsatisfactory performance review shall negate advancement, until such time as there are 5 satisfactory reviews that have been accumulated over a period of eight (8) consecutive years. Time away from work through unpaid leave of absence granted by the municipality, or on disability leave, shall not be considered when computing the 5 years of service, unless the leave of absence is to provide some training and development or research that would be of direct benefit to the municipality.

A substantial change in the duties and/or responsibilities of an employee, should be recognized through the compensation paid to that employee. Upon the recommendation of the C.A.O., Council may grant the recommended increment in the salary grid because of the changes in duties and/or responsibilities.

An employee that has made a significant contribution to the betterment of the municipality or a significant contribution to the operations of the municipality, may also be considered for an advancement through the salary grid. Upon the provision of documentation to Council, accompanied by a recommendation from the C.A.O., Council may consider granting the recommended progression through the salary grid.

Other Conditions:

When a Manager has successfully progressed through the salary grid and has reached the last step on the grid, the only advancement from that point on will be:
If the salary grid is reconfigured to allow further progression; or
If Council considers a further increase over and above the salary grid, said increase shall be part and parcel of any future reconfiguration of the salary grid.

No more than one salary grid increment shall be granted in a 12 month period. The time frame for consideration of a future grid increment shall start at the effective date of the last grid increment for that Manager.

The exception to one increment per year being granted would be in the following circumstance: where the Manager is eligible for a grid increment because of 5 satisfactory reviews and has also successfully completed the required education and/or development hours to advance in the salary grid. In this instance, the Manager would be eligible for two salary grid increments.

Schedule "C" To By-law No. 2021-62

Township of Douro-Dummer

Extra Hours Worked Policy
(-Management Staff)

For Management whose primary cause of working extra hours is due to, working on special projects, working during an emergency or declared disaster in their own or another municipality, etc. (current positions covered by this are the C.A.O., Clerk/Planning Coordinator, Treasurer, Chief Building Official, Manager of Emergency Services/Fire Chief, Manager of Public Works, and Manager of Recreation Facilities)

Compensation (at straight time) for working extra hours (except for during an emergency or declared disaster) is limited to:

- 1 week of management time off to compensate for extra hours worked in the normal duties required in the management role. Tracking of time is required and a quarterly report must be submitted to the C.A.O. If it is found that there are excessive amounts of extra hours (normally anything over the 120 to 140 annual hours is deemed to be excessive) being worked, the C.A.O. will meet with the manager to develop a strategy to reduce these hours.

Compensation for working extra hours during an emergency or declared disaster shall be as follows:

- It is recognized that municipal staff may be required to work extended hours during an emergency or declared disaster either for their own municipality or for another municipality under request for assistance. When the emergency control group has been activated in the municipality or when a request for assistance has been made by another municipality that has declared a state of emergency, both salaried and hourly paid Managers will be entitled to accumulate and record overtime. The normal overtime policy will apply to hourly Managers and in the case of salaried Managers they will be entitled to time and one-half.

The Corporation of the Township of Douro-Dummer

By-law Number 2021-61

Being a By-law to adopt a compensation agreement for Non-Management Employees, a policy for progression through the salary grid and an overtime policy.

Whereas a compensation agreement has been negotiated between the Council for the Township of Douro-Dummer and its employees;

And whereas a policy for progression through the salary grid has been developed;

And whereas a policy to deal with overtime has been developed;

Now therefore the Council of The Corporation of the Township of Douro-Dummer enacts as follows:

1. That the Compensation Agreement for the year 2022 attached as Schedule “A” to this by-law be hereby adopted.
2. That the policy for progression through the salary grid, attached as Schedule “B” to this by-law is hereby adopted.
3. That the policy for dealing with overtime, attached as Schedule “C” to this by-law is hereby adopted.
4. That the salary grid be given annual increases, effective on the first pay in January of the given year, as follows:

2022 – As per the OMERS pension inflation index – TBD
5. That the following by-laws be hereby Repealed:
By-law Number 2019-76
By-law Number 2020-68
6. That this By-law shall come into force and effect on the 1st day of January, 2022.

Passed in open Council this 5th day of October, 2021.

Mayor

CAO

Schedule "A" to By-Law No. 2021-61

**Employee Compensation Agreement
Township of Douro-Dummer**

1. Full-Time Employees:

That for the purposes of the Employee Compensation Agreement the following positions be listed as full-time positions:

Equipment Operator (F)*, Truck Driver (F)*, Receptionist/IT Coordinator, Deputy Clerk, Deputy Treasurer - AP/Payroll Clerk, Deputy Treasurer – Tax Clerk, Assistant to the Manager of Recreation Facilities, Administrative Assistant – Treasury Services, Administrative Assistant – Municipal Services, Administrative Assistant – Legislative Services, Administrative Assistant – Senior, Building Inspector

Any position not listed as full-time will therefore be classified as part-time for the purposes of this Agreement.

*The position of Equipment Operator and Truck Driver can be deemed to be either a full time or part time position depending on how such is posted. All full time positions in these categories shall be designated by an (F) following the position title and all part time positions shall be designated by a (P) following the position title. This methodology could be used for any position if required.

Part-Time Employees:

Shall be governed by the Employments Standards Act, save and except for any references herein that provide for additional benefits over and above the requirements of such Act.

2. Benefits:

- a. That the Township of Douro-Dummer pay One Hundred Percent (100%) of the Manulife Dental Plan restorative and orthodontic at one (1) year behind current rates, Extended Health Plan, Vision, Life Insurance for Employees, Dependent Life, Accidental Death and Dismemberment and Employee Assistance Program (EAP). The premium for all Long Term Disability and Short Term Disability for all full time employees shall be paid by the employees.

Benefits will be extended to age 70 for persons eligible for the benefit package and actively employed by the Township. This extension does not apply to short term and long term disability and the life insurance benefit will be reduced to 1 time earnings.

- b. That the Township of Douro-Dummer, having implemented the Ontario Municipal Employees Retirement System (OMERS):
- shall pay fifty percent (50%) of the monthly contribution for all eligible employees;
 - shall make it compulsory for all full time employees; and
 -

Part-time employees have the option to participate only after meeting the required OMERS membership criteria.

- c. Any employee may purchase optional service in OMERS provided the cost thereof is absorbed by the employee. Optional service includes, but is not limited to, service with the municipality prior to the municipality becoming a member; prior service with municipality for which a refund was taken, etc.
- d. The benefits costing will be presented to Council every two years, prior to the renewal date. This presentation will focus on the cost of the benefits using the four

most current actual rates, to determine an average premium increase and what, if any, actions will be necessary.

3. Holidays:

- a. The following holidays shall be allowed as paid holidays for all **full-time** municipal employees:
New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day - (**See *Note**), Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day, Remembrance Day (from 10:30 am to 11:30 am) and two personal days (to be taken when approved by supervisor) and 1/2 day before Christmas and ½ day before New Year's.

***Note - Canada Day-** shall be taken on July 1st or when this holiday falls on a Saturday or Sunday it be established that the holiday shall be taken on the Monday following.

- b. In addition to the above, the days between Christmas and New Years in **2022** - 28, 29 and 30

shall be allowed as time off. These days, if taken off, shall be deducted from remaining holidays, personal days or banked hours. Pay for work performed on these days will be at the normal rate of pay. If no holiday or banked time remains, said employee may take days off as shown but shall not receive pay for such.

4. Vacations:

- a. That all full time employees be entitled to vacation as follows:
Two (2) weeks paid vacation after one (1) full year.
Three (3) weeks paid vacation after five (5) full years.
Four (4) weeks paid vacation after ten (10) full years.
Five (5) weeks paid vacation after fifteen (15) full years.
Six (6) weeks paid vacation after twenty (20) full years.
Seven (7) weeks paid vacation after thirty (30) full years.

Progression in the vacation schedule shall occur in the calendar year on the employee's anniversary date.

Full time employees are required to fill out a prescheduled vacation list by March 15th of each year, up to March 14th of the following year, for approval by their supervisor.

An employee retiring/terminating employment at any time shall be entitled to payment, which is prorated according to time worked in the calendar year and the vacation year.

Any new employee shall receive a prorated portion of this allocation upon date of hire. Such shall be based on the number of months of employment by the Township.

- b. Full time employees, if unable to use their vacation during the current year, may carry over any unused portion to September 30th of the following year.
- c. A permanent employee who is retiring to an OMERS pension and who provides a minimum of six (6) months written notice to their supervisor of his/her pending retirement is entitled:

- to take their full annual vacation entitlement as of the date of notification of the retirement and;

- will also be provided with a monetary retirement benefit equal to his/her full annual vacation entitlement as of the date of notification of the retirement. The monetary retirement benefit will be paid at the end of the six (6) months' notice.

Employees are not entitled to take this monetary benefit as vacation time in lieu of payment. The amount of vacation entitlement and monetary retirement benefit is only equal to one (1) year's vacation allotment each.

5. Meeting Pay:

Non-management employees, who as part of their regular duties, are required to attend two regular Council meetings per month shall not receive any additional compensation for attending these meetings, but shall receive overtime, as per Schedule 'C', when said employee attends other meetings such as committee of the whole, committee, board, Council, etc. The provisions of Schedule 'C' for these meetings would only apply if said meeting is outside of normal work hours.

6. Sick Leave Allowance:

- a. Each full time employee will be given the equivalent of two (2) normal work weeks of non-cumulative sick leave allowance on January 1st of each year. Any new employee shall receive a prorated portion of this allocation upon date of hire. Such shall be based on the number of months of employment by the Township in the year of hire.
- b. Effective December 31, 2015, employees shall be entitled to accumulate up to five (5) days per calendar year of unused sick time at the end of each calendar year for the sole purpose of creating a maximum of five (5) day reserve time to be used exclusively for the purpose of bridging the qualifying period for the Weekly Income Insurance Program.

The accumulated days shall be used only for this purpose and shall not be transferable for any other purpose. In the event that some or all of the time accumulated days are used, the employee shall be entitled to re-commence accumulating unused sick days as per the previous paragraph.

The accumulated time for this provision shall have no other value and will not be paid out in cash at any time.

c. Benefit Continuation During Disability Period:

The Employer shall continue to pay the necessary portions* of the benefit package after an employee leaves the active work force due to illness or accident for a period not to exceed twelve (12) months. At the end of twelve (12) months, the employee may request the Employer to continue the group benefits provided the employee reimburses the Employer for the cost of the necessary premiums. If no request is made by the employee to continue coverage through the Employer's Plan, the benefit package will be discontinued.

*Necessary portions shall mean the complete benefit package, save and except for those portions that are eligible for a waiver of premium.

- d. The employer shall continue to pay, if the spouse or partner does not have benefit coverage (subject to written confirmation from the spouse or partner that benefits are not required), the necessary portions** of the benefit package in the case of a death of an employee for a maximum of six (6) months from date of death.

**necessary portions shall mean the complete benefit package, save and except for those portions that are eligible for a waiver of premium or are no longer necessary following the death of the employee- i.e.: life insurance.

7. Mileage:

- a. The employer shall pay to each employee using their personal vehicle on municipal business an amount as per the Township's Mileage Rate By-law. This shall not include driving to and from work.
- b. Each employee claiming mileage shall keep a log and submit a monthly statement showing the date, purpose and destination of each mileage claim.

8. Work Week:

Road Employees – 40 hours per week

That the normal summer season (May Long Weekend to Thanksgiving – weather dependent) work week for the road employees shall be:

Monday through Thursday 7:00 a.m. - 4:00 p.m. (1/2 hour lunch)
Friday 7:00 a.m. - 1 a.m. (no lunch)

Any road employee called in after normal working hours will receive a minimum of three (3) hours pay or time in lieu at a rate of time-and-a-half.

Office Staff

That the normal work week for the office staff shall be:

Monday through Thursday 8:30 a.m. - 4:30 p.m. (1 hour lunch)
Friday 8:30 a.m. - 4:00 p.m. (1 hour lunch)

Extra hours worked over and above the normal work day may be banked to a maximum of two (2) weeks.

Overtime: The employer shall compensate overtime in accordance with the approved Overtime Policy – See Schedule “C” of this Agreement.

9. Jury Duty:

That if any Township employee is required to be part of a jury selection and/or act on jury duty, they shall continue to receive their regular rate of pay for their regularly scheduled work day hours. Mileage will not be paid by the Township. Any allowance less mileage paid by the courts for such jury duty shall be deposited with the municipality.

10. Unsafe Weather or Other Conditions:

When an employee reports to work any given day and the weather or other conditions on said day make it such that work is impossible, then the employee shall return home and shall be allowed a maximum four (4) hours pay for such.

If during the day the weather or other conditions create potentially unsafe conditions, staff may leave work early. Staff will be paid for the time worked that day, plus a maximum of 4 additional hours; total pay for the day not to exceed the maximum of their regular scheduled daily pay.

The decision to return home and whether pay is to be allowed shall be at the discretion of the C.A.O.

11. Compassionate Leave:

- a. Each full time employee of the Township of Douro-Dummer shall be granted a maximum of three (3) days leave in the case of the death of a husband, wife or child, parent, brother, sister, father-in-law, mother-in-law, sister-in-law, brother-in-law, grandparent or grandchild or other instances as may be deemed appropriate by the C.A.O. This shall include step-parent, step-brother, step-sister and step-children. These days shall be granted with pay.
- b. Each full time employee shall be granted a maximum of one (1) day with pay in the case of the death of an aunt, uncle, niece, nephew or other instances as may be deemed appropriate by the C.A.O.
- c. Additional time may be granted with pay at the discretion of the C.A.O.
- d. If the death of a family member occurs during an employee's vacation, the employee will be granted bereavement leave with pay and the equivalent vacation credits will be restored for the bereavement period.
- e. Each full time employee may be granted time off with pay, with the approval of the C.A.O., to attend the funeral of a fellow employee.

12. Association Memberships:

The employer shall pay the cost of any work related association membership fees of employees if recommended by the C.A.O.

13. Personal Protective Equipment:

- a. Each full time employee on the road crew and the community centre, as well as the building inspector and the transfer station custodian shall be granted an annual personal protective equipment allowance in the amount of \$ 275.00, payable to each respective employee, upon submission of a receipt to substantiate.

14. Retirement Benefits:

This Section (Section 14) only applies to existing municipal employees being employed by the Township on or before January 1, 2012, having sixteen (16) or more years of service.

- a. The employer shall establish a reserve fund for the purpose of providing funds to carry the benefit package excluding dental for the period of ten (10) years or to the age of sixty-five (65) whichever comes first following the date of retirement. The employer shall allocate sufficient funds each year to the reserve fund for this benefit.

Any retiring employee would have the option of purchasing (at his/her expense) dental coverage during the benefit continuation period, as well as the total package after the end of the continuation period up to the age of sixty-five (65).

NOTE: This benefit does not apply when an employee is not retiring but rather leaves the employ of the municipality to accept a position elsewhere.

15. Annual Saving Program:

The employer shall pay to each employee a lump sum savings in the first pay of December equal to the employee's yearly contribution.

16. Wellness Program:

That the Township of Douro-Dummer reimburse each full time employee an amount up to a maximum of one hundred and fifty dollars (\$150.00) annually, towards the cost of specified classes or programs associated with the improvement of one's health. Said classes or programs must be instructed by accredited personnel or be associated with an accredited facility. Proof of enrolment and a receipt must be presented for reimbursement.

17. Medical Exams and Testing:

Where it is a requirement of any full time staff member to hold a specific driver's license that mandates periodic medical exams and/testing and or renewal, the municipality shall reimburse said employee the full cost of said medical exam and testing (upon successful completion of testing). This does not include the renewal of a "G" license.

18. Review of Agreement:

This agreement shall be reviewed prior to January 1, 2023, at a time that is agreeable to both the employees and the employer. Regardless of the date of review, all changes in compensation shall be effective January 1st of the said year unless otherwise agreed upon by the employees and employer.

Dated: October 5, 2021

Mayor, J. Murray Jones

Acting Clerk, Martina Chait-Hartwig

Schedule "B" to By-law No. 2021-61

Municipal Policy for Salary Grid Progression For Employees

Progression through the salary grid shall be dependent on the individual employee advancing himself/herself through training, development, experience, and satisfactory performance reviews. It shall be a combination of these items that may result in advancement through the salary grid.

Requirement One:

It has been established that each year, all employees shall participate in performance reviews relating to their position. A satisfactory performance review will be one of the requirements of a movement through the salary grid. One aspect of a satisfactory performance review- but not a requirement- is the advancement of the employee's skills and abilities through further education and training related to the municipal field.

The municipality provides the incentive for training and development opportunities for all employees. These training and development opportunities provide the employee with the ability to advance their ability to perform their duties- thereby benefiting the municipality. Training and development can take place in a number of various ways, but the two main forms are:

1. Training and development during regular working hours, for which the employer pays the cost of the course and the employee's wages.
2. Training and development outside of regular working hours, for which the employer pays the cost of the course, but the employee receives no compensation for their time.

The benefits of the successful completion of training and development in both areas above provide a similar benefit to the municipality- a more qualified employee. But option 2 above, also shows the initiative of the employee to advance himself/herself on their own time- without compensation from the municipality- and should be recognized differently and more heavily weighted than option 1.

Training and development shall be considered in the following manner:

For successful completion of training and development during working hours: advancement through the salary grid shall be dependent on a minimum of 80 hours of successful completion of training and development.

For successful completion of training and development outside of working hours: advancement through the salary grid shall be dependent on a minimum of 60 hours of successful completion of training and development. These hours shall all be outside of the normal working day of the employee.

For successful completion of training and development as a combination of both of the above: advancement through the salary grid shall be dependent on a minimum of 75 hours of successful completion of training and development, of which a minimum of 40 hours must be outside of the normal working day.

The C.A.O. shall make the determination, upon consultation with the employee, of the appropriate classification of training and development and the number of hours to be considered.

Requirement Two:

Each year of employ with the municipality should provide the employee with additional experience and knowledge that should be of benefit to the municipality and shall be a

second requirement for movement through the salary grid. For employees that work only part weeks or for a portion of the year, the yearly benefit towards experience shall be pro-rated based on the number of hours they work.

Progression:

If requirement one and two are both satisfactorily met, then the C.A.O. may recommend to Council that the employee be granted a salary grid increment.

NOTE: A satisfactory performance review and one year of additional work experience, without any additional training or education, will not be sufficient to achieve a recommendation of a salary grid increment

Other Options:

Each year of experience for an employee, does provide additional development and training for that employee, and it should be recognized that this in fact is a benefit to the municipality and be reflected in the compensation for that employee. As such, for each 5 years of employment, and a satisfactory performance review in each of these 5 years, the C.A.O., may recommend to Council to grant a progression of one increment forward on the salary grid. An unsatisfactory performance review shall negate advancement, until such time as there are 5 satisfactory reviews that have been accumulated over a period of eight (8) consecutive years. Time away from work through unpaid leave of absence granted by the municipality, or on disability leave, shall not be considered when computing the 5 years of service, unless the leave of absence is to provide some training and development or research that would be of direct benefit to the municipality.

A substantial change in the duties and/or responsibilities of an employee, should be recognized through the compensation paid to that employee. Upon the recommendation of the C.A.O., Council may grant the recommended increment in the salary grid because of the changes in duties and/or responsibilities.

An employee that has made a significant contribution to the betterment of the municipality or a significant contribution to the operations of the municipality, may also be considered for an advancement through the salary grid. Upon the provision of documentation to Council, accompanied by a recommendation from the C.A.O., Council may consider granting the recommended progression through the salary grid.

Other Conditions:

When an employee has successfully progressed through the salary grid and has reached the last step on the grid, the only advancement from that point on will be: If the salary grid is reconfigured to allow further progression; or If Council considers a further increase over and above the salary grid, said increase shall be part and parcel of any future reconfiguration of the salary grid.

No more than one salary grid increment shall be granted in a 12 month period. The time frame for consideration of a future grid increment shall start at the effective date of the last grid increment for that employee.

The exception to one increment per year being granted would be in the following circumstance: where the employee is eligible for a grid increment because of 5 satisfactory reviews and has also successfully completed the required education and/or development hours to advance in the salary grid. In this instance, the employee would be eligible for two salary grid increments.

Schedule "C" To By-law No. 2021-61

Township of Douro-Dummer

Overtime Policy
(Non-Management Staff)

It is accepted that under certain circumstances, it is necessary for employees of the Township of Douro-Dummer to work overtime. It is also accepted that for these hours of overtime, the employee will be compensated, either in time off in lieu, or (if policy maximums have been accumulated) through direct pay, at the rate of 1.5 times their normal rate of pay for each hour of overtime worked with the exception of Sundays.

Urgent or emergency work being carried out on Sundays the employee will be compensated, either in time off in lieu, or (if policy maximums have been accumulated) through direct pay, at the rate of two (2) times their normal rate of pay for each hour of overtime worked. Work on Sundays which is not part of the regularly scheduled work will only be worked and paid at the manager's (s) or C.A.O.'s (s) discretion.

Overtime shall not commence until the normal number of hours in the applicable day and for the applicable department have been worked.
(amendment By-law 2009-64)

As part of the payroll records of the municipality, a record of the overtime is kept and is available for inspection by the supervisor and C.A.O. on behalf of Council.

All overtime required shall be approved in advance by the supervisor.

Any time off in lieu shall be at the discretion of the supervisor and where possible the supervisor will try to accommodate the employee's request.

Any employee shall be allowed to accumulate a maximum number of hours that are the equivalent of two (2) normal work weeks.

When any employee reaches the maximum number of hours that can be accumulated, any overtime hours worked over and above the maximum, will be paid at the rate of 1.5 times their normal rate for each hour worked over the maximum. If the employee takes time off in lieu sufficient to reduce the accumulated hours below the maximum, then any overtime hours worked will be accumulated until the maximum is reached.

On the first pay period following November 30th in each year, all banked time will be paid out to the employee, and any overtime hours for the month of December will be paid to the employee at the rate of 1.5 time the normal hourly rate. Each employee will be permitted to retain sufficient days of banked time, if necessary, to cover the time off between Christmas and New Year's, as per section 3(b) of the compensation agreement.



Township Of Douro-Dummer



Municipal Health and Safety Program/Policy

January 2009
Reviewed and Posted March 30, 2016
Amended April 5, 2011, November 15, 2011,
January 15, 2019, June 30, 2021

Township of Douro-Dummer

HEALTH AND SAFETY PROGRAM/POLICY

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1. Policy Statement

The Corporation of the Municipality of Douro-Dummer is committed to the Health and Safety of its employees/workers and *will do all things reasonable and* will take every reasonable precaution and means to protect its employees/workers from work related injury and illness.

It is therefore the policy of the Municipality to provide and maintain a safe and healthy work environment *and to meet or exceed the legislative requirements of* the Occupational Health and Safety Act and all *other pertinent legislation* and regulations, as it is our belief that accidents and injuries can be prevented.

Accidental loss and injuries can be controlled through good management in combination with active employee involvement, loss/injury prevention is the direct responsibility of all management personnel and workers alike. The prevention of accidents is an objective affecting all levels of the organization and its activities and the Municipality will provide leadership and support for the Health and Safety Program along with necessary resources to ensure its effectiveness in providing safe equipment, appropriate clothing, safe work practices and a safe work environment.

At all workplaces it is the responsibility of management to fulfill the commitments set forth in this policy by ensuring employees/workers are given the necessary instruction, information and supervision to enable them to perform their work safely. It is also the responsibility of Management to participate and support the Health and Safety program which will include the participation in the development and implementation of safe work practices and procedures/policies and the promotion of these procedures/policies. All workers ,*and contractors and sub-contractors*, must protect his/her own safety and must personally conduct themselves in a manner, which will promote safe work practices and procedures by ensuring the consistent use of proper safety equipment when required, reporting of hazards and participating in and supporting the Health and Safety program .

The Township of Douro-Dummer will also make every reasonable effort to provide suitable return to work opportunities for every employee who is unable to perform his or her regular duties following a work-related injury or illness.

We believe that regardless of the type of job or service being performed, the health and safety of the employee/worker must always be a prime consideration.

Date _____

Jim Jones, Head of Council

Elana Arthurs, Chief Administrative Officer

2. Municipal Health and Safety Program

The Municipality of Douro-Dummer through its various Departments will demonstrate the development, implementation and maintenance of a comprehensive health and safety program through the following initiatives.

2.1 Safety Responsibility

Reinforce the Municipality's commitment to the Health and Safety Program and to establish ongoing training programs to educate employees and promote awareness, public safety and to meet regularly with workers.

2.2 Safety Manual

Provide a user friendly manual for all municipal equipment, tools and processes and identify equipment and procedures, which require instruction, training, pre-use inspections, or certification.

2.3 Compliance

Promote awareness and compliance of all workers in accordance with legislation including the Occupational Health and Safety Act.

2.4 Workplace Inspections

To train, implement and ensure adherence to the procedure for the timely reporting of dangerous situations and the implementation of corrective measures through regular workplace inspections by identifying and evaluating, potential and actual hazards to protect the worker.

2.5 Accident Investigation Procedure

To train, implement and ensure adherence to the appropriate accident investigation procedures is the responsibility of all Department Heads and/or designates in compliance with the Occupational Health and Safety Act. Implement a thorough accident investigation procedure involving the Department Heads and Joint Health and Safety Representative(s) to ensure a complete, objective and co-operative investigation to identify its causes and consequences and submit recommendations.

2.6 Education and Training

Develop, implement and evaluate worker training programs and review procedures annually with the Health and Safety Representative(s) which will assist management and supervisors in the implementation and maintenance of a safe work environment.

2.7 Contractor Safety

To ensure adherence to policies and procedures to include minimum health and safety requirements for contractors prior to being hired by the Municipality to be consistent with municipal procedures and to include procedure for warning and/or stop work orders to be followed should any contractor violate the established requirements.

2.8 Workplace Harassment

To train, implement and ensure adherence to the policy and procedure dealing with all types of workplace harassment.

2.9 Safety Awareness

To support the annual Safety Awareness Week and promote Health and Safety in the workplace.

2.10 Municipal Health and Safety Injury Frequency – Assessment Program

Participation in a voluntary reporting program which provides relevant statistical information on a municipal service basis.

3 Safety Responsibility

3.1 Health and Safety Representative(s)

Purpose:

To promote awareness among the employees and reinforce the commitment of the Municipality's Health and Safety Program. To assist in the development of the overall Health and Safety program, and make recommendations to management. To enhance general safety awareness and ensure that the health and safety of employees remains a high priority for management staff within the organization. In addition, this Representative(s) serves to foster good communication between departments regarding health and safety matters and acts as a liaison with Municipal Council. The Representative(s) will conduct monthly inspections of each worksite.

Functions, powers and duties of the Representative(s) are specified in the Occupational Health and Safety Act and relate to the three major tasks of identifying, assessing and recommending action to control health and safety hazards.

Health and Safety Representative(s) shall:

1. Ensure that the functions of the Health and Safety Representative(s) are complied with and that all powers and duties of the Representative(s) are exercised in accordance with the Occupational Health and Safety Act.
2. Take an active role in the promotion of health and safety in the workplace.

3. Identify situations that may be a source of danger or hazard to workers and obtain information regarding actual or potential hazards including identification of potential or existing hazards of materials, processes or equipment and address matters related to Designated Substance Regulations and WHMIS where applicable.
4. Assist in developing and making recommendations for the improvement of the health and safety of workers through establishment, maintenance and monitoring of programs, standards and procedures respecting the health and safety of workers.
5. Obtain information concerning the conducting or taking of tests of any equipment, machine, device, article, thing, material or biological, chemical or physical agent in or about a workplace for the purpose of occupational health and safety including testing methods and strategies to be used. Ensure that a designated ~~member~~ employee representing workers is present if the designated ~~member~~ employee believes their presence is required to ensure that valid testing procedures are used or to ensure that the test results are valid.
6. Encourage adequate education and training programs in order that all employees are knowledgeable in their rights, restrictions, responsibilities and duties under the Occupational Health and Safety Act.
7. Assist in determining training needs by reviewing accident statistics and other relevant information and recommend Health and Safety training programs and promote safety awareness to employees to protect workers and enable them to perform their work safely.
8. Ensure that Health and Safety information, of both a work related and non-work related nature, is communicated to all employees.
9. Review accident investigations to determine trends. Assess the need for additional job and/or health and safety training and ensure information about accidents is communicated to the Chief Administrative Officer, where appropriate.
10. Perform unannounced safety inspections at work sites, making recommendations for improvement, where appropriate, in accordance with the Occupational Health and Safety Act.
11. Review and assess the effectiveness of the Health and Safety Program on a yearly basis by reviewing program elements including the Health and Safety Policy, accident statistics and training requirements and, as required, amend policies and procedures and recommend adoption to the Chief Administrative Officer where appropriate.

12. To participate in resolving matters when a worker refuses work on the grounds that it endangers health and safety, in accordance with the Health and Safety Act.
13. Perform job safety analysis as required.
14. Deal with any health and safety matter that the representative(s) deems appropriate.

3.2 Head of Council and Council Members

The Head of Council and Council Members, in their capacity as the Employer, are responsible for carrying out the responsibilities and duties outlined in the Occupational Health and Safety Act and shall take reasonable care to ensure the Corporation complies with the Occupational Health and Safety Act and regulations, orders and requirements of Inspectors and Ministry Directories and with all orders of the Ministry.

Ensure that adequate staff and funding are provided to develop and maintain an effective Health and Safety Program.

Review and approve Health and Safety policies, procedures and reports as appropriate.

Under the *Occupational Health and Safety Act (OHSA)*, Section 25 key responsibilities include:

1. Providing equipment, materials and protective devices (e.g., guards on machines, safety harnesses, eye wash stations, gloves, etc.)
2. Providing equipment, materials and protective devices that are maintained in good condition.
3. Ensuring equipment, materials and protective devices are used properly and in a safe manner.
4. Providing information, instruction and supervision to employees to protect the health and safety of the employee.
5. Appointing competent supervisors. (Competence is based on supervisor's knowledge, training and experience to organize the work and its performance; supervisor is familiar with the *OHSA* and regulations that apply to the work, and has knowledge of any potential or actual danger to health or safety in the workplace.)
6. Providing (upon request), in a medical emergency, information in the possession of the employer, including confidential business information to a legally qualified medical practitioner, and to such other persons as may be required by law.
7. Acquainting an employee or a person in authority over an employee with any hazard in the workplace and in the handling, storage, use, disposal and transport of any article, device, equipment or a biological, chemical or physical agent.
8. Affording assistance and co-operation to the health and safety representative in the carrying out by the committee and the representative of any of their functions.
9. Only employing a worker over the prescribed age.

10. Not knowingly permitting anyone under the prescribed age in or about the workplace.
11. Taking every precaution reasonable in the circumstances for the protection of an employee.
12. Providing to the health and safety representative, the results of a report respecting occupational health and safety that is in the employer's possession and, if that report is in writing, a copy of the portions of the report that concern occupational health and safety. The employer must also advise employees of the results of a report and, if the report is in writing, make available to them on request copies of the portions of the report that concern occupational health and safety.
13. Responding in writing, within 21 days, to any health and safety recommendations submitted by the health and safety representative.
14. Posting a copy of the *Occupational Health and Safety Act* and pertinent regulations in an accessible workplace location.
15. Posting, reviewing and re-posting annually, a copy of the health and safety policy in an accessible workplace location.
16. Developing and maintaining a health and safety program to implement health and safety policy.
17. Recognize and follow requirements set out under Section 26 of the OHS Act when necessary.

3.3 Senior Management/Department Heads/Supervisors

Senior Management/Department Heads/Supervisors are responsible for the occupational health and safety performance within their department. They must provide leadership in all health and safety activities, including the development of safe working attitudes.

Under the *Occupational Health and Safety Act (OHS Act)*, Section 27 Senior Management/Department Heads/supervisors must ensure that:

1. Employees work in the manner and with the protective devices, measures and procedures required by the *OHS Act* and regulations (e.g. fall-arrest systems, confining hair, jewelry or loose clothing around moving machine parts, etc.)
2. Employees use or wear the equipment, protective devices or clothing that the Township of Douro-Dummer requires to be used or worn.
3. Employees are advised of the existence of any potential or actual danger to the health or safety of which the supervisor is aware.
4. Employees are provided with written instructions as to the measures and procedures to be taken for their protection.
5. Every precaution reasonable in the circumstances is taken for the protection of an employee.

Other responsibilities include:

6. Develop and demonstrate a positive "health and safety" attitude and working climate.

7. Be interested in and involved with the organization's health and safety performance.
8. Uphold safety rules and procedures and support enforcement including disciplinary action.
9. Develop a working relationship with health and safety representative and support their role.
10. Make every reasonable attempt to resolve the health and safety concern of employees.
11. Ensure training of employees in safe work practices and job safety requirements associated with a particular job process and provide written instructions where appropriate.
12. Correct unsafe acts and unsafe conditions.
13. Report and investigate all incidents and injuries to employees and guests and any property damage or loss of process.
14. Ensure that a maintenance program for any equipment and machinery in the workplace is carried out.
15. Implement emergency plans when necessary and ensure that employees have been properly trained to comply.
16. Inform superiors of any known occupational health and safety concerns.
17. Regularly evaluate employee performance and provide periodic feedback with respect to health and safety.
18. Be familiar with the Occupational Health and Safety Act and its Regulations, Departmental Health and Safety Procedures and other legislation or regulations pertaining to employee health and safety.
19. Ensure maximum protection and minimum inconvenience to residents, staff, ~~clients~~ and the public by ensuring that anyone who enters a workplace is provided with protective equipment and/or apparel, when required, and are accompanied by an employee, where appropriate.
20. Ensure that an injured employee receives immediate and appropriate medical attention.
21. Make recommendations on the prevention of injuries.
22. Ensure that regular inspections of the workplace to ensure a healthy and safe environment and that deficiencies are reported and measures taken to correct deficiencies.
23. Ensure that all materials are properly transported, handled and stored.

3.5 Workers/Employees

All Workers/Employees are responsible to be aware of, understand and follow Occupational Health and Safety regulations by taking reasonable precautions to protect themselves and fellow workers from health hazards and unsafe situations.

Under the *Occupational Health and Safety Act (OHSA)*, Section 28 worker/employee responsibilities include:

1. Working in compliance with the provisions of the *OHSA*, regulations, and internal policies and procedures.

2. Using or wearing the equipment, protective devices or clothing that The Township of Douro-Dummer requires to be used or worn.
3. Reporting to his/her supervisor the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger him/herself or another worker.
4. Reporting to his/her supervisor any contravention of the *OHSA*, regulations, The Township of Douro-Dummer policies and procedures.
5. Reporting to his/her supervisor the existence of any hazard of which he/she is aware.
6. Not removing or making ineffective any protective device without providing an adequate temporary protective device. Replacing immediately the original protective device when the work is completed.
7. Not using or operating any equipment, machine, device or thing or working in any manner that may endanger him/herself or another worker.
8. Not engaging in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.

Other Worker/Employee responsibilities include:

- Know, understand and implement safe work practices and procedures.
- Know, understand and employ established rules and procedures for handling materials, equipment and processes (e.g. report unlabeled containers, use proper lifting techniques, etc.)
- Request replacement for worn out or defective equipment.
- Use all safety devices provided, ensuring optimum condition of devices and reporting any defects immediately to a supervisor.
- Use equipment and materials only in the manner intended.
- Use only equipment which the worker has been trained to operate safely.
- Carry out repairs, alterations and processing changes only when authorized.
- Report all injuries, incidents and unusual conditions immediately to supervisor.
- Inspect work area daily and reporting any hazards immediately to supervisor.
- Attend training courses and participate in the Health and Safety program as required.
- Know the location and operation of all safety equipment including first- aid kits and fire extinguishers.

3.6 Visitors and Members of the General Public

Visitors and members of the public have a general duty to act in a reasonable and safe manner when on Municipal property and to follow general direction and to be aware of appropriate signs posted at work sites.

4.0 Safety Procedural Manual

4.1 Operating Procedure for Equipment

1. Each workplace will review the various equipment used in their operation and will develop a list of equipment.
2. A standard operating procedure by each Department will be developed for each of these pieces of equipment.
3. All employees that operate any of these pieces of equipment will be trained in the standard operating procedure. A signed record of the training is to be kept by the respective department head.
4. Each operating procedure shall consist of the following sections.
 1. Equipment – Brand name, type, model number; Suppliers name and address; and specific machine requirements (I.e. Temperature, humidity etc.)
 2. Materials – List of materials that are consumed in the operation of this equipment.
 3. Pre-Start Up Inspection Checklist:
The Employee is responsible to ensure that a walk around is performed prior to starting up the equipment. The checklist will identify:
 - i) Frequency (I.e. daily, weekly, monthly)
 - ii) What items are to be checked.
 - iii) What remedial action is taken when a problem is identified.
 - v) The operator who performs the checklist and the date it is performed.
In addition the checklist may include such items as:
 - i) All guards in place
 - ii) All manufactures safety features are intact and operational
 - iii) No excessive wear.
 - iv) Everything is fastened together/nothing is broken.
 - v) All mounts secured.
 - vi) Gauges, pressure, temperature etc.
 - vii) No personnel can become endangered by start-up.
 4. Staff Precautions:
List the precautions that employees should take while running the equipment or working in the area, in order to prevent injury to themselves or others. Include information about what to do in emergency situations.

5. Personal Protective Equipment:
A list of all personal protective equipment that must be worn when operating the specific equipment must be identified.
6. Operation:
This section will explain in detail how to operate the equipment. It should be complete and as easily understood as possible.
7. Shutdown/Lockout:
Shutdown includes both shutdown of equipment, purging of lines, isolating the work area etc. Steps should be clear as to emergency and/or regular shutdowns.

5.0 Compliance

The three main parties to the Internal Responsibility System are Employer; Supervisor; Worker.

The Occupational Health and Safety Act is built upon the principle that employees and employers must act together to ensure a healthy and safe workplace environment. The internal responsibility system involves everyone and workers and employers must share the responsibility of occupational health and safety.

Procedure

The Township of Douro-Dummer in its capacity as the Employer is responsible for carrying out the responsibilities and duties outlined in the Occupational Health and Safety Act.

In accordance with the Occupational Health and Safety Act, Directors and Officers of the Municipality shall take all reasonable care to ensure that they comply with all Acts and Regulations; Orders and Requirements of Inspectors and Ministry Directories and Orders of the Ministry.

Officers

In accordance with the Municipal Act, Officers of the Corporation shall include but not be limited to the ~~Head of Council~~, Chief Administrative Officer, Treasurer, Clerk, and Head of Council.

Department Heads

Department Heads are responsible for the occupational health and safety performance of their Department. They must provide leadership in all health and safety activities, including the development of safe working attitudes.

Supervisors/Lead Hands

A Supervisor is any person who is in charge of a workplace or has authority over a worker, which includes Lead Hands.

Supervisors/Lead Hands are responsible for the occupational health and safety of the employees assigned to them and the implementation and direction of an occupational health and safety program in their area. They must ensure compliance with safe work practices and ensure that employees are aware of potential hazards and what precautions are necessary.

Employees

The word employee where used refers to **ALL** employees including Department Heads, Management, Supervisors and workers.

All employees, in addition to complying with the Occupational Health and Safety Act and the Municipal Health and Safety Policy, are responsible for following the policies and procedures developed for performing their job in a safe and healthy manner. Employees must take an active role in protecting and promoting their health and safety and refrain from activities which may jeopardize the health and safety of others.

Due Diligence

It is everyone's responsibility to take every precaution, reasonable in the circumstances, to avoid a harm or offence. It is the employers responsibility to provide training for all employees of the Municipality toward understanding and implementing due diligence in the workplace.

It is the responsibility of the Employer to encourage the careful and systematic assessment of specific workplace hazards and the specific actions required to avoid the occurrence of an accident or injury.

It is the responsibility of the Department Head to appoint competent Supervisors to ensure the health and safety of the worker:

1. To provide education and training to all municipal employees on the Ontario Health and Safety Regulations and regulations governing the workplace. A signed record of the training is to be kept by the respective department head.
2. To provide training to reinforce policies, practices and procedures at the workplace.
3. To develop, through an employee's orientation program, practical steps to be taken to implement due diligence.
4. To provide education and understanding to all Members of Council regarding their obligation to take all reasonable care to ensure compliance.

Workplace Orientation/Job Safety Instruction

Workplace Orientation/Job Safety Instruction is to inform employees of specific safety and health hazards on the job and at the workplace and to ensure that all employees are adequately trained to perform their job function safely.

Department Heads or their designates are responsible for the following:

1. Provide information on safety supplies and equipment concerning personal protective equipment (PPE) required.
2. If PPE is required, demonstrate and to discuss when and why it is required, how it is to be used, maintenance etc.
3. To explain the employee's responsibility to report any unsafe condition to immediate supervisor.
4. To demonstrate the safe way to do the assigned job including safe use of equipment and identifying hazards and operating procedures.
5. To show the employee the location of the nearest fire extinguishers and give a basic demonstration on how to use them.
6. To ensure that the employee is knowledgeable about approved emergency procedures.
7. To emphasize proper housekeeping and explain the employee's individual responsibilities.
8. If lifting is required at the workplace, demonstrate safe lifting practices and good body mechanics.
9. To ensure Workplace Orientation Job Safety Instruction Checklist is completed before commencement of any new job activity and/or during the orientation period for new employees and forms part of the Employee's personnel file. A signed record of this orientation is to be forwarded to the CAO

Township of Douro-Dummer - Worker Employee Orientation Checklist

Orientation By:	Date:
Worker Data	
Name:	Job Title:
Home Address:	Date Hired
Home phone:	In case of emergency contact:

Workplace Orientation

<p><i>With worker, reviewed</i></p> <ul style="list-style-type: none"> <input type="radio"/> Health and safety policy and program <input type="radio"/> Health and safety duties under the Act <input type="radio"/> Job duties <input type="radio"/> Fire protection equipment (Extinguishers & Alarms) <input type="radio"/> Site-specific hazards <input type="radio"/> _____ <input type="radio"/> First-aid facilities and first-aiders' name 	<p><i>Check when completed</i></p> <ul style="list-style-type: none"> <input type="radio"/> Name of health and safety representative <input type="radio"/> Reporting injuries <input type="radio"/> Reporting unsafe acts and unsafe conditions <input type="radio"/> Emergency evacuation procedure <input type="radio"/> Right to know, participate, and refuse unsafe work <input type="radio"/> Other <input type="radio"/> _____
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Health and Safety Procedures

<p><i>With worker, reviewed</i></p> <ul style="list-style-type: none"> <input type="radio"/> Personal protective equipment (PPE) <input type="radio"/> Housekeeping <input type="radio"/> Proper lifting techniques <input type="radio"/> Restricted areas 	<p><i>Check when completed</i></p> <ul style="list-style-type: none"> <input type="radio"/> Material handling and storage <input type="radio"/> Safe operation of equipment, including inspection <input type="radio"/> Emergency response <input type="radio"/> Other _____
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Health and Safety Training

<i>Subject</i>	<i>Previously Trained</i>	<i>Required Training</i>	<i>Training Arranged</i>	<i>Training Completed</i>
WHMIS				
Personal Protective Equipment				
First Aid				
Computer System				
Security System				
Accessibility Customer Service				
Other				

Training

The Department Head will ensure that all workers receive adequate and regular occupational health and safety training in order to prevent injury or accident in the workplace.

The Department Head/Designate will co-ordinate all health and safety training with their Departments.

Training records will be maintained and filed with the CAO's office.

Safety Training within a Department as a minimum will consist of the following:

- a) Employee Orientation Training;
- b) WHMIS Training;
- c) First Aid Station training with valid First Aid Certificates;
- d) Protective clothing, equipment devices; and
- e) Specific training requirements may be considered necessary by Department Head/Supervisor/Designate during work assignment.

6. Workplace Inspection

Policy and Procedures

The purpose is to inspect the physical condition of the workplace: identifying hazards or potential hazards that could endanger the health and safety of anyone in the workplace. Evaluating and recommending corrective measures for the control and elimination of potential or actual dangers and/or hazards.

The Health and Safety Representative(s) who represent workers and where possible represent the interest of management, shall designate a minimum of one (1) ~~member~~ employee to inspect the physical condition of the workplace(s) at least once a month. Preferably the ~~member~~ employee designated to do the inspections should be a Joint Health and Safety certified member. Inspections may cover the entire workplace or cover different work areas on separate occasions. Inspections shall be conducted during the first week of each month unless otherwise agreed to.

All occupational health and safety concerns raised during the physical inspection will be recorded on an appropriate workplace inspection form and signed by the ~~member~~ employee(s) performing the inspection and the attending worker, and reported to the Health and Safety Representative(s).

Pre-Inspection Information

To be effective, inspections should be unplanned and should include reviewing specific information about the workplace.

The following four types of data are important:

- a) **Workplace Layout for Inside and Out:** What goes on where and when, and what materials are used? Layout data should include a building plan, interior/exterior layout, showing equipment and machinery, process and workflow patterns, hazardous materials used, SDS labels and available inventories, non-work area plans for storage areas, parking, washrooms, lockers etc. and access and exit routes and emergency exit locations.
- b) **Standards:** What legal regulations, industry standards and employer rules should be applied to the processes and equipment used in the work area? Examples of some of the Standards that may apply include OHSA Industrial and Construction regulations, Fire and Building Code regulations, Ministry guidelines, company rules or policies, job procedures and safe work practices, CSA standards and other applicable standards, manufacturer specifications and user information for machinery and equipment.
- c) **Controls:** What controls, emergency procedures and protective equipment are used there? Controls are benchmarks used to measure what is actually happening in the work area such as engineering controls in operation, personal protective equipment in use and emergency procedures in force for chemical leaks, fire, first aid etc.
- d) **Problem Indicators:** What concerns have been reported about this area that may indicate potential hazards? Review outstanding issues from previous inspections, first aid reports, accident reports and the reports of complaint investigations to establish whether there is any trends or patterns that might indicate a potential hazard to be investigated. Other information such as a recent scientific or medical report on a chemical used in the workplace or a safe work procedure adopted at another similar workplace may have a bearing on the workplace and will be of assistance to the inspector.

Inspection Procedures:

1. Health and Safety Representative(s), when possible should be accompanied by a staff member of the facility that is being inspected.
2. All ~~members~~ employees conducting inspections will be required to wear the appropriate personal protective equipment e.g., hard hat, work boots.
3. The object of the inspection is to conduct a systematic examination of anything or any procedure that might pose a hazard to health or safety of any person in the workplace, therefore the Health and Safety Representative(s) inspecting the workplace shall:

- a) Talk with workers and Supervisors and consider expressed concerns and points of view and use human senses, including common sense, supported by adequate knowledge and training.
 - b) Make the employee attending the inspection aware of any hazardous or unsafe situation.
 - c) During Workplace inspections remember safety hazards are generally easier to detect than health hazards because they are usually more obvious and visible. Health hazards posed by inadequate ergonomic design, inadequate work practices, airborne dust, fumes or mists may be more difficult to recognize as they are not as readily observable. In addition, the health effects of these potential hazards are seldom immediately obvious. Potentially hazardous substances may be colorless, odorless, tasteless and those who work every day in the area may have become so accustomed to various indicators that they ignore or accept the possible presence of a potential health hazard.
 - d) If a dangerous situation is apparent, request the employee to remove or repair the situation, and to advise their immediate Supervisor.
 - e) Record any and all hazards on the workplace inspection form and include recommendations for corrective action or further investigation to determine and detect the possible presence of a potential health hazard and for the collection of additional information.
 - f) At the end of the workplace inspection the report is to be reviewed with the immediate Supervisor. The report is then posted.
4. A copy of the workplace inspection should be handed over as quickly as possible to the ~~appropriate department head or designate~~ Chief Administrative Officer for review, as they may use it to help prepare recommendations for action that will be forwarded to the employer.
 5. The appropriate department head or designate will inform the Health and Safety Representative(s) on the status of the outstanding items within 21 days.
 6. If there is no resolution of outstanding items a recommendation to the employer will be made by the representative(s). The employer will have 21 days to respond.

BASIC CHECKLIST FOR WORKPLACE INSPECTIONS

1. Housekeeping – As the workplace includes both the interior and exterior area include outside area where applicable. Is the work area clean and orderly? Are floors and walking areas free from loose material, debris, worn or loose carpeting or floor mats? Are the floors slippery, oily or wet? Are stairways and aisles clear of obstacles, well lighted and visible? Are ladders safe, well maintained and properly affixed? Are materials neatly and safely piled? Are materials stacked on desk or cabinets? Are passageways and work areas clear of obstructions? Are access and exit routes clearly marked and equipped with emergency lighting? Are electrical or telephone cords exposed in areas where employees walk? Are desk and file drawers kept closed when

not in use? Are office/work station accessories in secure places? Are filing stools or wastebaskets placed where they might be tripping hazards?

2. Security – Do entry and exit procedures provide workers personal security after hours? Are emergency (evacuation, fire, bomb threat) procedures in place? Are compound security locks adequate? Is mobile equipment secured? Are security measures in place for restricted areas?
3. Fire Protection/Prevention – Are there sufficient fire extinguishers in place, are they charged and in working order. Are exit and emergency lights, fire exits inspected on a regular basis? Are smoke detectors in working order. Is fire control equipment appropriate for the type of fire it must control?
4. First Aid - Are First Aid kits/Equipment/First Aid Stations, Emergency Showers/Eye Wash Stations available? Are first aid supplies replenished as they are used? Are there employees trained in first aid on each work shift? Are First Aid Certificates posted? Are emergency and rescue procedures in place?
5. Electrical – Are all machines properly grounded? Are portable hand tools grounded or double insulated? Are extension cords being used as permanent wiring? Are extension cords out of the aisles or immediate work area so as to avoid tripping? Is the electrical panel, fuse or breaker being overloaded?
6. Vehicles, Machinery, Equipment and Tools – Are safety features in place, in working order and effective and do machine guards and other safety features meet standards? Is it safe to operate? Is there regular inspection and routine replacement/maintenance of belts, gears, pulleys, cables, ropes, chains, hoists and other mechanisms? Are there any loose parts, sharp edges? Are Fire extinguishers, First Aid equipment and kits and safety signs readily available? Are manufacturers’ manuals available? Are defective tools, machinery or equipment tagged and removed from service until properly repaired? Are there metal containers for oily rags and for rubbish? Is absorbent available for immediate clean-up of spills and leaks? Are tools kept in their proper place? Are all work areas clean and free from debris?
7. Material Handling and Storage – Is stored material stable and secure and properly labeled? Are SDS labels in place and is related SDS information available? Are storage areas free from tripping hazards? Is there safe clearance for all equipment through aisles and doors? Are racks and platforms loaded only within the limits of their capacity? Do personnel use proper lifting techniques and is the size and condition of containers hazardous to workers?
8. Personal Protection – Is required protective equipment/clothing provided, maintained and used? Does it meet standards? Are warning signs prominently displayed in all hazard areas? Are resources/equipment and clothing available and suitable for the weather conditions (drinking water, lined gloves and boots, rain gear, sunscreen)? Do workers know the symptoms of heat cramps, heatstroke?

9. Environmental Factors – Is there sufficient lighting, are bulbs missing? Is there adequate ventilation and is it working effectively? Is the air quality satisfactory and does the air exchange rate meet standard requirements? Is an air monitoring strategy in place? Is there sufficient fresh air in the workplace? Are workers exposed to airborne solids, liquids and gases? Have all noise sources been identified? What measures can be taken to reduce the sound level? Is hearing protection required and is it being worn? Are workers exposed to abnormal conditions of temperature or humidity and are controls in place to deal with these factors, including rest breaks where necessary? Is effective ergonomic design used to help design work stations, tools and equipment which are better suited to fit the human anatomy of the worker to the work.
10. Hazardous Substances – Have all dangerous substances been identified and are Material Safety Data Sheets (M.S.D.S) available? Are test results made available to all Health and Safety Representative(s)? Are dangerous/hazardous substances properly stored and vented?
11. Miscellaneous – Are Inspection Records up to date? Are bulletin boards clean and readable? Is the material changed frequently? Are all Health and Safety Information notices, Regulations and Directives posted. Are washrooms and food preparation areas clean and sanitary? Are there adequate toilets, showers, potable water, clothing storage, change rooms etc. Are measures in place to prevent the spread of disease? Is training provided for each person newly assigned to a job? Does training include a thorough review of hazards and accidents associated with the job. Is adequate instruction in the use of personal protective equipment and training for the use of emergency equipment provided? Are workers knowledgeable in the “Right to Know” procedures?
12. Other - Any items not previously listed.

SUGGESTIONS AND/ OR METHODS OF IDENTIFYING WORKPLACE SAFETY HAZARDS AND VIOLATIONS

1. Check previous workplace inspection forms to ensure appropriate action has been implemented and/or initiated.
2. Ask questions/communicate with workers. They are the most familiar with the workplace and may be aware of overlooked hazards.
3. Obtain information from employer and/or workers.
4. Physically observe all areas; open all doors.
5. Use of physical senses to identify chemicals and physical agents in the workplace is not recommended as being safe, but may provide an early warning alert.

6. Check for safe operating practices, especially if ladders or lockout procedures are involved.
7. Review all warning devices, not only for function but also for effectiveness. Include safety devices found on equipment, structure and vehicles.
8. Ensure all restricted equipment operation is operated by authorized personnel and all operational checklists are complete.
9. During the inspection also include areas such as parking lots, back stairs, emergency exits, hallways, store rooms and fuel and propane storage.
10. Observe the entire work environment to identify process and employee hazards. Missing personal protective equipment, horseplay, rushing, reaching, repetitive movement and improper lifting are examples of process and employee hazards.
11. Review the preventative maintenance and pre-use programs in place for use of machinery and/or vehicles. Check programs for completeness and effectiveness.

WHAT TO DO IF YOU ENCOUNTER A HAZARDOUS OR UNSAFE SITUATION

1. The Safety Representative is to advise Supervisor immediately and assist Supervisor as required.
2. Supervisor is to isolate the danger area. In the absence of a Supervisor, the Safety Representative is to isolate the danger area and ensure that appropriate personnel are notified so that immediate action can be taken to remove or repair the unsafe or hazardous condition.
3. The Safety Representative must record the hazard on the workplace inspection form which is also a mechanism used to report the hazard or unsafe condition.

IDENTIFY HAZARDS – TYPES OF HAZARDS

Some examples of types of hazards are:

1. Safety Hazards
Unguarded machines, unbolted filing cabinets, slippery floors, trenching, cluttered aisles and any potential trip hazard such as carpets, electrical cables.
2. Chemical Hazards
Asbestos, solvents e.g., benzene, toluene, welding fumes, pesticides, carbon monoxide, formaldehyde in insulation or furniture etc.
3. Biological Hazards

Bacteria – salmonella, staph, T.B., viruses, parasites, animal bites, humidifier lung, hepatitis, fungus and mold.

4. Physical
Noise, heat and cold, vibration, lighting, all forms of radiation including ultraviolet radiation (sunlight), violence.
5. Ergonomic/Musculo-Skeletal Hazards
Desks, chairs/seats, storage shelves requiring stretching, lifting, unnatural working positions in sewers, workstation design e.g., computer keyboards.
6. Psycho-Social/Stress Hazards
Cutbacks, shift work, sexual harassment, overtime, public distrust/hostility, WORKPLACE VIOLENCE, STALKING.

DANGEROUS CIRCUMSTANCES

Dangerous Circumstances are defined under the Act as situations where:

- a provision of the Act or Regulations is being contravened;
- the contravention poses a danger or a hazard to a worker; and
- the danger or hazard is such that any delay in controlling it may seriously endanger a worker;

In accordance with Section 48 (1) a Certified Member who receives a complaint that a dangerous circumstance exists is entitled to investigate the complaint.

A Certified Member (Section 45)

1. A Certified Member who has reason to believe that dangerous circumstances exist at a workplace may request that a supervisor investigate the matter and the supervisor shall promptly do so in the presence of the certified member.
2. The certified member may request that a second certified member representing the other workplace party investigate the matter if the first certified member has reason to believe that dangerous circumstances continue after the supervisor's investigation and remedial actions, if any.
3. The second certified member shall promptly investigate the matter in the presence of the first certified member.
4. If both certified members find that a dangerous circumstance exists, the certified member may direct the constructor or employer to stop the work or to stop the use of any part of a workplace or of any equipment, machine, device, article or thing.

5. The constructor or employer shall immediately comply with the direction and shall ensure that compliance is effected in a way that does not endanger a person.
6. If the certified members do not agree whether a dangerous circumstance exists, either certified members may request that a Labour Board inspector investigate the matter and the Labour Board inspector shall do so and provide the certified members with a written decision.
7. After taking steps to remedy the dangerous circumstances, the constructor or employer may request the certified members or an inspector to cancel the direction.
8. The certified members who issued a direction may jointly cancel it or any inspector may cancel it.
9. In such circumstances as may be prescribed, a certified member who represents the constructor or employer shall designate a person to act under this section in his or her stead when the certified member is not available at the workplace – 1990, c.7, s 25, part.

Distribution Of Inspection Reports

- Inspectors File and Health and Safety Representative(s) Main File.
- Department Head and/or Supervisor (respond and post)
- Chief Administrative Officer

Location: Municipal Office

Date of Inspection: _____

1. Housekeeping

- a) Work Surfaces
- b) Stairs, Aisles, Floors, Decks
- c) Storage & Piling of Material
- d) Furnace Rooms
- e) Wash & Locker Rooms

- f) Lunch Rooms
- g) Access/Exit Routes
- h) Garbage Disposal

1. Security

- a) Compound Security
- b) Mobile Equipment Security
- c) Restricted Areas

2. Fire Protection

- a) Fire Extinguishers (Charged, Location, Type)

- b) Exit Lights, Emergency Lights
- c) Fire Exits (Signs & Access)

3. First Aid

- Form 82 Posted
- First Aid Kits & Room
- Emergency Showers/Eye Wash
- Stretchers & Blankets
- First Aid Certificates Posted

4. Electrical

- Fuse/Breaker Panels
- Generators (Condition)
- Extension Cords
- Hand Tools (Proper Ground)
- Lockout Procedures

5. Gas/Fuel Pumps/Propane

- Cylinder Storage
- Operating Condition/Leaks
- Venting
- Hazard Signs
- Fuel Storage and Fuel Cans (Above Ground)

7. Machinery and Tools

- Guards
- Belts, Gears, Pulleys
- Safety Signs
- Ladders & Scaffolds
- Lockout Procedures

- Maintenance
- Proper tools in use

8. Material Handling

- Power or Hand Trucks
- Elevators
- Cranes and Hoists
- Conveyors
- Cables, Ropes, Chains
- Equipment Maintenance
- Work Practices e.g.: Lifting, Improper use of tools, Hazardous substances handling
- Hazard Signs

9. Compressors

- Main line Filter, Pre filter
- Gauges Operational
- Pressure Relief Valve
- Hearing Protection Signs
- Certificates Posted
- Guards

10. Environmental Factors

- Lighting
- Ventilation (General, Local)
- Noise
- Air Quality
- Ergonomic

11. Hazardous Substances

- Labeling
- M. S. D. S.
- Training (use and hazards)
- Chemical Storage
- Flammable Liquid Storage

- Explosion Storage
- Hazardous Waste Storage

12. Personal Protection

- Safety Hats
- Goggles and/or Face Shields
- Hearing Protection
- Respirators
- Vests, Gloves, Coveralls, Aprons, Chaps
- Fall Arrest Equipment
- Life Jackets
- Safety Footwear

13. Vehicles

- First Aid Kits
- Fire Extinguishers
- Fuses/Flares/Reflective Triangles
- Gasoline/Chemical Storage
- Equipment Secured
- Seat Belts

- Buckets & Mechanisms
- Access Assists

14. Miscellaneous

- New Processes/Chemicals
- New Employees/Training
- Inspection Records
- Reg/Directives Posted
- Books and Equipment
- Flagging Procedures
- Traffic Signing
- Communications

15. Other

- Well System

Requirements for Workplace Inspections

1. The representative(s) who represent workers shall designate a member representing workers to inspect the physical condition of the workplace.
2. If possible, the member designated under subsection (1) shall be a certified member.
3. The representative(s) are not required to designate the same member to perform all inspections or to perform all of a particular inspection.
4. Unless otherwise required by the regulations or by an order by a Labour Board inspector, a member designated under subsection (1) shall inspect the physical condition of the workplace at least once a month.
5. If it is not practical to inspect the workplace at least once a month, the member designated under subsection (1) shall inspect the physical condition of the workplace at least once a year, inspecting at least a part of the workplace in each month.
6. The inspection required by subsection (5) shall be undertaken in accordance with a schedule established by the representative(s).
7. The member shall inform the representative(s) of situations that may be a source of danger or hazard to workers and the committee shall consider such information within a reasonable period of time.
8. A representative(s) is entitled to, such working time as is necessary to carry out the member's duties under subsections (4), (5) and (6).

7. Accident Investigation

Policy and Procedures

The purpose of an accident investigation is to prevent the recurrence of an accident. The focus should be on the accident, not the injury. It is essential to look beyond the immediate cause of an accident and look for the contributing factors and basic causes. An accident rarely has a single cause, most often, an accident is the result of a number of contributing factors.

It is important to look beyond the immediate and superficial explanations to find the true basic causes of the accident. Temporary action may be required in order to remove the immediate hazard. But the investigation should continue until all the contributing factors and the root cause have been identified.

Investigation procedures

There are at least four major steps, that being:

1. Secure and Manage the Accidents Scene

The first priority is to provide first aid or medical response for anyone who was injured in the accident. The employer or supervisor is responsible for ensuring that the accident scene is secured so that there is no risk of further injury. Securing the scene also preserves evidence that may be important in the investigation.

If a workplace accident results in a death or critical injury, the Act states that a Labour Board inspector's permission is required before the scene can be disturbed. Until such permission is received, no person may interfere with, disturb, destroy, alter or carry away anything at the scene of, or connected with, the occurrence. There are exceptions for the purpose of saving life, relieving suffering, maintaining an essential service or utility, or preventing unnecessary damage to equipment or property.

If the accident is serious, senior management must be informed immediately. They are responsible for contacting the families of injured workers and initiating investigation procedures. Management is also responsible for reporting the accident.

2. Fulfill Government Reporting Requirements

Management has a duty to report accidents and illnesses. If the accident involved a fatality or a critical injury it must be reported to a Labour Board inspector, the health and safety representative(s).

Ontario Regulation 834/92 defines "critical injury" as an injury of a serious nature that:

- Places life in jeopardy;
- Produces unconsciousness;
- Results in substantial loss of blood;
- Involves the fracture of a leg or arm;
- Involves the amputation of a leg, arm, hand or foot;
- Consists of burns to a major portion of the body; or
- Causes the loss of sight of an eye.

3. Investigate Accident Causes

Key steps to an accident investigation are as follows:

3.1 Survey the Accident Scene

The first step is to survey the accident scene. Investigator should write down the immediate facts, including people who were present at the site of the accident who should be interviewed, take photographs and measurements. If the accident resulted in critical injuries or fatalities, the accident scene must be preserved in accordance with the provisions of Section 51 of the Act.

3.2 Interview Witnesses

Everyone who has information relevant to the investigation should be interviewed, including eyewitnesses, workers on other shifts, technical experts and sometimes equipment designers or suppliers. Eyewitnesses should be interviewed first, while the details are still fresh in their minds. Please ensure that detailed notes are kept.

3.3. Physical Investigation

Physical evidence includes details of equipment damage, breaks, rips, burned materials, skid marks and signs of impact. Photographs and diagrams or measurements are often important. Details of work environment, such as visibility, noise level, temperature and exposure to hazardous materials should be noted. Documentation including equipment specifications, maintenance schedules and work procedures may also be taken into account.

3.4 Organize the Facts

All information should be organized and subjected to a thorough analysis. Where possible, separate the facts from opinions. Identify gaps in the information and re-interview witnesses and confirm facts. Ask the questions: Who? What? When? Where? Why? And How?

4. Prepare Report

Investigation report should explain the circumstances of the accident, identify the causes and recommend controls to prevent a recurrence. The report should be submitted to senior management and the representative(s) and the Ministry of Labour.

Investigation procedures

There are a number of techniques that can contribute to an effective investigation, including methods for interviewing, analysis, report writing and using information sources.

1. Conducting Interviews

Interviews should be conducted as soon as possible after the accident. Explain that the purpose of the interview is to try to find out information about the accident and possible causes in order to prevent a recurrence. Avoid any suggestion that blame is being assigned. Interviews should be conducted

separately and privately, so that people are not influenced or intimidated by the presence of others. This process may also identify additional people to be interviewed.

Ask questions that are simple and to the point. Ask the person to explain what happened or what they know about the possible causes of the accident or illness. Make detailed notes, and at the end of the interview, review the key points to ensure accuracy. Thank them for their help, let them know that their assistance will assist in preventing a recurrence and advise them how to contact you if the person remembers any additional details later.

2. Photographs and Drawings

Photographs, drawings and/or sketches are a useful way to record the location of equipment, tools and other objects in the workplace. They are helpful when interviewing witnesses and performing an analysis. Please note, sometimes more detailed drawings are required in order to record distances involved etc.

3. Analyzing the Facts

An Analysis systematically reviews all of the factors that could contribute to an accident such as human factors, material factors, equipment factors, environmental factors and process factors. Each factor must be carefully checked against the facts to see if it could have played a role in the accident.

4. Report Writing

Reports should be clear, concise and logical and should include a description of the accident including dates and times, the consequences, the causes, corrective action taken and recommendations for further action.

An accident report usually includes recommendations to management for controls to prevent a recurrence. If the report is submitted by the representative(s), the employer has a duty to respond in writing. If the employer agrees to implement the recommendations, the representative(s) should follow up to ensure that all of the corrective steps are actually implemented.

5. Assessing Accident Trends

Review any statistical information available to determine if there is a pattern or trend, including claims data provided by the Workers' Compensation Board.

6. Coroner's Inquests

Under the Coroner's Act, notice of death from an industrial accident must be provided to a coroner immediately. The coroner may decide to hold an inquest into the death. Inquests are mandatory for deaths in the construction and mining industries. An inquest is a formal and very detailed accident investigation, which is intended to determine the cause of the death and make

recommendations to prevent future deaths. The type of evidence presented at a coroner's inquest is the same as that used in any accident or incident investigation. Following receipt of recommendations from a coroner's inquest, the Ministry of Labour prepares a detailed response to the chief coroner concerning implementation.

INVESTIGATION REPORT

FILE # _____

Worker representative: Comments:	Supervisor:	Department Head:
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IMMEDIATE/DIRECT CAUSES

Identify the substandard action(s) and condition(s) that caused or could have caused this mishap. For each item mark yes or No. Explain yes selections in the space below.

Yes	No	Code	Substandard Actions	Yes	No	Code	Substandard Conditions
.	.	01	Operating Equipment without authority	.	.	21	Inadequate guard or barriers
.	!	02	Failure to warn	.	.	22	Inadequate ground support
.	.	03	Failure to secure/ make safe	.	.	23	Inadequate/improper protective equipment
.	.	04	Operating at improper speed	.	.	24	Defective tools, equipment or materials
.	.	05	Making safety devices inoperable	.	.	25	Congestion or restricted action
.	.	06	Removing safety devices	.	.	26	Inadequate warning system
.	.	07	Using defective/ Improper equipment	.	.	27	Fire and explosion hazards
.	.	08	Using equipment improperly	.	.	28	Substandard housekeeping
.	.	09	Failure to use personal protective equipment properly	.	.	29	Hazardous environmental conditions: gases, dusts, smoke, fumes, vapours
.	.	10	Improper loading	.	.	30	Noise exposure
.	.	11	Improper placement	.	.	31	Radiation exposure
.	.	12	Improper lifting	.	.	32	High or low temperatures exposure
.	.	13	Improper position for task	.	.	33	Inadequate or excessive illumination
.	.	14	Servicing equipment in operation	.	.	34	Inadequate ventilation
.	.	15	Horseplay	.	.	35	Ground (rock) conditions
.	.	16	Influence of alcohol/ drugs suspected	.	.		

CODE	How did the immediate/direct cause(s) contribute to the mishap?

INVESTIGATION REPORT

File # _____

ACTION TAKEN

Cause Code(s)	What action has already been taken to prevent similar occurrences?	Responsibility

RECOMMENDATIONS

Cause Code(s)	What action is recommended to be taken to prevent and/or control similar occurrences?	Responsibility	Date to be Completed	Date Completed

SKETCH

Sketch, diagram and/or additional notes.

INVESTIGATION REPORT

File # _____

REVIEW

Health and Safety Rep comments (Worker Rep)

Signature: _____ Date: _____

Health and Safety Rep comments (Company Municipal Rep)

Signature: _____ Date: _____

Department Head Comments:

Signature: _____ Date: _____

Manager Comments:

Signature: _____ Date: _____

(Injured) Worker's Comments:

Signature: _____ Date: _____

Safety Department Comments:

Signature: _____ Date: _____

1. Training

Policy and Procedures

Department heads/designates shall initiate and evaluate worker training programs and review annually as a minimum, or more often, as the need arises.

The Health and Safety representative(s) will assist management, supervisors and workers in the implementation and ongoing maintenance of a safe work environment.

The policies and procedures put forward by a Department Head/designate and as approved by Council for our various work places, will be listed as appendices to this document.

These appendices shall form part of this document and shall be enforced and adhered to in accordance/conjunction with the policies/procedures as set out in other areas of this document.

See Appendices

8.1 WHMIS

Everyone in the workplace has the right to know about the hazards of materials used in the workplace and access to the necessary product information that contains detailed information about the hazardous material's properties and the precautions to be followed for its use e.g., Safety Data Sheet (SDS) and labels. Training for WHMIS will include: workplace labels, supplier labels, basic storage, hazard symbols, common terminology found on SDS, and sections of an SDS including required information, how to read an SDS, and location(s) of SDS.

Policy

All employees who work with or could be exposed to a controlled product shall be properly trained and each supervisor shall review the training program with staff on an annual basis or more frequently as required in order to comply with the WHMIS regulations to ensure that all employees are able to:

- Identify the types of controlled products that employees work with or could be exposed to at work, including recognizing applicable hazard symbols.
- Identify the risks posed by each controlled product. This would include being familiar with use, handling, cleanup, storage and disposal of the product.
- Take appropriate emergency measures should they be required when handling controlled products.
- Read and understand the product supplier and other workplace labels, ensuring that all hazardous materials are appropriately labelled, especially if they moved to additional containers.

- Ensure containers, rather than lids, are correctly labelled as lids can be inadvertently exchanged between containers. Further, containers should be specifically designed to contain the material rather than reusing any receptacle.
- Identify the location of the SDS and be able to understand the information for each controlled product that employees are working with or could be exposed to at work.
- Ensure the safe storage of chemicals such as being stored in an upright, secured position to reduce the chance of falling or leaking, or away from sources of heat or areas with material handling equipment.

Following the annual training review process, if required additional information and/or training shall be provided to ensure that staff understand and can use the information and training provided/required in order to be able to work with controlled products.

Procedure

An employer shall:

1. Ensure that all hazardous materials present in the workplace are identified in the prescribed manner.
2. Obtain or prepare, as may be prescribed an unexpired safety data sheet for all hazardous materials in the workplace.
3. Ensure that the required identification is available in English and such other languages as may be prescribed.
4. Ensure that a hazardous material is not used, handled or stored at a workplace unless the prescribed requirements concerning identification, safety data sheets and worker instruction and training are met.
5. Ensure that a copy of the most recent version of the inventory and of every unexpired safety data sheet required in respect of hazardous materials in a workplace is:
 - 5.1 Made available in the workplace in such a manner as to allow examination by the workers.
 - 5.2 Furnished to the Health and Safety Representative(s).
 - 5.3 Furnished on request, or if so prescribed, to the Medical Officer of Health.
 - 5.4 Furnished on request, and if so prescribed to the Fire Department which serves the location in which the workplace is located.

8.2 PERSONAL PROTECTIVE EQUIPMENT (PPE)

Purpose

To provide a guideline for all workers detailing the requirements for the safe and proper protection of work related hazards.

Responsibility

It is the responsibility of the employer to furnish prescribed personal protective equipment or devices for use by workers and to maintain them for the performance of their duties. The employer will ensure that all PPE and health and safety procedures meet requirements outlined in the OHSA.

It is the supervisor's responsibility to determine the appropriate personal protective equipment required and ensure that proper training is received in the correct use and maintenance of the equipment. Supervisors shall perform inspections to ensure PPE is in good condition, post relevant signature to remind employees where PPE is required and ensure that staff consistently wear all necessary PPE in the correct manner.

It is the worker's responsibility to adhere all training and properly use all personal protective equipment appropriate to the job assigned. The worker must inspect all PPE before use and notify the supervisor when personal protective equipment requires replacing or is inadequate for the job assigned. Employees must ask their supervisor if they are unsure about what PPE is required or how to use assigned PPE correctly.

Procedures

Only personal protective equipment approved by a recognized standard will be permitted for use.

The specific personal protective equipment needs of each task performed will be identified in accordance with recognized practices and standards, and will be documented in the standard operating procedures for that task or equipment.

- Signed Records will be kept for the issue of standard personal protective equipment.
- Records will be kept on P.P.E. (Personal Protective Equipment) training. Only those employees properly trained will be permitted to perform any task which requires the use of P.P.E.
- The Health and Safety Representative(s) will periodically audit compliance to this procedure during their monthly inspection.

8.3 ULTRAVIOLET EXPOSURE

Policy

All Departments should minimize outdoor workers to the exposure of solar ultraviolet radiation.

Purpose

Exposure to ultraviolet radiation is an occupational concern for workers who work in the sun on a regular basis.

Procedures

Employees shall obtain, wear and maintain appropriate sun protection wherever possible especially in the middle of the day. All Staff shall take necessary precautions to protect themselves from the sun when participating in outdoor activities such as wearing appropriate clothing to protect as much of the skin as possible.

The employer, when practical, should make provisions for shade cover whether natural or artificial shade and schedule alternative tasks when UV readings exceed 9.

The employer shall put in place adequate UVR control measures and update as required.

Prevention

- Workers are encouraged to wear UVR blocking sunglasses or safety eyewear when outdoors.
- Clothing providing the maximum available protection, including hats, should be worn when outdoors. Long-sleeved shirts and long pants are mandatory, tightly woven fabrics such as a polyester cotton blend which block the sun's rays are best. When possible wear a hat with a wide brim and a neck protector.
- Workers should use a broad spectrum sunscreen with a sun protection factor of 30 or more for minimal protection, including an SPF 30 sunscreen lip balm for lips. Workers should pay special attention to sun exposed areas eg. ears, face, scalp, back of legs, shoulders. An SPF 30 sunscreen should be applied 20 – 30 minutes before going outside and reapplied every 2-3 hours and after heavy sweating. Ideally, workers should apply sunscreen UVR "40", before going outside.
- It is recommended that all workers, especially if they are sun sensitive, fair skinned, tan minimally or burn easily should obtain professional advice regarding the most effective sun protection therapy for them.

Ultraviolet Exposure

- The use of UV safety measures should not lead to other safety risks, the risk of head injuries from using hats with inadequate impact protection for example, or the risk of heat stress from wearing heavy clothing in hot environments.
- All workers in the Municipality must help prevent the over exposure to UV radiation on any day when UV readings exceed 9. This is considered to be extreme and sunburn can result in fifteen minutes. Please consult your immediate supervisor for safe procedures when working under the sun.

8.4 ERGONOMICS

Purpose

To eliminate or minimize the risk of adverse health effects to workers through the application of ergonomic principles and methods in the workplace.

Definitions:

Ergonomics – means the applied science that seeks to fit the job, tools, materials and equipment to the worker through the evaluation and design of the work environment in relation to human characteristics and interactions in the workplace.

Ergonomic factors – means factors which affect the interaction of a worker with the work environment.

Risk – means the likelihood and extent of harm a worker may encounter because of a work condition or activity.

Administrative Controls – means the provision, use and scheduling of resources in the workplace, including planning, organizing, staffing and co-ordinating.

Engineering Controls – means the physical arrangement, alteration or design of workstations, equipment, materials, production facilities or other aspects of the physical work environment.

Responsibility

The Employer must:

1. identify ergonomic factors that may expose workers to risk of adverse health effect;
2. educate workers in the recognition of the early signs and symptoms of adverse health effects resulting from exposure to ergonomic factors and in the potential health impacts of those effects, and train workers in the procedures for reporting symptoms and injuries, and

3. ensure that a risk identification is conducted whenever a change in the work environment is planned or occurs, or newly available information indicates that workers may be at risk of adverse health effects from exposure to ergonomic factors.

Ergonomics

4. In addition, when ergonomic factors that may expose workers to a risk of adverse health effect have been identified, the employer must ensure that the risk is assessed, taking into account the characteristics of the workers carrying out the work. Ergonomic factors that must be considered in the identification and assessment of risks are the following:
 - 4.1 the physical demands of work, including:
 - force required,
 - repetition and duration, and
 - work postures;
 - 4.2 the layout and condition of the workplace or workstation, including:
 - working reaches,
 - working heights,
 - seating, and
 - floor surfaces;
 - 4.3 the characteristics of object handled, including:
 - size and shape,
 - load condition and weight distribution,
 - container handles,
 - tool and equipment handles,
 - vibration from hand tools,
 - local contact stresses, and
 - gloves;
 - 4.3 the environmental conditions, including:
 - temperature,
 - lighting and visibility, and
 - whole-body vibration;
 - 4.4 the features of work clothing and personal protective equipment;
 - 4.5 the following characteristics of the organization of work;
 - work schedules;
 - work-rest cycles;
 - job rotation and job enlargement;
 - work rate.
5. The employer must eliminate or when that is not practicable, minimize the risk of adverse health effects to workers from exposure to ergonomic factors.

Ergonomics

6. The employer must implement engineering controls in preference to administrative controls, as far as is practicable.
7. Personal protective equipment may only be used as a substitute for engineering or administrative controls if:
 - it provides an equal or higher level of protection of worker health and safety, and
 - it is used in circumstances in which engineering or administrative controls are not practicable.

Procedure:

The employer must immediately implement interim control measures when the introduction of permanent control measures will be delayed.

The employer must ensure that a worker to be assigned to work which requires specific measures to control the risk of adverse health effects is educated in risk identification related to the work, and recognition of early signs and symptoms of adverse health effects related to the work, and the potential health impacts of those effects; and is trained in the use of risk control measures including work procedures, and the use of mechanical aids and personal protective equipment.

The employer must monitor, and evaluate at least annually, the effectiveness of the measures taken to comply with this policy and when deficiencies are identified, they must be corrected without undue delay.

An employer should consult with the Health and Safety Representative(s) with respect to the following:

- risk identification, assessment and control;
- the content and provision of worker education and training; and
- evaluation of measures taken to comply with the regulations.

In addition to the above, the employer must, when performing a risk assessment, consult with:

- workers who are required to carry out the work being assessed, and
- workers with signs or symptoms of adverse health effects resulting from the exposure to ergonomic factors.

Ergonomics

Employee's Responsibility:

Employees must take an active role in protecting and promoting health and safety and refrain from activities that may jeopardize their health. What a worker can do to reduce the risk of being hurt at work – nobody knows a job and its problems better than the employee who performs the job daily.

Employees shall bring to the attention of employers any workstation, tools, or equipment that do not fit the worker.

Employees shall know the basics of ergonomic safety and follow those rules. Take time to adjust your workplace and tools to fit your body.

Employees shall promptly stop and rest if you feel:

- a tingling sensation or numbness in the shoulders, arms, wrists, hands, fingers or back and legs;
- a vice-like pressure on wrists;
- a sharp pain in the wrists, fore-arms, upper arms or hands.

Employees who are performing repetitive tasks for extended periods of time should take regular exercise breaks and/or ensure frequent changes in activity.

9. Contractor Safety

Policy

Contractors and Sub-contractors are responsible to ensure that their personnel are updated on all safety concerns of the workplace and are aware of the safety requirements as required by the Contractor under the Occupational Health and Safety Act. Safety performance will be a consideration in the awarding of contracts.

Definitions:

Contractor – any individual or firm engaged by the Municipality to do work on behalf of the Municipality.

Project – means a construction project, whether public or private, including,

- the construction of a building, bridge, structure, industrial establishment, mining plant, shaft tunnel, caisson, trench, excavation, highway, railway, street, runway, parking lot, cofferdam, conduit, sewer, watermain, service connection, telegraph, telephone or electrical cable, pipe line, duct or well, or any combination thereof,
- the moving of a building or structure, and

- any work or undertaking, on any lands or appurtenances used in connection with construction.

Construction – includes erection, alteration, repair, dismantling, demolition, structural maintenance, painting, land clearing, earth moving, grading, excavating, trenching, digging, boring, drilling, blasting, or concreting, the installation of any machinery or plant, and any work or undertaking in connection with a project.

Constructor – means a person who undertakes a project for an owner and includes an owner who undertakes all or part of a project by himself or by more than one employer.

Project Manager - means the municipal management representative who has responsibility for a contract as well as the contractor project manager.

Responsibility

Under the Occupational Health and Safety Act (Section 23(1), (2), it is the constructor's responsibility to ensure that:

- the measures and procedures prescribed by the Occupational Health and Safety Act and the Regulations are carried out on the project;
- every employer and every worker performing work on the project complies with the Occupational Health and Safety Act and the Regulation (under the Act); and
- the health and safety of workers on the project is protected;
- Where so prescribed, a constructor shall, before commencing any work on a project, given to a Labour Board Director notice in writing of the project containing such information as may be prescribed.

Procedure

The following items are required before any Contractors are hired by the Municipality:

- Before beginning a project, the contractor's project manager or delegate must determine whether any designated substances/hazardous materials are or will be present at the site and prepare a list of all these substances.
- The contractor's project manager or delegate must include, as part of the request for tender/quotations, a copy of the aforementioned list of hazardous substances. The list of designated substances/hazardous materials must be provided to all prospective constructors and/or contractors.
- The request for tender/quotations will require prospective contractors to include a list of the designated substances/hazardous materials that will be brought onto the work site and materials safety data sheets.

- As part of the tender/quotation conditions, before award of a contract, the contractor will be required to provide proof that all workers involved with the project have the proper WHMIS training, as required by the Occupational Health and Safety Act.
- As part of the tender/quotation conditions, before award of a contract, the contractor must provide details of their Health and Safety program.
- As part of the tender/quotation conditions, before award of a contract, the contract must provide proof of compliance with all pertinent WSIB requirements.
- The municipal project manager or delegate must provide the successful contractor with a workplace orientation which will include, but not limited to identifying known potential hazards, hazardous material inventory and material safety data sheets for the sites. A workplace orientation/Job Safety Instruction Checklist to be completed.
- Before the start of the assignment, the following documentation will be provided to the successful contractor, by the municipal project manager or delegate.
 - Copies of the Municipal Health and Safety Policy
 - Workplace procedures regarding health and safety practices.
- The contractor has the responsibility to provide any and all prescribed personal protective equipment for their own workers, to include as a minimum but not limited to hard hats and safety boots. If a worker(s) fails to comply with any program, policy, rule or request regarding health and safety, that person(s) is not allowed on the site until the person(s) complies.
- The Municipality will retain the right to document contractors for all health and safety warnings and/or to stop work if there are any violations by the contractor of the Occupational Health and Safety Act, Municipal Health and Safety programs, policies, rules and/or if the contractor creates an unacceptable health and safety hazard. Written warnings and/or stop work orders can be given to contractors.
- Where applicable, the Municipality will retain the right to allow municipal employees to refuse to work in accordance with the established policy and the Occupational Health and Safety Act, in any unsafe conditions.
- Responsibility for ensuring contractor compliance to this policy falls upon the contractor project manager or designate. This will include identification, evaluation and control practices and procedures for hazards and follow-up and issuing of Contractor Health and Safety Warning/Stop Work Orders.

10. INJURY ASSESSMENT PROGRAM

10.1 NEER PROGRAM

Policy

The Township of Douro-Dummer shall participate in a WSIB incentive plan to encourage workplace safety called "NEER" which provides relevant statistical information on a municipal service basis for the following reasons:

1. NEER compares the expected claim costs for a company/firm of similar size in the same rate group against actual claim costs. The difference is then multiplied by a rating factor and may yield a refund or surcharge.
2. NEER promotes effective health and safety practices through a system of assessment refunds and surcharges based on annual accident reports.
3. NEER considers the current, future and administrative costs of each claim.
4. NEER protects individual employers, especially smaller ones from the full costs of an unusually high cost claim or accident year as costs over the limits are shared by all employers in the rate group.
5. Under the NEER plan refunds or surcharges apply based on the accident experience/record of the company/firm compared to others in the same rate group.

10.2 Return to Work Program

Policy

The Municipality will endeavor to accommodate any employee who has been injured at work who can return to work with little or no lost time. Modified work duties in no way affects one's right to compensation benefits or future benefits should they require them.

It is the employer's responsibility to make modification to the workplace or make modifications to one's normal job duties if it will allow a worker to remain at work while they recuperate from their injury or enable the worker to return to either the pre-injury or another suitable and available job.

Procedure

1. Modified duties will be discussed with WSIB, the worker, and where applicable their physician to ensure that required measures can and are taken to identify suitable and available work for the worker to come back to.

Injury Assessment Program Return to Work Program Cont'd....

2. The Municipality will work in conjunction with the WSIB team of caring professionals dedicated to helping injured workers recover and to help bring them back to work, such as their Adjudicator, Nurse Case Manager, Return to work mediators and/or Ergonomists etc.
3. If the Municipality is unable to take a worker back or if the worker's earnings continue to fall below pre-injury earnings, the WSIB will conduct a labour market re-entry (LMR) assessment. In a LMR assessment, WSIB identify a suitable employment or business for the worker – a category of jobs – that is safe, consistent with the worker's functional abilities, and reduces or eliminates loss of earnings resulting from the injury. As part of the process a plan would be prepared in order to get the worker job-ready. The plan may include job search training, skills training, academic upgrading and formal training.

11. SAFETY AWARENESS WEEK

To implement an annual safety awareness week for all Municipal Workplaces to promote health and safety in the workplace, which shall be held during the first week of May of each year commencing.

The goal of the annual safety and health week is to reinforce and strengthen commitment to occupational safety and health in the workplace by increasing public safety awareness and focusing attention on occupational health and safety and the importance of preventing injury and illness through an:

- increased understanding of the benefits of investment in occupational health and safety,
- increased awareness of the role and contribution of safety and health professionals, and
- by encouraging new health and safety activities and interest during Occupational Safety and Health Week in order to reduce workplace injuries and illness,

12. VIOLATION OF SAFETY RULES – DISCIPLINE

Employees not complying with safety rules/regulations pose a hazard to themselves and other employees. Steps will be taken immediately to identify the offence and action to be taken to ensure a safer workplace. The employee shall be disciplined in a manner that is consistent with the Municipality’s Policy on Discipline/Corrective Action. All disciplinary action will be imposed based on the circumstances and seriousness of each case.

Disciplinary action may include the following:

Verbal warning

Written Reprimand

This warning will detail the reasons for the reprimand outlining the nature of the unacceptable behaviour/performance, the correction expected and the consequences if no correction is made. Safety regulations will be reviewed to ensure employee understanding. Alternative action shall also be documented outlining the nature of the offer such as any training or support to provided, timeframe and possible outcome should workplace behaviour not improve.

Suspension

For a serious disciplinary problem, where the offence has been proven and merits discipline in the form of a suspension, immediate suspension without pay may result.

Dismissal/Discharge

As a result of continued inappropriate workplace behaviour or a serious single event, when it is believed that it is impossible or undesirable to retain an offending employee, the Municipality may dismiss/discharge such employee.

Definitions:

Employer:

The Township of Douro-Dummer, and more specifically the Council of Douro-Dummer, and anyone designated by them, to act as the employer.

Supervisor:

Any person who is in charge of another employee, for any period of time and can be the CAO, a Department Head, a Foreman, any other person in charge and may even be a co-worker