CAMROSE
PUBLIC LIBRARY

Employee Policy Manual

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CAMROSE PUBLIC LIBRARY

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A. OUR LIBRARY

Welcome To the Camrose Public Library

At the Camrose Public Library (the "Library"), we genuinely believe that each and every employee and volunteer contribute directly to the success of our Library. We are proud of our employees and volunteers, and we sincerely hope that you will take pride in being a valued member of our great team.

This policy manual has been provided to assist you as you learn more about the Library. It outlines our policies and procedures, as well as programs and benefits available to eligible employees. It also describes some of the Library's expectations of you as an employee and volunteer and, as such, is intended to support you in becoming a successful member of our team.

Please familiarize yourself with the contents of this policy manual as soon as possible. Once you have read and understood the material within this manual, you will be prompted to sign the **Acknowledgement Forms** at the back.

Thank you for choosing to join the Camrose Public Library team. We hope that your experience here will be a rewarding, challenging and enjoyable one.

Again, welcome!

Alyssa Martin Director

Introduction To the Employee Policy Manual

This manual is designed to acquaint you with the Library and to provide you with information about working conditions, employee benefits and the policies affecting your employment.

This manual applies to all employees employed by the Library, including volunteers, and specifically reflects the Alberta Employment Standards, the Alberta Human Rights Commission and the Alberta Occupational Health and Safety Act, Regulation and Code legislation, unless otherwise indicated.

No manual can anticipate every aspect about every policy. As the Library continues to grow and evolve, the need may arise (and we reserve the right) to revise, supplement or rescind any policies or portion of this manual as we deem appropriate. Employees and volunteers will be notified of such changes to the manual as they occur.

This manual should not be construed as a contract of employment between the Library and its employees, but rather a reference for the handling of day-to-day matters. The provisions of the manual have been developed at the discretion of management and may be amended or cancelled at any time, at the sole discretion of the Library.

Should you have any questions at any time about the contents of this manual, please seek clarification from the Director.

GUIDING PRINCIPLES:

Vision:
We make a difference in people's lives through connections, community engagement, and inclusion.

Mission:
We provide opportunities for all to share and grow through curiosity and creativity.

Values:
We are innovative. We embrace new ideas in order to be able to provide services our patrons might not even realize they need.

We protect intellectual freedom. We believe everyone has the right to unrestricted access to knowledge without fear of censorship or discrimination.

We are inclusive. We reflect the diversity of our community and endeavour to be a safe space for all.

We foster connections. We assist people and organizations in forming relationships that help to create a supportive community.

We are lit. Whether it's in the form of literature or a lit party, we strive to be a light in the darkness.

B. OUR CONDUCT

B1 Code of Business Conduct

POLICY STATEMENT
We are committed to being a respectable Library and are proud of the integrity, ethics and good citizenship of our employees. Maintaining our reputation depends upon a high standard of conduct by all employees in their work and as representatives of the Library. The Code of Conduct (the "Code") serves as the foundation for all policies, procedures and guidelines contained in this manual, and outlines expected behaviours and actions in support of responsible and ethical behaviour.

The way you perform your work affects the Library's reputation. Every reputable business values its good name. This is especially true of an organization like ours – an organization whose purpose is to provide service to its members and promote the interests of the community and the Library.

Anyone who violates the standards in this Code will be subject to disciplinary action, up to and including termination for "Just Cause" ("Cause").

The Code is directed to all regular and non-regular Employees, whether permanent, part time or temporary, and all representatives of the Library.

Guidelines for Conduct
All employees have the individual responsibility to adhere to the Code in their actions and behaviours; it is a condition of employment for all employees. All employees are required to ensure their personal and professional dealings are conducted in an honest and ethical manner and are free of any deceitful, fraudulent, disrespectful or illegal activities. The Code of Conduct applies to all directors, officers, employees, contractors and volunteers of the Library.

Work Integrity
Effective work habits require fundamental honesty with use of time as well as use of property. It means doing a fair day's work for a fair day's pay including, arriving on time, keeping absences to a minimum, restricting personal telephone calls or activities and staying with the work at hand.

Workplace Etiquette
In order to develop an environment where a great team can thrive, it is important that employees recognize that certain behaviours and actions can be disruptive to the workplace. Examples of desired etiquette include, but are not limited to:

- Keeping your work area, the kitchen and other common areas neat and tidy
- Using coffee and lunch breaks for personal business such as personal phone calls and texts
- Limiting phone usage during meetings; and,
- Exercising care and judgement in constructing emails to ensure they are kept to a minimum and that the tone is respectful and does not convey the wrong message.

Accuracy of Records and Reporting
The Library's financial statements and the books, records and accounts on which they are based must appropriately and accurately reflect the Library's activities and conform to applicable legal, accounting and auditing requirements and to the Library's system of internal controls. Employees handling money must know and follow instructions for the protection of Library funds.

Outside Employment
Other paid employment is allowed, as long as it does not interfere with the employee's ability to perform their duties at the Library, and no conflict of interest exists. If either of these situations occurs, the employee may be asked to terminate the outside employment if they wish to remain with the Library. Employees should check their posted schedule each month to ensure they are aware of their scheduled shifts for the next four week period.

Conduct Outside of Work
Any unethical, unbecoming or illegal behaviour outside the workplace by an off-duty employee that could potentially bring the Library into disrepute or damage its reputation may result in disciplinary action, up to and including termination for Cause.

Respect in the Workplace
At the Library, people are the foundation of our business, and we are committed to building and maintaining a respectful, safe and inclusive workplace. All employees have a responsibility for maintaining high standards of personal behaviour and for ensuring that others have the opportunity to carry out their work assignments in an atmosphere free of harassment, discrimination or violence.

Discrimination, Diversity & Inclusion
We believe team diversity drives better decision making and creates competitive advantage, and we are committed to providing equal opportunity in all aspects of employment, provided the individual can perform the required duties of the position. Discrimination or disrespect of any kind will not be tolerated. The Library prohibits discrimination based on the grounds of race, colour, ancestry, place of origin, religious beliefs, gender, gender identity, gender expression, age, physical disability, mental disability, marital status, family status, source of income and sexual orientation.

Workplace Harassment and Violence Prevention
All employees are responsible to prevent, report, and stop harassment from occurring in the workplace. Harassment includes a broad range of behaviours that individuals can be subjected to, or participate in, and is behaviour intended to intimidate, offend, degrade or humiliate a person or group. It is a serious issue and creates an unhealthy work environment resulting in psychological harm to workers.

Harassment can be any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that the person knows or ought reasonably to know will or would cause offence or humiliation to a worker, or adversely affect the worker's health and safety. It includes conduct, comments, bullying or actions because of race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression and sexual orientation.

Violence, whether at a work site or work-related, is defined as the threatened, attempted or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm, and includes physical attack or aggression, threatening behaviour, verbal or written threats, domestic violence and sexual violence.

Health, Safety and the Environment
The Library is committed to ensuring the health and safety of our employees, contractors, and the public while preventing and reducing negative impacts on the environment where we operate.

Impairment, Fitness for Work and Drugs and Alcohol
Employees must understand and adhere to all policies and procedures related to fit for work, impairment and the use of drugs and alcohol. Employees are required to be fit for work at all times while on duty and shall never be impaired while on duty. Impairment can be caused by a range of causes and includes impairment from the use of drugs (including the use of prescription or non-prescription drugs and/or the use of legal or illegal drugs), the consumption of alcohol or by any other impairment (e.g., fatigue). All employees are responsible to prevent, report and stop unsafe work practices and behaviour from occurring.

Protection of Library Property
All employees must protect the Library's assets against loss, damage, unauthorized use, theft and disposal, as well as to ensure their efficient use. Any suspected incident of fraud or theft should be reported immediately for investigation. All Library owned property and/or equipment used to conduct the Library's business remains Library property and must be used responsibly, ethically and efficiently and as intended solely for purposes directly related to Library operations.

At termination or departure, all Library owned or issued property must be returned including, but not limited to, keys, electronic and paper files and documents, computer hardware and software, cellular phones, laptops, and cameras. .

Confidentiality and Intellectual Property
Employees must maintain the confidentiality of sensitive and confidential information entrusted to them at all times that which includes any information that might be harmful to the Library if disclosed. Intellectual property remains solely the property of the Library, and the Library has full rights to the property. In certain situations, and with prior approval from the Director, employees may be able to keep a copy of their work product to add to their professional portfolio.

Employees who have access to private and personal information and data are also responsible for understanding and adhering to any legal requirements about the storage, collection, use and disclosure of private information and to actively ensure that all confidential and personal information is protected from access by others and is not used for any purpose other than for which it is given.

Employees who improperly collect, use or disclose confidential, private or proprietary information may be subject to disciplinary action, up to and including termination for Cause as well as legal action. The obligation to preserve the confidentiality of confidential information continues even after the employee ceases to have a relationship with the Library.

Appropriate Use of Technology
Employees are required to use all technology appropriately in alignment with the Code of Conduct including adhering to the following restrictions:

- Viewing, creating or distributing inappropriate, sexually explicit, discriminatory, violent or offensive materials
- Accessing or storing illegal or unlicensed material
- Copying, sharing or reproducing Library documents or information for personal use
- Installing unauthorized software; and,
- Conducting business for another commercial organization.

All employees using Library devices or systems shall have no expectation of privacy in connection with the use of Library facilities or resources, including anything viewed, created, stored, sent or received using Library devices, systems or the internet.

Employees are expected to operate online in the electronic world and in social media channels as they are expected to behave and operate during their daily work as outlined by the Code. Employees, both on and off duty, have a responsibility to positively represent the Library and to align their behaviour and actions with the Code when expressing views, opinions or information online or in public.

Conflict of Interest

Employees are required to act objectively, in the best interests of the Library without bias. A conflict of interest may exist when a person's private interests interfere in any way with the interests of the Library or when the employee, members of their family or someone with whom there is a close personal relationship, receive advantageous or improper personal or financial benefits as a result of their position or work with the Library. Any employee who becomes aware of a conflict or potential conflict should immediately disclose the actual, potential or perceived conflict of interest to the Director who will outline the measures to be taken to remedy the situation.

Employment of Relatives and Personal Relationships at Work

The Library permits the employment of immediate family members or of any employee who has a personal relationship with another employee of the Library. Due to the potential for perceived or actual conflicts of interest, the parties involved must disclose the relationship to the Director. Personal relationships with individuals working with a supplier, business partner or contractor to the Library should also be disclosed.

If two employees form a close romantic relationship with each other, there is a possibility the relationship could lead to a conflict of interest situation or have the potential for harassment. The employees are required to declare the relationship to the Director who is under an obligation to treat the information as confidential. Employees in a close romantic relationship should refrain from public displays of affection or excessive personal conversation in the workplace. Romantic relationships involving an employee and their direct manager are particularly sensitive and risky for both the Library and the individuals involved. Should this situation arise, the relationship must be declared, and the Library may require position changes and/or reassignment. Position changes or reassignment undertaken by the Library in this situation does not constitute constructive dismissal.

Gifts, Entertainment and Improper Payments

Business gifts and entertainment are often customary courtesies designed to build goodwill and constructive relationships among community and business partners. Employees should use good judgment when accepting gifts from patrons and/or suppliers to ensure no undue influence affects the performance of their duties. Any gift given to an employee that exceeds $100 in value must be reported to the Director. Where possible, and to ensure that no conflict is perceived, employees may wish to share gifts received with others in the Library (e.g., holiday gift baskets) or politely decline the gift if it seems unusually excessive (e.g., an all-expense paid trip). Employees should discuss with their manager any gifts or proposed gifts about which they have any questions or concerns. Employees shall never give nor receive bribes or improper payments for the sake of receiving any business privilege or influence.

Guidance and Compliance to the Code

While the Code of Conduct covers a wide range of business practices and procedures and is a guide for responsible and ethical behaviour, it does not and cannot cover every issue that may arise. When there is uncertainty about actions or decisions, one can ask the following questions to clarify the best course of action:

- Is there a threat or danger to life, health (mental or physical), safety or the environment?
- Does the action comply with the Code of Conduct, our values and policies?

- Is the action legal?
- Is it fair, ethical and morally acceptable? Does the action 'feel' right?
- Could the action be perceived differently or poorly by others?
- Could I justify and defend my actions if asked by my manager, colleagues, outside opinion, and my own conscience?
- Am I doing what I can to prevent, report or stop the potential issue?

If any of the answers to these questions are not clear, it is advisable to seek further guidance and support.

Internal Complaints
Employees are always encouraged to speak first to their manager with any questions or concerns related to the Code. Often this is the most effective way of working through an important concern and in solving any problem as quickly and effectively as possible. The Library encourages an open and honest environment in which any problem, concern, complaint, question or suggestion can be brought forward to management for serious consideration. No employee will be penalized, formally or informally, for voicing a complaint in a reasonable, business-like manner.

In situations that are more difficult or of a more serious or sensitive nature, employees should contact the Director directly. If the complaint involves the Director, it can be taken to the Chair of the Board.

Suggestions
The Library encourages and welcomes employees to give positive and constructive feedback and suggestions regarding work improvement or cost saving ideas. All suggestions will be considered by management and, where feasible, implemented by the Library.

Acknowledgement of and Revisions to the Code

All employees will be required to sign off on the **Code of Conduct Acknowledgement (located at the back of this manual)**. The Code of Conduct, and its supporting policies, may be updated from time to time, with such changes being formally communicated and which will supersede existing policies or practices.

B2 Whistle Blowing

POLICY STATEMENT

While we expect everyone associated with our Library to act with the utmost integrity, we recognize the possibility that misconduct can occur. The Library has a Whistle Blowing policy to outline the confidential reporting process to maintain and ensure the ongoing integrity and good governance of the Library.

GUIDELINES

1. All directors, officers, volunteers, employees, contractors, volunteers and consultants are encouraged to promptly report, in writing, all evidence of activity that may constitute misconduct. No person who reports a concern in good faith will be subject to retaliation or, in the case of an employee, adverse employment circumstances.

2. Whistleblowers are people who act in good faith to report serious offenses or wrongdoing occurring in an organization. Examples of serious offenses include, but are not limited to, questionable accounting practices, corporate fraud, a criminal offense, a breach of legal obligation, a miscarriage of justice, a danger to the health and safety of an individual, unresolved issues of harassment or violence in the workplace or the deliberate covering up of information pertaining to any of the aforementioned actions. Whistleblowing is appropriate when internal communication channels or escalation would not be appropriate, have not been successful in addressing an issue or when there is a serious offense or wrongdoing where there may be a fear of reprisal or lack of confidentiality.

3. The confidentiality of the person raising the concern will be protected and anonymous communications will be accepted. Whistle Blower reports should be directed as follows:
   - Concerns with any individual aside from the Director are to be taken directly to the Director.
   - Concerns with the Director are to be taken directly to the Chair of the Board of Directors.

4. Those submitting a report are encouraged to provide as much specific information as possible, including names, dates, places and events that took place; the names of any other witnesses; and the Whistle Blower's perception of why the incident(s) may be a violation.

5. Any individual who, in good faith, reports such incidents described above will receive a written response and will be protected from threats of retaliation, harassment, discharge, or other types of discrimination including, but not limited to, respecting compensation or other terms and conditions of employment, that are directly related to the disclosure of such reports. Moreover, any person who retaliates against someone who has reported a claim in good faith may be subject to discipline up to and including termination for Cause. If any person believes they have been unfairly or unlawfully retaliated against in respect of a report made under this policy, they may file a complaint with the Director or with the Chair of the Board of Directors.

Investigation and Corrective Action

The individual who received the complaint from the Whistle Blower will either conduct the investigation and take corrective action or appoint a suitable person to do so on their behalf. An appointed person must be familiar with the investigation process and be in a position to take the necessary action.

The person conducting the investigation will:

- Provide the Whistle Blower with written acknowledgement of the report within two (2) business days if the report has not been submitted anonymously. This acknowledgement will confirm that the matter will be investigated and the timeline in which they can expect to receive a response.
- Make initial inquiries to determine whether an investigation is appropriate, and the form it should take. Some concerns may be resolved by agreed action without the need for investigation.
- Thoroughly investigate all serious allegations, retaining outside HR advice, legal or financial counsel or any other resource necessary to conduct a full investigation.
- Take the necessary action to begin the investigation within one (1) week of the report. The length and scope of the investigation will depend on the concern, but the investigator will make every effort to conclude the investigation in a timely manner.
- Keep all information disclosed during the course of the investigation confidential, except as necessary to conduct the investigation and take any remedial action and for reasons subject to applicable law.
- Take action to resolve the concern, as necessary. This may involve initiating disciplinary action, informing external authorities, amending or changing policy, or other action as appropriate. If it is found that there is not sufficient evidence of wrongdoing, or the actions of the individual(s) are not serious enough to warrant disciplinary action, it may be more appropriate to take an informal approach to dealing with the matter.
- Provide the Whistle Blower with a confidential follow-up for complete closure of the concern (if possible).

False Disclosures

The Library will treat all disclosures of inappropriate conduct or behaviours seriously and protect employees that raise concerns in good faith. However, appropriate disciplinary action, up to and including termination, may be taken against any person who is found to have made a disclosure maliciously that they know or ought to have known to be untrue or without reasonable grounds.

B3 Workplace Harassment and Violence Prevention

POLICY STATEMENT

The Library is committed to providing a safe and healthy work environment in which all employees are treated with respect and dignity and where employees can come to work knowing that their physical, psychological and social wellbeing are protected. Harassment and violence will not be tolerated from any person at or outside of the work site including patrons, clients, other employers, supervisors, employees, contractors, association members, and members of the public.

This policy outlines what workplace harassment and violence are; how the Library and all employees have a role to play in its prevention; outlines the procedures for dealing with any situations involving harassment or violence in the workplace; provides a process for employees to report incidents or raise concerns about the hazard of harassment and violence; details the Library's response to incidents; and, describes the supports available to employees if workplace violence or the threat of violence occurs.

GUIDELINES

This policy applies to all employees, volunteers, contractors, officers, members, and directors of the Library in all locations, departments and operations, in all jurisdictions.

1. Responsibilities

All employees and volunteers (i.e., anyone performing work for the Library) are responsible to prevent, report and stop harassment and violence from occurring in the workplace and have individual responsibility to adhere to this policy at all times in their work and actions. Specifically, the following responsibilities apply to all employees:

1.1 Worker Responsibilities

- Read, understand and comply with the policy and refrain from engaging in any harassment, bullying, discrimination and/or violence as defined in this Policy;
- Treat everyone in the workplace with dignity and respect at all times in compliance with this Policy;
- Raise any concerns about harassment or violence in the workplace and report any incidents to their manager or the Director;
- Ensure compliance with the confidentiality provisions of this Policy; and,
- Participate in investigations undertaken pursuant to this Policy, including maintaining the confidentiality of all investigations.

1.2 Director Responsibilities

All responsibilities listed above, and

- Ensure the workplace is free from harassment and violence and take immediate action whenever there is reason to believe it is occurring;
- Inform employees about this policy and provide training to prevent, minimize or eliminate workplace harassment and violence;
- Respond appropriately to address all incidents and complaints of workplace harassment and violence in a fair, respectful and timely manner, and fully support any investigation according to relevant policy and procedures.
- Respect the privacy of all concerned as much as legally possible.

2. Harassment in the Workplace

Harassment includes a broad range of behaviours that individuals can be subjected to, or participate in. Workplace harassment is behaviour intended to intimidate, offend, degrade or humiliate a person or group. It is a serious issue and creates an unhealthy work environment resulting is psychological harm to employees.

Harassment is defined by any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that the person knows or ought reasonably to know will or would cause offence or humiliation to a worker, or adversely affects the worker's health and safety.

Workplace harassment may include, but is not limited to, the following:

- Verbal or written abuse or threats;
- Insulting, derogatory or degrading comments or gestures;
- Personal ridicule or malicious gossip;
- Unjustifiable interference with another's work or work sabotage; and/or
- Interference with or vandalizing personal property.

Discriminatory harassment is harassment based on one of the protected grounds as defined by Alberta Human Rights including race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression and sexual orientation.

Examples of discriminatory harassment include, but are not limited to, the following:

- Epithets, remarks, jokes, or innuendos related to a protected ground;
- Singling out an individual through humiliating or demeaning "teasing" or jokes because they are a member of a protected group; and/or
- Comments ridiculing an individual because of characteristics, dress, etc. that are related to a protected ground.

Sexual harassment includes sexual comments or conduct that is known, or ought to be known, to be unwelcome, including but not limited to, the following:

- Unwanted sexual advances, unwanted requests for sexual favours, derogatory comments, gestures or looks;
- Unnecessary or unwanted verbal or physical contact, jokes, or slurs;
- Derogatory or demeaning material in any medium including printed matter, posters, cartoons, graffiti, drawings or any display of sexually suggestive material;
- Actual or implied threats, reprisal or discriminatory behaviour either on or off the job, for refusal to comply with a sexually oriented request; and/or,
- Any of the above instances that occur, not only in person, but through email or social media.

Bullying is a type of harassment involving repeated, persistent, continuous behaviour that is usually associated with a power imbalance, where the victim is made to feel inferior. Workplace bullying behaviour includes, but is not limited to:

- silent treatment;
- starting or encouraging rumours;
- excessive or unjustified criticism;

- withholding job related information or job responsibility; and/or
- deliberate interference with the performance of job responsibilities.

Reasonable action taken by the employer or supervisors relating to the management and direction of employees or a work site is not workplace harassment, including the following:

- **Allocation of Resources:** To get work done, supervisors may have to make unpopular decisions, such as changing work assignments or reporting relationships. Such decisions may or may not please others, but they do not constitute harassment.
- **Performance Feedback:** Feedback regarding unsatisfactory work conduct and/or negative performance evaluation is not harassment. Supervisors have a responsibility to give appropriate criticism and to take appropriate corrective action when the work of a worker is not satisfactory. Such criticism should, however, be made in a reasonable manner and should be constructive.

In addition, physical contact necessary for the performance of required work using accepted industry standards does not constitute harassment and, mutually acceptable workplace flirtation does not constitute sexual harassment.

3. Violence in the Workplace

Violence, whether at a work site or work related, is defined as the threatened, attempted or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm and includes, but is not limited to:

- Physical attack or aggression;
- Threatening behaviour;
- Verbal or written threats;
- Domestic violence; and/or
- Sexual violence.

Domestic violence can become workplace violence when it spills into the workplace. Domestic violence is violent, threatening or extremely coercive behaviour perpetrated by a partner in a current or formerly intimate relationship on the other. It can consist of a pattern of ongoing abuse or an isolated incident. Domestic violence includes, but is not limited to, the following:

- Actual or threatened physical violence or harm, up to and including incidents of serious assault;
- Sexual assault (i.e., forcing someone into sexual activities against their will is a crime, even where the parties are married to one another);
- Stalking and other forms of harassment and intimidation;
- Threats of harm or actual harm perpetrated against others (i.e., the victim's children, friends, family, co-employees, etc.); or
- Damaging, destroying, or threatening to destroy property belonging to the victim or individuals who are closely associated with the victim.

Utmost respect is given to employees' privacy and the Library does not want to intrude into the personal lives of its employees. However, should the Library be aware of the existence of domestic violence, or where such violence is suspected and the consequences of domestic violence are likely to spill over into the workplace, the Library may have a legal obligation to intervene in the interests of the individual concerned and other employees.

4. Harassment and Violence Prevention Procedure

Hazard identification and assessment is a key part of preventing harassment and violence in the workplace. As part of the organization's hazard assessment process, existing and potential hazards for workplace harassment and violence will be identified, appropriate measures will be

put in place to eliminate or control the hazard, and specific safe work procedures will be developed to ensure a safe and respectful workplace at all times.

The hazard assessment process will specifically address all forms of workplace harassment and violence such as physical assault/aggression, threat of violence, domestic violence and sexual violence. In addition, the assessment will include information related to the risk of violence presented by members of the general public which could be encountered by employees.

5. Incident Reporting Procedure

Individuals who have been the subject of workplace harassment or violence should respond in the following manner:

- The individual affected ("the Complainant") is encouraged to make their objections known to the harasser or aggressor directly when it is possible and safe to do so. Communicate the objection verbally, or in writing, and state clearly what unacceptable behaviour or action occurred and request that it stop immediately.
- The Complainant should create a written record of the incident, including all pertinent information:
    - Date and time
    - Nature of the harassment or violence
    - Name of person(s) involved
    - Name of person(s) witnessing if any
    - Full description of the incident, including frequency; and,
    - Supporting documents if available.
- The Complainant should inform and discuss the situation with the Director as soon as possible.
- Once information has been received, an investigation will begin in a timely, sensitive and confidential manner.
- The Complainant, together with the Director, will report to the police where the situations warrant it.
- Note that the reporting contact should never be under the direct control of the alleged harasser or aggressor or be the alleged harasser or aggressor themselves.

6. Investigation Procedures

Any incident or complaint that involves workplace harassment or violence is a hazard to the health and safety of employees and all individuals in the workplace. The Library commits to:

- Investigate all incidents of harassment and violence according to the existing internal standard for investigations;
- Take corrective action to address the incident and to prevent it from happening again;
- Prepare a report which outlines the circumstances of the harassment or violence;
- Retain documents and records for at least three (3) years in a confidential manner; and,
- Cooperate with regulatory bodies on requests for information and documentation.

Where appropriate, the Library may elect to retain external investigation resources in particularly sensitive or difficult situations. Investigations will have a target timeline for completion of 90 days.

7. Privacy and Confidentiality

All records of harassment and violence and subsequent investigations are considered confidential and are strictly prohibited from being disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, the organization will assist police agencies, lawyers, insurance companies and courts to the fullest extent and will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents

are treated fairly and respectfully. The organization will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law.

8. No Reprisal

No individual shall be penalized, reprimanded, or in any way criticized when acting in a good faith while following this policy and procedure for addressing situations involving harassment or violence in the workplace.

9. Worker Support

The Library will offer support to employees who are affected by an incident of harassment or violence in the workplace. Affected employees will be advised to consult a health professional (of the worker's choice) for treatment or referral. There will be no deductions from the worker's wages and benefits if the treatment sessions occur during regular work hours.

10. Worker's Rights

The Workplace Violence and Harassment Policy is not intended to discourage a worker from exercising rights pursuant to any other law including, but not limited to, the Human Rights Act.

11. Fraudulent or Malicious False Claims

Unfounded, frivolous, or fraudulent allegations of harassment and violence may cause both the accused person and the Library significant damage and will not be tolerated. Any individual who files a complaint of harassment or violence and, after a thorough investigation has been conducted, is found to have made a false claim, will be subject to the appropriate discipline, up to and including termination for Cause.

12. Training and Communication

The Library's Harassment and Violence Prevention Policy is available to all employees and through any department head. The Library will provide all employees with training about workplace harassment and violence including the following:

- The hazard of workplace harassment and violence;
- How to recognize the signs of danger;
- What to do about it; and,
- How to report it.

13. Prevention Plan Administration and Review

The Library's Harassment and Violence Prevention Policy will be reviewed at least every three (3) years by management.

Acknowledgement of and Revisions to the Workplace Harassment Policy

All employees will be required to sign off on the **Workplace Harassment Acknowledgement (located at the back of this manual)**. The Workplace Harassment policy, and its supporting policies, may be updated from time to time, with such changes being formally communicated and which will supersede existing policies or practices.

B4 Privacy

POLICY STATEMENT

The Library values and respects its employees. As a result, it is committed to operate with integrity regarding employee privacy and to uphold all privacy legislation concerning personal information that is collected about its employees as a result of their employment relationship with the Library.

GUIDELINES

1. At or before the time personal information is collected, the Library will identify the purposes for which personal information is collected. These purposes include, but are not limited to:
   - establishing an employee profile in the Library payroll system;
   - setting up an employee profile in the Library benefits program;
   - tracking an employee's performance during their tenure at the Library;
   - meeting legal and regulatory requirements as required by the provincial and federal governments; and
   - ensuring the Library has emergency contact information for each employee.

2. When personal information that has been collected is to be used for a purpose not previously identified, the new purpose will be identified prior to use. Unless the new purpose is required by law, the consent of the employee is required before information can be used for that purpose. Persons collecting personal information will be able to explain to individuals the purposes for which the information is being collected.

3. Employee files are the property of the Library and access to the information they contain is restricted. Only the Director or other members of the management team who have legitimate reason to review information in a file can do so. With reasonable advance notice, employees may review information on their file, but only in the office in which they are housed and in the presence of the Director.

4. Employee files will be kept in a secure filing cabinet or on a secured drive/system at all times and the information contained within will be retained for a period of up to seven (7) years after the year in which termination of employment occurred.

   Once an employee leaves the Library, employee file documents will be destroyed as per the Library retention schedule, as follows:
   - The entire file will be sealed and retained intact for a period of three (3) years, to comply with Alberta Human Rights and Employment Standards legislation
   - All payroll and tax documents will be retained for seven (7) years to comply with Canada Revenue Agency rules

Employees are responsible for ensuring that the Director is promptly notified of all changes to their personal information, including mailing address, dependents, beneficiaries and emergency contact information. Departed employees whose mailing address changes within one (1) year of departure from the Library are responsible for updating that information with the Director.

B5 Dress Code

POLICY STATEMENT

A business is judged not only by the quality of its products and services, but also by its people. It takes only a few seconds to form a first impression and more than half of that first impression is based on appearance. Therefore, all employees of the Library are expected to dress appropriately for their working environment.

GUIDELINES

1. All employees must use discretion and good judgement in choosing dress and grooming which are practical and suitable to their work environment. This is particularly important in jobs which require employees to meet the public or in roles that are client facing.

2. The work environment includes, but is not limited to the office, work sanctioned events and any other place in which Library work is being conducted, including client sites.

3. Employees may be required to perform duties after regular hours. We ask that you use your own discretion based upon the nature of the event.

4. Inappropriate office attire includes, but is not limited to, the following:
   - clothing that would normally be worn to the beach, for yard work, or to bars;
   - clothing that reveals too much of an employee's back, chest, stomach, rear or underwear;
   - clothing that is intentionally ripped or torn; and/or
   - clothing with slogans, political party branding, or offensive language or images.

5. Certain positions, such as the bike pilot, page or programmers, are more physically demanding and therefore appropriate athletic attire such as sweatpants, yoga pants, biking shorts, t-shirts, sweatshirts, and runners are acceptable. The athletic attire must adhere to the guidelines in #4 above.

6. Personal hygiene is also an important part of appropriate grooming. In particular, employees should be aware of personal odours that may be offensive to others (e.g., body odour, etc.). The Library is a scent-free workplace, therefore no perfumes or colognes are allowed.

B6 Smoke-Free Workplace

POLICY STATEMENT

The Library is committed to providing a safe and healthy work environment for all employees, volunteers, clients and guests. Recognizing that a smoke-free environment supports a healthier workplace, smoking is prohibited in all Library facilities, buildings, and offices, with the exception of designated smoking areas.

GUIDELINES

1. The Library will comply with all provincial and municipal laws regarding smoking in the workplace.

2. This policy will be in effect at all times, including times when Library work is being performed outside of regular operating hours.

3. The Library will identify a designated smoking area on Library property.

4. In addition to adhering to designated smoking areas, employees are expected to be mindful of the number and length of smoke breaks they take in the workday and should only take a smoke break during their regularly scheduled breaks.

5. The policy applies to all occupants of Library premises including employees, visitors, maintenance and cleaning staff and other guests.

B7 Drugs and Alcohol in the Workplace

POLICY STATEMENT

The Library is committed to ensuring public safety and to providing a safe and healthy work environment for its employees. The misuse of alcohol or prescribed drugs or the use of prohibited, illegal or controlled drugs or substances jeopardizes job safety and performance, the well-being of employees, and can place the integrity and safety of the Library facilities and equipment at risk.

Guidelines

1. The following are strictly prohibited while performing work on the Library's premises, while in attendance at a Library-sponsored event or otherwise acting on the Library's behalf, including when working from home:
    - Employees shall not distribute, possess, consume or use illegal drugs while engaged in Library business or while on or in Library property or its client's property. This type of conduct is a breach of criminal law, as well as the Code of Conduct with the Library.
    - Employees shall not report to work, be at work, under the influence of alcohol or any drug or substance that may or will affect their ability to work or drive safely.
    - Employees shall not misuse prescription or non-prescription drugs while at work. If an employee is taking a prescription or non-prescription drug for which there is a potential side effect that could materially impact performance, or the ability to fulfill duties or emergency procedures safely, they shall report such use to their supervisor.

2. The Library will not allow a person, whether or not that person is an employee of the Library, to act on behalf of the Library or to remain on Library or client premises if there is reasonable cause to believe that person is impaired by alcohol or drugs to the extent that it has a detrimental effect on job performance, safety or the public reputation of the Library.

3. It is the employee's responsibility to report to the Director any potential impairment due to the effects of drugs or alcohol, including over the counter medications that may affect performance.

4. If alcohol is served at a Library sanctioned function, employees are expected to conduct themselves in a manner that reflects well on the organization, to demonstrate responsible drinking habits and to ensure that they do not operate a motor vehicle. The Library will take reasonable steps to regulate alcohol consumption and ensure that employees leaving Library events do so in a safe manner. When employees leave a Library-sponsored event (via taxi or other ride share alternative, designated driver or driving themselves), their actions after their departure become their own responsibility.

5. It is the employee's own responsibility to seek assistance before performance problems lead to disciplinary action. Alternatively, the Library may recommend that an employee seek assistance if the employee has indicated that they have a problem with alcohol or drugs. Once a violation of policy occurs, subsequent employee use of the program on a voluntary basis will not lessen disciplinary action.

6. The Library recognizes alcoholism and drug abuse as treatable health problems covered under regular sickness benefits and will support employees requiring treatment for these health problems. Employees must recognize that the failure to accept, respond to, and maintain treatment as prescribed by their health-care provider or by a third-party provider arranged by

the Library may constitute grounds for dismissal. If treatment requires time away from work or modified work duties, as recommended by a licensed medical professional, provisions of the Library's disability plans may apply.

Notwithstanding the above, the unauthorized possession or consumption of, or impairment by alcohol or the possession or consumption of or impairment by prohibited, illegal or controlled substances while working or on duty will be considered grounds for termination for Cause.

B8 Information Systems, and Internet and Email Use

POLICY STATEMENT

The Library recognizes that access to the internet, email and Library information systems are necessary workplace tools but, in order to ensure work efficiencies and guard against viruses and other security threats, employees must demonstrate caution in the usage of these tools.

GUIDELINES FOR EMAIL AND INTERNET USAGE

For the most part, employees are expected to use the Library-provided email and internet services for business-related purposes. Excessive use of Library internet services for personal reasons could result in disciplinary action.

1. Internet and email access is a Library resource and is monitored accordingly. Employees must understand that their usage is subject to inspection with or without notice.

2. All correspondence through Library email and internet must be professional in nature. Email and internet are not to be used to transmit, receive or store any materials that are pornographic, obscene, offensive, discriminatory or harassing in nature.

3. Library email and internet services are not to be used for any illegal purposes or for personal gain.

4. In order to keep the Library server free from viruses, employees should never open emails or attachments without closely reviewing the sender's email to ensure it's not a scam or hoax. Employees should demonstrate caution in opening any email or attachments that are questionable in nature by either deleting them or forwarding them on to IT for review.

5. Employee's must take extra measures to password protect files containing confidential Library information or copyrighted materials transmitted via Library email.

GUIDELINES FOR LIBRARY INFORMATION SYSTEMS (COMPUTERS, SOFTWARE AND DATA)

1. Employees must not download any unauthorized software or files. Requests for software must be made to the Director or the IT department in order to ensure the Library adheres to any licensing agreements.

2. Employees must take extra measures to password protect confidential information stored on computers, and to ensure that it is properly stored in the correct folder/drive.

3. No employee shall upload Library software to their personal computers unless required for work purposes and unless it is pre-approved by management.

4. If a Library-owned computer is damaged, lost or stolen, it must be reported immediately to the Director.

5. If a Library-owned computer is wilfully damaged, lost or stolen through the negligence of the employee, that individual will be responsible for reimbursing the Library for all repair or replacement costs.

6. Upon termination, all Library-provided computers must be returned to the Library.

B9 Social Media

Social media has become an avenue of discussion and method of sharing information for almost all of us. The Library recognizes the importance of being able to connect to the worldwide online community, both as an organization and as individual employees. However, the Library expects its employees to participate in the online community in a way that represents our organization in a positive way.

GUIDELINES
These guidelines cover all communications in the public domain, including but not limited, to:

- Facebook, Twitter, LinkedIn, Instagram, YouTube and TikTok;
- Blogs;
- Video and Photo Sharing Websites;
- Forums and Discussion Boards; or,
- Online Encyclopedias.

Employees should always keep these tips in mind:

The internet is not anonymous, and it never forgets - Internet technologies have made it virtually impossible to take something back. Employees need to be smart about protecting themselves, their privacy and the reputation of the Library. They must be prepared for their online text to exist in perpetuity.

Know they are always "On" - Employees represent the Library at all times, and they must assume that their social media comments are always publicly visible. They must be sure to manage what and with whom they are sharing. They should not write anything they wouldn't say out loud to all parties involved.

Use common sense - If an employee is unsure if their content might affect the Library's reputation, they are encouraged to ask the Director. They must not use the Library's logos in personal posts as they imply these are official posts from the Library.

An employee may speak for themselves, but their actions reflect on the Library - The line between an employee's private and public life is blurred in online social networks. Anything one posts can reflect on the Library and its reputation.

Make it clear the views expressed are one's own - If employees are using social media to communicate personal viewpoints, they must be sure to state that those views are their own and not the views of the Library.

Keep complaints out of the public eye - Employees must demonstrate respect for the fact that while they have personal opinions and preferences, they should not use social media as an avenue to complain about the Library. Employees are asked to keep complaints out of the public eye and address the issue directly and privately with the appropriate person(s).

Be positive and respectful - The Library encourages the use of social media to promote its activities. However, employees should never post potentially offensive or inflammatory comments about any colleague, patron, client or supplier. Comments regarding religious beliefs, politics or a personal negative opinion that relate back to the Library should never be made public. Employees are asked to be thoughtful before posting.

Some general pointers:

- Employees should conduct themselves in social media forums with an eye to how their behaviour or comments might appear if the Library were called upon to defend them as an organization. In other words, employees should not behave any differently online than they would in any other public setting.
- When it comes to social media, the Library encourages employees to have fun, but be smart. Anything an employee posts that can potentially tarnish the Library's reputation will ultimately be their responsibility. Employees are asked to approach the online world in the same way they do the physical one – by using sound judgment and common sense.
- If an employee is not completely confident about a comment they intend to share that concerns the Library, they are asked to seek management input before they post. Offensive comments about the Library or any of its affiliates may be grounds for disciplinary action, up to and including Termination for Cause.

B10 Visitors in the Workplace

POLICY STATEMENT

To provide for the safety and security of Library employees, volunteers and contractors and of Library resources and facilities, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps the Library maintain its safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare and avoids potential distractions and disturbances.

GUIDELINES

1. Visitors include all salespeople, patrons, vendors, family and persons making deliveries to the office.
2. Employees are responsible for the conduct and safety of their visitors.
3. If an unauthorized individual is observed on Library premises, employees should immediately notify the Director or, if safe to do so, walk the individual to the reception area.

B11 Media Relations

POLICY STATEMENT

The Library strives to provide thoughtful and timely information to the communities in which we operate, ultimately contributing to our positive public image and reputation. One of the ways this is done is through careful response to media coverage of our operations. To this end, and in order to provide clarity and comfort for its employees in effectively and appropriately engaging with media when approached, the Library has put together the following guidelines.

GUIDELINES

1. All employees have an important role in representing the Library in the media positively; as such, employees must always conduct themselves professionally, regardless of the situation or inquiry.
2. Whenever possible, all media inquiries should be directed to the Director or Chair of the Board, if the Director is not available in a reasonable period of time.
3. Regarding emergency situations, Library employees should keep to the facts of the matter within their area of expertise and should never admit liability or speculate on the cause of a mishap.
4. Any employee who has spoken to the media should notify the Director as soon as possible, providing the name of the reporter and who the reporter represents, along with the substance of the questions asked and answers given.

C. OUR WORK ENVIRONMENT

C1 Recruitment and Selection

POLICY STATEMENT
The Library is committed to recruiting and selecting individuals who are the most qualified to perform the requirements of the position and are the best "fit" for the role and Library. Candidates for job vacancies may be from the Library's current employee pool or from outside sources. Where qualifications are deemed equivalent, preference will typically be given to internal candidates.

GUIDELINES

1. The Library is committed to the fundamental principles of equal employment opportunity. It is committed to treating people fairly, with respect and dignity and to offer equal employment opportunities based upon an individual's qualifications, demonstrated career performance and perceived fit for the role. The Library will ensure its hiring process and practices are free from systemic barriers as well as discrimination or harassment because of race, religious belief, colour, gender, physical or mental disability, marital status, ancestry, age, place of origin, family status, source of income, sexual orientation or any other prohibited ground of discrimination under Human Rights legislation.

3. Most jobs will be posted internally and externally at the same time; or, in some cases, a preferred internal candidate will be identified and asked if they are interested in the position. In the later situation, when an employee has been identified for a role, a formal recruitment process will not be initiated.

4. External candidates may be recruited from many locations using a variety of means including job sites, social media and personal contacts of current employees. In exceptional cases, it may be deemed necessary to use preferred recruitment agencies or executive search organizations to assist in the search for qualified candidates, but this would require Director approval.

5. Any candidate who deliberately misrepresents or falsifies information during the recruitment or selection process shall be eliminated from the selection process and, if employed, shall be terminated for Cause.

6. All positions will have a written job description outlining the specific details of the role.

    - The Director will be hired by the Library Board.
    - The Director is responsible for hiring library employees and volunteers.

7. Hiring family members of current employees or of Board members will be restricted by "arm's length" criteria in terms of hiring and direct supervision. It is necessary for any employee or Board member to recuse themselves immediately whenever the appearance of a conflict of interest exists.

Reference Checks, Police Checks, and Intervention Records Checks
Prior to offering employment to an individual, the Director will conduct employment-related reference checks with previous employers whose contact information has been provided by the candidate. All employees and volunteers must provide a current Police Check and Intervention Records Check every three (3) years. The document must be submitted within thirty (30) days of the employee's anniversary date. The Library will reimburse employees and volunteers the cost of the checks upon proof of receipt.

Orientation
The Library provides an orientation to all new employees to ensure they are familiar with all relevant aspects of the Library's vision, mission and values, policies and procedures, programs services and operations.

C2 Probationary Period

POLICY STATEMENT
In line with Alberta Employment Standards, the Library's policy is to establish a time period (the "Probationary Period") during which new employees can evaluate their new job responsibilities and culture of the Library while, at the same time, providing the Library with the opportunity to assess the employee's suitability for the role and potential member of the team.

GUIDELINES
1. All new and rehired employees shall complete a **probationary period of 90 days**.

2. During the probationary period, an employee is classified as Probationary. Either the employee or the Library may end the employment relationship at any time during the probationary period. The employee nor the Library are obligated to provide any notice, and the Library is not required to provide pay in lieu of notice if either party terminates the employment relationship during the probationary period.

3. During the probationary period, the Supervisor is responsible for:

    - ensuring that the employee receives proper orientation to the Library work environment and its vision, mission and values;
    - ensuring that the employee receives adequate coaching and training to enable them to succeed in the role;
    - monitoring the employee's progress; and,
    - documenting the employee's performance through ongoing evaluation and, recommending whether or not the employee's employment continues after the end of the probationary period.

4. At the discretion of management, an employee's probationary period may be extended for the internal purpose of allowing an additional evaluation period. This act does not preclude the Library or the employee from providing notice in the event the probationary period is extended beyond 90 days. The Library will provide notice or pay in lieu of notice as per Employment Standards if terminating the employment relationship after 90 days and the employee is required to give notice if they resign after 90 days.

5. Upon successful completion of the probationary period, an employee will be appointed to permanent status, unless the position for which they are hired is temporary.

C3 Hours of Work

POLICY STATEMENT

To provide superior service to our patrons, maintain efficient operations and facilitate teamwork, it is expected that all employees maintain regular hours of work.

Employees are required to comply with the provisions of this policy and to adhere to the schedules as communicated and approved by their supervisors or delegates.

Supervisors are responsible for ensuring that the operational needs of the library are met by setting, approving, and altering work schedules; approving breaks, ensuring that all overtime is recorded and approved, and monitoring work-time related issues to ensure efficiency, effectiveness and responsiveness. The hours of Library employees will be set to meet the needs of the community and at the discretion of the Director.

GUIDELINES

1. **Salaried Employees:** The regular hours of work for salaried employees shall be an average of thirty-five (35) hours per week, averaged each pay period, ideally occurring during Library opening hours.
   1.1. Employees are entitled to and encouraged to take a one (1) hour unpaid break during shifts when they work more than five (5) hours.
   1.2. Employees may work more than 35 hours in any given week, providing they do not accrue overtime as per Alberta Employment Standards, and the 35 hours per week average is maintained.
   1.3. Hours worked outside of opening hours, or in excess of the 35-hour average, must be communicated to and approved by the library director.
2. **Hourly Employees**: The hours of hourly employees may vary and may include evenings and weekends. Hourly employees are provided with a set number of hours they are expected to work in a four-week period, identified in their contracts.
   2.1. Employees will be scheduled to take a one (1) hour unpaid break during shifts when they work more than five (5) hours.
   2.2. The minimums set out in Alberta Employment standards shall apply in determining the hours of work and any overtime that is due.
   2.3. Schedules will be posted a minimum of seven (7) working days in advance of work.
      2.3.1. It is the responsibility of the employees to be aware of when they are expected to work.
      2.3.2. Hourly employees may be called in or scheduled to cover shifts outside of their regularly scheduled hours.
3. **On-Call Employees:** There are no guaranteed hours for on-call employees. They cannot be added to the schedule without their express permission.
   3.1. A one (1) hour unpaid break is provided for shifts longer than five (5) hours within a day.
4. **LAPP:** All permanent employees who work 30 or more hours per week on average in a service year must participate in LAPP, as per the Local Authorities Pension Plan Policy. See LAPP policy for additional details and exceptions.
5. **Alternative Work Arrangements:** Employees who require alternative work arrangements that vary from the standard work hours must discuss the options with their supervisor. Alternative work arrangements will not be granted automatically but will be considered on a case-by-case basis between the employee and their supervisor with approval from the Director. Any agreed upon alternative work arrangements must be recorded in writing.

6. **Changes of Hours:** For certain groups of employees, regular hours may be altered, temporarily or permanently, at management's discretion. In this event, any modifications will be communicated to those affected employees, with reasonable notice.
7. **Youth:** If a youth is hired, the library will take care to follow the minimums as set out in Alberta Employment Standards for working with youth.

C4 Overtime

POLICY STATEMENT

The nature of the Library's business is that it experiences peak periods of activity throughout the year. As such, from time to time, the Library may ask employees to work additional hours to accommodate such increased activity. Subsequently, on occasion, an employee may have a bona fide requirement for needing to work extra hours. This policy outlines the Library's rules surrounding overtime and overtime pay.

GUIDELINES

1. Employees will be informed as to their eligibility for overtime at the time of being hired.
2. Overtime is defined as: all hours worked in excess of 8 hours per day or 44 hours per week as per Employment Standards. Overtime hours are calculated both on a daily and on a weekly basis. The higher of the two numbers is the overtime hours worked in the week. The Director is not eligible for overtime in accordance with Employment Standards.
3. All overtime must be pre-approved by the employee's supervisor. Overtime will be reimbursed as time off in lieu. For every hour of overtime worked, employees can bank one (1) hour of time off which must be taken within six (6) months of the end of the pay period in which the overtime occurred. Any time off in lieu of overtime not taken by December 1st of each year will be automatically paid out.
4. Scheduling of time off in lieu must be pre-approved by the supervisor.
5. Employees are encouraged to consider that additional hours should only be worked when there is no other alternative. Most tasks can wait until the following day; wanting to finish a task that is not complete is considered a personal preference and not a bona fide requirement for the effective functioning of the Library. If an employee deems there is a bona fide requirement for needing to work extra hours, they must have approval from the supervisor first.
6. Where an employee is called to the Library in an emergency during off hours, the employee shall receive time off in lieu.

CAMROSE PUBLIC LIBRARY

C5 General Holidays (stat holidays)

POLICY STATEMENT

The following are general holidays that are mandated by Employment Standards:

New Year's Day	January 1
Family Day	Third Monday in February
Good Friday	Friday before Easter Sunday
Victoria Day	Monday before May 25
Canada Day	July 1
Labour Day	First Monday in September
Thanksgiving Day	Second Monday in October
Remembrance Day	November 11
Christmas Day	December 25

The following are additional holidays recognized and treated by the Library as general holidays:

August Civic Holiday	First Monday in August
Boxing Day	December 26

1. When possible, general holidays will be observed on the calendar date of the holiday.

2. If a holiday falls on a day when the library would normally be closed (i.e. a Sunday), the holiday will be observed on the next business day when the library would normally be open.

3. When a holiday falls on a Friday or Monday, the library will be closed for the weekend immediately following the Friday or preceding the Monday.

4. Employees will be paid for general holidays in accordance with the minimums set out by Alberta Employment Standards.

C6 Vacation

POLICY STATEMENT

The Library believes that everyone needs time to rest and rejuvenate, and that taking time away from work is a great way to do so. Wherever possible, the Library will encourage its employees to take their allotted vacation so that they can reset and return to work with renewed motivation.

GUIDELINES

1. All **hourly** employees accrue vacation pay in accordance with the table below. Hourly employees are to request vacation pay when taking vacation days off.
2. Hourly staff will have the choice of either being paid out their vacation accrual or have it carry forward into the new year at the end of each year.

Service for Hourly Employees	Vacation Pay Entitlement (hourly)
0 months – completion of 1 year of service	4% of wages
1 year – completion of 2 years of service	5% of wages
3 years – completion of 9 years of service	6% of wages
10 years – completion of 19 years of service	8.3% of wages
20+ years of services	10.5% of wages

Note: Vacation pay is only based on regular wages. It does not include overtime pay, general holiday pay, termination pay, an unearned bonus, tips and gratuities or expenses and allowances, etc.

3. All **salaried** employees accrue paid vacation days in accordance with the table below.
4. At the end of the year, vacation accruals for salaried employees will carry into the next year.

Service for Salaried Employees	Annual Vacation Entitlement (salaried)
0 months – completion of 1 year of service	2 weeks (.833 days accrued per month)
1 year – completion of 2 years of service	3 weeks (1.25 days accrued per month)
3 years – completion of 9 years of service	4 weeks (1.67 days accrued per month)
10 years – completion of 19 years of service	5 weeks (2.08 days accrued per month)
20+ years of services	6 weeks (2.50 days accrued per month)

5. Vacation can be carried over a maximum of one year, unless otherwise approved by the Director.
    - Ex. In practice, a staff member with N number of weeks per year should not carry over any more than N number of weeks into the new year.

6. On occasion and with the approval of the Director, at the time of hire, employees may be given credit in recognition of previous industry experience. These employees will then have vacation benefits over and above the entitlement level that their Library service would normally provide.

7. Employees cannot take paid vacation time in advance of accruing it. Employees who choose to take time off before the required time has been accrued must take unpaid leave.

8. When an employee is absent from work for reasons other than vacation or general holidays (e.g., maternity leave, sick leave), vacation for that year will be pro-rated based on the amount of time the employee was at work.

9. Scheduling of vacation is at the discretion of management. All vacation days taken must be approved by the Director beforehand as per this policy.

10. The Library can deny requests for vacation at specific times due to operational reasons. If the Library and the employee cannot agree on the employee's vacation time, the Library can decide when it will be taken. However, the Library will give the employee at least two (2) weeks' notice in writing of the vacation start date.

11. An employee may request and take vacation in half-day increments.

12. If a general holiday observed by the Library falls during an employee's vacation, the day will be counted as a paid holiday and not a vacation day.

13. Upon resignation, termination or retirement, an employee will be paid for all unused vacation leave entitlements earned up to and including the last day of work. Any vacation taken by the employee that has not been accrued will be deducted from the employee's final pay.

C7 Flex Days/Sick Days

POLICY STATEMENT

In line with the Library's belief that everyone needs time to rest and rejuvenate, and in appreciating that employees have a number of commitments and priorities outside of work, the Library is pleased to offer its permanent employees' paid flex days. Flex days may also be used as sick days when required.

GUIDELINES

1. All permanent employees who have passed the probationary period are eligible for flex days. On-Call and Casual employees are not eligible for flex days.

2. Flex days are tracked in hours. **An employee can only ever hold 105 hours of flex time in their "bank".** Employees accrue 5.77% of hours worked at the end of each month as flex days provided they have room in their flex bank, meaning they have not hit the 105 hour maximum of allowable flex time.

3. Unused flex days will not be paid out at the end of each year nor if an employee leaves the Library. They are intended to be used as needed during employment.

4. Flex days may be used by the employee how they see fit. No "reason" needs to be provided; however, it is recommended that they are used for mental health breaks, family commitments, sick days, appointments, or other personal obligations.

    - Flex time should not be used as a means of avoiding tasks in an employee's job description.

5. Employees are expected to give as much notice as possible to their Supervisor in the event they want to utilize a flex day, unless they are calling sick and using a flex day to cover that time away.

6. Employees must manage their own flex day bank to ensure that they have time available when needed.

7. Flex days will be approved according to operational needs, unless they are calling sick and using a flex day to cover that time away. Flex days may be booked in conjunction with general holidays or annual vacation time.

8. In the event of a termination or resignation, any flex days used but not yet accrued will be deducted from the employee's final pay.

C8 Prolonged Absence (Sick Leave)

POLICY STATEMENT

The Library encourages employees to live a healthy lifestyle. Although the Library emphasizes wellness, we recognize that, from time to time, employees may still become ill, injured or unwell for longer durations of time. In keeping with the Library's goal of maintaining a safe and healthy workplace, sick leave will be granted as required.

GUIDELINES

1. Prolonged Absence Sick Leave would be time off that is above and beyond the Flex Days an employee has available. Examples may include convalescing after surgery, or any illness that requires an extended period of time to recover.

2. Eligible employees will apply for Short-Term Disability when faced with prolonged sick leave and may be eligible to apply for Long-Term Disability following Short-Term Disability.

3. Employees who are not eligible for Short-Term Disability will be provided a Record of Employment (ROE) and will be eligible to apply for medical Employment Insurance (EI). EI sickness benefits: What these benefits offer - Canada.ca

4. Employees must contact the Director as soon as possible when unable to attend work due to illness or injury for prolonged periods of time and must remain in contact with the Director on a weekly basis to inform them of the expected date of return to work, including providing updated doctor's notes supporting the medical need to remain off work.

C9 Job-Protected Leaves of Absence

POLICY STATEMENT
The Library understands that both wonderful and unfortunate life events can happen to its employees while they are employed by us. During these times, the Library will support its employees by being sensitive to their unique situations, and in directing them to any relevant job protected leaves of absences, as set forth by Employment Standards.

GUIDELINES
There are a number of Job Protected Leave of Absences as defined by Alberta Employment Standards. These include:

- Maternity and Parental Leave
- Bereavement Leave
- Compassionate Care Leave
- Personal and Family Responsibility Leave
- Long-Term Illness and Injury Leave (included under Prolonged Absence Sick Leave above)
- Domestic Violence Leave
- Citizenship Ceremony Leave
- Critical Illness Leave
- Death or Disappearance of a Child Leave (Death or disappearance of child leave | Alberta.ca)
- Reservist Leave (Reservist leave | Alberta.ca)
- Jury Duty and Witness Leave

Each leave is unique in terms of employee eligibility, length of time given, requirements to provide both evidence of, and notice to, the Library and in terms of whether the employee will be eligible to apply for Employment Insurance (EI) during the leave.

Employees who think they may qualify for one or more of these leaves can find out more information about them by visiting the Alberta Employment Standards website.

All job protected leaves of absence, when granted, will be without pay from the Library, but employees may be eligible to apply for Employment Insurance, depending on the leave.

Employees who qualify for such leaves will be returned to their same or similar position (in terms of pay and scope) in the Library.

Employees may be eligible for Library benefits for certain leaves, providing they pay their portion of the premiums.

Employees may be asked to return the Library's equipment including keys, computers, credit cards, etc. in the event they go on leave, and may have system access removed depending on the duration of the leave. This should not be construed as an intention to not return the employee from such leaves and is in place to ensure security and integrity of Library data.

Maternity Leave and Parental Leave

To be eligible the employee must be employed for at least ninety (90) days. When on maternity or parental leave the time away is considered to be continuous for the purposes of calculating years of service, or tenure.

Benefits will continue during maternity leave with the employer and the employee each contributing their portion. The employee shall provide the Library with post-dated cheques to cover the employee's portion of benefit costs and to facilitate on-going benefits coverage.

The length of maternity leave is sixteen (16) weeks and the maximum length of parental leave is 62 weeks. If both parents work for the library, the library isn't required to grant parental leave to both employees at the same time.

Maternity Leave
Birth mothers can take up to sixteen (16) consecutive weeks of unpaid maternity leave. The number of weeks of leave exceeds the Employment Insurance benefit length by one week in recognition of the waiting period. Employees should be aware of this before taking their leave.

Leave can start any time within the thirteen (13) weeks leading up to the estimated due date and no later than the date of birth.

If pregnancy interferes with the employee's job performance during the twelve (12) weeks before their due date, employers can require that the employee start maternity leave earlier by notifying the employee in writing.

Birth mothers must take at least six (6) weeks after birth for health reasons, unless:

- the employer agrees to an early return to duties, and
- the employee provides a medical certificate stating the return will not endanger her health

Pregnancy Loss
A pregnancy loss is any situation where a pregnancy ends other than in a live birth.

If pregnancy loss occurs within sixteen (16) weeks of the estimated due date, the employee is still entitled to maternity leave but is not entitled to parental leave. The leave will end sixteen (16) weeks after it begins.

Bereaved employees impacted by pregnancy loss may also be entitled to bereavement leave.

Parental leave
Birth and adoptive parents can take up to sixty-two (62) weeks of unpaid parental leave. The number of weeks of leave exceeds the Employment Insurance benefit length by one week in recognition of the waiting period. Employees should be aware of this before taking their leave.

Parental leave can be taken by:

- the birth mother, immediately following maternity leave,
- the other parent,
- adoptive parents, or
- both parents, shared between them

Leave can start any time after the birth or adoption of a child but must be completed within seventy-eight (78) weeks of the date the baby is born or placed with the parents.

Starting leave
Employees must give the library written notice at least six (6) weeks before starting maternity or parental leave. Employees aren't required to specify a return date at that time but may wish to do so.

If they fail to give notice for medical reasons or a situation related to the birth or adoption, parents are still eligible for leave:

- **Maternity leave:** provide written notice and a medical certificate to the employer within two (2) weeks of mother's last day at work, or as soon as possible
- **Parental leave:** provide written notice to the employer as soon as possible

A birth mother on maternity leave isn't required to give the library notice before taking parental leave, unless she originally arranged to only take sixteen (16) weeks of maternity leave.

Parents who intend to share parental leave must advise their respective employers of their intention to do so. Two employees working for the same library may combine parental leave for a maximum of sixty-two (62) weeks.

Ending leave
Employees must give their employer's written notice at least four (4) weeks before they:

- return to work, or
- will not be returning to work after their leave ends.

Employers aren't required to reinstate employees who fail to give notice or report to work the day after their leave ends, unless the failure is due to unforeseen or unpreventable circumstances.

If an unexpected circumstance occurs, employers can approve an extension of leave, but aren't obligated to do so.

Bereavement Leave

In the event of a death in the family (see list below of who is included), an employee will be given time off with pay up to a maximum of five (5) working days. This bereavement leave can also be taken after a Pregnancy Loss.

Where the funeral occurs outside of Alberta, such leave shall also include additional travel time not to exceed two (2) working days, without pay.

Where the funeral occurs outside of Canada, such leave shall also include additional travel time not to exceed three (3) working days, without pay.

Should additional time off be required, it will be unpaid unless vacation entitlements are taken.

In the event of a death in the extended family, an employee will be given time off with pay of 1 working day, additional time may be requested either without pay or utilizing vacation time (if available). If additional time is required, the employee may discuss this with their Supervisor.

One-half (1/2) day leave may be granted by the Manager without loss of salary or wages to attend a funeral as a pallbearer or mourner for an individual not included as part of the family. Should such leave be requested for an out of province funeral, only one-half (1/2) day will be compensated as per above, with any additional time being taken be without pay or as vacation.

Definition of family members for bereavement leave includes: spouse, adult interdependent partner, common-law partner; children (and their parent/spouse); current or former foster children (and their partner/spouse); current or former wards; parents, step-parents, current or former guardians (and their partner/spouse); current or former foster parents; siblings, half-siblings, step-siblings (and their partner/spouse); grandchildren, step-grandchildren (and their partner/spouse); grandparents, step-grandparents; aunts, uncles, step-aunts, step-uncles (and their partner/spouse); nieces, nephews (and their partner/spouse); or a person that the employee isn't related to but considers to be like a close relative.

Compassionate Care Leave

An eligible employee can take up to twenty-seven (27) weeks of unpaid compassionate care leave. The leave can be split into multiple installments, but each period must be at least one (1) week in length.

Employees are eligible for compassionate care leave if:

- they've been employed at least ninety (90) days
- they give care or provide support to a gravely ill family member; the ill family member may live in Alberta or elsewhere
- their family member is at significant risk of dying within twenty-six (26) weeks, as established by a medical certificate

If more than one employee who is employed by the same employer is entitled to compassionate care leave with respect to the same family member, the employer is not required to grant the leave to more than one employee at a time.

Compassionate care leave ends when the earliest of one of the following occurs:

- the last day of the work week in which the family member dies
- the twenty-seven (27) weeks of compassionate care leave ends, or

- the last day of the work week in which the employee ceases to provide care or support to the seriously ill family member

After the leave is completed, and if the family member is still gravely ill and care is required, the employee may request the leave again. However, a new medical certificate must be provided.

For a list of who's considered a family member refer to Compassionate care leave | Alberta.ca.

Personal and Family Responsibility Leave

An employee can take up to five (5) unpaid days of personal and family responsibility leave in each calendar year. Any leave days not used by an employee cannot be carried over into a new calendar year.

Employees are eligible for personal and family responsibility leave if they have been employed at least ninety (90) days.

Leave must be considered necessary for:

- the health of the employee or,
- for the employee to meet his or her family responsibilities in relation to a family member For

further details refer to Personal and family responsibility leave | Alberta.ca.

Critical Illness Leave

Employees are eligible for critical illness leave without pay if they have been employed for at least ninety (90) days.

An eligible employee can take up to thirty-six (36) weeks of unpaid leave for the critical illness of a child.

An eligible employee can take up to sixteen (16) weeks of unpaid leave for the critical illness of an adult.

For further details refer to Critical illness leave | Alberta.ca.

Domestic Violence Leave

Employees are eligible for domestic violence leave if they have been employed at least 90 days with the same employer.

Eligible employees can take up to 30 calendar days off work without risk of losing their job (this is greater than the 10 calendar days defined in the Code).

Employers must grant domestic violence leave to eligible employees and give them their same, or equivalent, job back when the employee returns to work.

Benefits will be left in place for eligible employees, and they will be required to reimburse the Library for their portion upon return to work.

Employees on domestic violence leave are considered to be continuously employed for the purposes of calculating years of service.

Employees are eligible for domestic violence leave if an act of domestic violence occurs to:

- the employee
- the employee's dependent child
- a protected adult living with the employee

An employee may take domestic violence leave for the following purposes:

- to allow the employee, employee's dependent child or a protected adult to seek medical attention for physical or psychological injury caused by domestic violence
- to obtain services from a victim services organization
- to allow the employee, employee's dependent child or a protected adult to obtain psychological or other professional counselling
- to relocate (temporarily or permanently)
- to seek legal or law enforcement assistance, including time relating to legal proceedings

For further details refer to Domestic violence leave | Alberta.ca

Citizenship Ceremony Leave

Employees are eligible for citizenship ceremony leave if they have been employed at least 90 days with the same employer.

A citizenship ceremony is when a certificate of citizenship is received, as provided for under the *Citizenship Act* (Canada) and regulations made under that Act.

Eligible employees can take up to half a day of unpaid leave without risk of losing their job.

Employers must grant citizenship ceremony leave to eligible employees and give them their same, or equivalent, job back when the employee returns to work.

Employees on citizenship ceremony leave are considered to be continuously employed for the purposes of calculating years of service.

For further details refer to Citizenship ceremony leave | Alberta.ca

Jury Duty and Witness Leave

The Library shall grant a leave of absence to an employee who serves as a juror or witness in any court proceeding. The Library shall pay such employee the net difference between normal earnings and the payment received for jury service or court witness, excluding payment for travelling, meals, or other expenses, provided the time spent as a juror or witness is during the employee's normally scheduled workday. The employee will present proof of service and the amount of pay received or assign the pay to the Library. The time spent by

such employee required to serve as a court witness in any matter arising out of the employee's employment shall be considered as time worked at the appropriate rate of pay. For

further details refer to Jury duty | Alberta.ca

C10 Pay and Payroll Administration

POLICY STATEMENT
The Library's goal is to attract and retain great people. To achieve this goal, the Library is committed to establishing and maintaining competitive base salaries that are reflective of the market and of individual performance, while practicing fiscal responsibility and ensuring equity.

GUIDELINES
1. The Library compensates employees in ways that reward experience/expertise, dedication and strong performance. The Library does not practice and will not tolerate any unlawful discrimination in pay.

2. Movement between steps in the salary grid is based on years of service to the library in the employee's current role.

    - On-call/Casual staff who work fewer than 12 shifts in a year will not receive a step increase.

3. Any cost-of-living adjustments (COLA) or other adjustments to the salary grid will be based on economic conditions and the budget of the library, as approved annually by the board.

Payroll Administration
All employees are paid their earnings, less required statutory and Library benefit deductions, in arrears by direct deposit at the end of the month.

It is the employee's responsibility to ensure that the Library has the correct banking information on file in order to ensure that their pay is deposited to their bank account.

Pay Corrections
The Library takes all reasonable steps to ensure that employees receive the correct amount of pay in each pay cheque and that they are paid promptly on the scheduled pay date. In the unlikely event that there is an error in the amount of pay, the employee should immediately bring the discrepancy to the attention of the Director.

C11 Business Expenses

POLICY STATEMENT

Each employee is expected to conduct the Library's business activities lawfully and with integrity. It is the policy of the Library that an employee neither loses nor gains financially as a result of business expenses, including travel. The Library will reimburse employees for reasonable travel and other business expenses incurred as a result of business-related activity, where required for their position and where pre-approved by the Director.

GUIDELINES

1. Mileage
   - The Library will reimburse employees for non-commuting use of their personal vehicles for Library business at an approved rate-per-kilometer that is aligned with the suggested rate set by Canada Revenue Agency (CRA). Employees can visit the CRA website for information on current rates.
   - An employee may choose to drive or fly when traveling out of province (where applicable), however, the lesser of the cost of transportation shall be paid.

2. Accommodation
   - Employees will be reimbursed for the actual cost of a standard room plus applicable taxes at a reasonably priced hotel for out-of-town travel.

3. Meals and Gratuities
   - When travelling outside of the home city, the actual cost of up to three (3) meals per day is reimbursable. The total cost per day must not exceed $75.00.
   - Gratuities and tips should be limited to 18% before GST.
   - Whenever employees dine with clients, they must list the client's names on the meal receipt as per CRA requirements.

4. Car Rental/Taxis
   - For out-of-province travel, car rental costs will be reimbursed by the Library. Employees are to waive additional rental car insurance costs.
   - Where relevant and necessary, employees will be reimbursed for reasonable taxi costs or other ride share alternative costs, plus gratuity.

5. Air Travel
   - The Library will pay for economy-class airfare, including all taxes and fees where the employee has been pre-approved for air travel.

6. Library Credit Card
   - Employees who use a Library credit card are expected to use it to pay for business expenses. Misuse of the Library credit card (including using for personal reasons) will be grounds for disciplinary action up to and including termination for Cause.

7. Expense Reports
   - All expenses must be itemized and submitted to the Director for approval, with appropriate receipts attached (receipts must have a GST number and, where relevant, names of people in attendance identified on them).
   - Abuse of this policy, including falsifying expense reports to reflect costs not incurred by the employee, will be grounds for disciplinary action, up to and including termination for Cause.

8. Non-allowable Expenses
    - The Library will not reimburse expenses relating to parking or traffic fines, additional travel or vehicle insurance, kennel fees, annual credit card dues, interest incurred on personal cards or membership in airline frequent flyer and VIP clubs.
    - Personal purchases or entertainment, such as mini-bar items, movies or dry-cleaning are not eligible for reimbursement.

C12 Training and Development

POLICY STATEMENT

The Library believes in continuous learning and development and, as such, may provide financial assistance to employees who seek additional education or training related to their career at the Library.

GUIDELINES – SEMINARS AND TRAINING SESSIONS

1. Employees interested in pursuing training should submit a request to the Director for consideration.

2. The Library may pay part or all of the training (depending on the total cost and the current training budget) when a course or learning opportunity is necessary for the employee to fulfill the requirements of their position or when it is part of their career development with the Library.

3. Employees will receive no more than their regular wage for the time it takes for them to attend such training.

4. The Library may pay for the associated costs of training including transportation, food, lodging and course materials, if approved.

5. If an employee resigns within one (1) year of the completion of Library-paid training, the employee will be required to reimburse the Library for 50% of the cost of the training if the training was originally requested by the employee. If the training was required by the Library, no re-payment will be necessary.

GUIDELINES - PROFESSIONAL MEMBERSHIPS

1. For employees who are working on, or have received their professional designation, the Library will support the professional development that is required to maintain the designation in good standing.

2. Annual dues and/or membership fees are subject to the Director's approval.

GUIDELINES - CONTINUING EDUCATION

1. If an employee resigns within one (1) year of the completion of a Library-paid course, the employee will be required to reimburse the Library for 50% of the cost of the course if the training was originally requested by the employee. If the training was required by the Library, no re-payment will be necessary. In the case of the Director, reimbursement would be required on training that exceeds $1,500.

C13 Performance Management

POLICY STATEMENT

It is important to the Library to ensure that all employees are provided with accurate and appropriate feedback regarding their performance. By utilizing informal measures, as well as a more formal performance review process, the Library will work with its employees to ensure organizational objectives are met through the achievement of individual performance goals and objectives.

GUIDELINES

1. Upon hire, a detailed position description will be provided to each the Library employee, which will include documented standards and expectations of work to be performed.

2. In the first few weeks and months of employment, the Director will communicate expected performance and behavior standards; monitor their employees' performance and provide ongoing feedback; and ensure that the employee receives adequate support, coaching and training to enable them for success.

3. Before the end of the 90-day probationary period, the Supervisor will evaluate the employee's performance and advise them whether or not they have passed the probationary period.

4. The Director will discuss job performance and goals on an informal, day-to-day basis with employees.

5. In addition to day-to-day coaching, a formal performance review will be conducted on an annual basis.

C14 Corrective Action

POLICY STATEMENT

The Library expects all employees to perform their duties and responsibilities in a satisfactory manner, consistent with established performance standards and in a manner that adheres to the Library's vision, mission, and values. The Library believes that most employees strive to perform well at work; however, situations can occur where corrective action is necessary.

GUIDELINES

1. All employees are expected to comply with the policies and standards established by the Library. Where this does not occur, the Library's goal is to resolve minor problems before they become major with an approach that is constructive in nature. This stepped process, called a "progressive discipline" process is as follows:

    i. A **verbal reminder**, correction or clarification and informal discussion.

    ii. A **written** reminder which will go in the employee's file.

    iii. A **suspension** (without pay, unless it's for an investigation then it's with pay), or **decision-making leave** (a short period of time off with pay for the employee to decide if they wish to continue their employment and to develop an action plan of how they intend to change their behaviours).

    iv. A **final warning** (indicating that the employee will be terminated in the event their performance does not immediately change).

    v. **Termination**

2. In any given situation, the seriousness of the infraction will determine which step will first be enacted. As a general guideline, the following examples illustrate degrees of seriousness and the type of action that may be taken:

    - For more **minor** violations such as tardiness/absenteeism, minor inefficiencies or attitude problems, action taken will usually be in the form of a verbal discussion.
    - For more **serious** violations such as failure to observe safety/work rules or a violation of Library policy, action taken will usually be a written reminder or a decision-making leave.
    - For **major** violations such as theft, dishonesty, insubordination, physical assault on another employee or falsification of Library records, action taken will be suspension while investigating the incident, normally followed by termination.

3. Separately, or in addition to any of the steps identified in the progressive discipline process above, the Library may determine to engage in a Performance Improvement Plan (PIP) with an employee. The PIP will typically include the following five (5) elements:

    - **Areas of concern** – the behavioral and/or performance issues are described, using specific examples.
    - **Expectations** – the expectations regarding performance/behavior are re-established.
    - **Performance Improvement Goals** – a list of objectives and applicable actions that need to be taken are constructed.
    - **Training and Resources** – training, resources or additional support needed for the employee to reach their goals are identified.
    - **Timeline** – the timeline of the plan, how often the Director will be meeting on progress, and when the final review of outcomes will take place are set.

4. Employees experiencing personal problems that are impacting their performance should contact the Director for assistance and the Library will consider an outside referral to an organization that could help the employee. Alternatively, the Director may recommend that an employee seek assistance if the employee has indicated that they are having personal problems that are impacting their performance. However, neither case is an alternative or a substitute for the disciplinary process. The employee's use of Library-recommended assistance is independent of the disciplinary process and does not stop the use of the disciplinary or termination process.

C15 Termination of Employment

POLICY STATEMENT

Although it may be difficult to think about when just starting employment with the Library, there may come a time where the Library needs to part ways with an employee, or an employee chooses to do the same. In this event, the following policy has been established to ensure that both parties treat each other in a fair and respectful manner.

GUIDELINES

Termination of employment can be initiated either by the employee or the Library.

In the event the employee decides to terminate the relationship (i.e., resign), the following applies:

1. An employee can resign at any time without giving notice during the 90-day probationary period.
2. Employees who have been employed for longer than 90 days, but less than two (2) years are required to give at least one (1) week of written notice.
3. Employees with two (2) or more years of service are expected to provide at least two (2) weeks of written notice.
4. An employee who gives notice of resignation will not be compelled to use unused vacation time, banked overtime or banked holidays during the notice period – these will be paid out as part of the employee's final pay. Alternatively, any vacation taken by the employee that has not been accrued will be deducted from the employee's final pay.
5. After an employee gives notice, they are still required to carry out their duties with the same performance expectations required of the job. In addition, they are required to continue working for the full notice period without taking any time off, unless otherwise mutually agreed upon by the employee and the Director.
6. On the last day of work, employees will be required to return all Library property in their possession including, but not limited to files and/or documents (both hard and electronic copies), keys, building and parking access cards, laptops, etc.
7. Employees cannot keep any files or documents without prior approval (assuming there is no confidential information contained in the document), nor Confidential information, of or belonging to the Library when they leave. In addition, individuals employed by the Library have an obligation to keep any Confidential information learned during their employment in confidence going forward as per the **Code of Conduct**.
8. Employees who resign will be invited to participate in an exit interview.

In the event the Library decides to terminate employment, the following will apply:

1. Probationary employees can be terminated within their first 90 days of employment with no notice or pay in lieu of notice. See **Policy C2 Probationary Period** for more information.

2. Employees who are absent from work for three (3) consecutive days and have not received prior approval to do so, or notified the Director, will be considered to have abandoned their position. Reasonable attempts will be made by the Director to contact the employee to determine whether there is a legitimate reason for the employee's absence from work. If the Library is unable to identify a legitimate reason for the absence, the Library may send a letter of termination to the employee's residence indicating the employee's employment is being

terminated for job abandonment. In these circumstances, the Library is not obligated to provide pay in lieu of notice.

3. An employee can be terminated by the Library for Just Cause ("Cause") without notice or pay in lieu of notice. Cause may include, but is not limited to, the following: theft; failure to comply with Library policies; harassment of other employees or clients; provoking or participating in physical violence on Library premises; improper disclosure of client or Library confidential information or other such wilful or gross misconduct.

4. The Library may terminate employment for any reason other than Cause, in which case, sufficient notice of termination of employment, as per Employment Standards will be given. Payment is as follows:
   - 1 week, for employment of more than 3 months, but less than 2 years
   - 2 weeks, for employment of 2 years or more but less than 4 years
   - 4 weeks, for employment of 4 years or more but less than 6 years
   - 5 weeks, for employment of 6 years or more but less than 8 years
   - 6 weeks, for employment of 8 years or more but less than 10 years; or
   - 8 weeks, for employment of 10 years or more.

CAMROSE PUBLIC LIBRARY

C16 Health and Safety

POLICY STATEMENT

The Library is committed to creating and maintaining a safe and healthy work environment for its employees, volunteers, visitors and contractors (stakeholders), and the general public.

The Library Director and employees at every level are responsible and accountable for the Library's health and safety. Active participation by everyone, every day, in every job is necessary for health and safety excellence and includes the physical, psychological, and social well-being of all employees. Our approach to health and safety is based on adherence to three key principles:

1) The right to know
2) The right to refuse work posing undue hazards (i.e. hazards that pose a serious and immediate threat to the health and safety of a person) and
3) The right to participate in workplace health and safety.

GUIDELINES

1. Management will ensure that health and safety concerns are considered as an integral part of our operating requirements.
2. The Library shall maintain an Occupational Health and Safety Committee, as required by Alberta Occupational Health and Safety.
3. The Library shall maintain an Emergency Response & Prevention Plan.
4. Employees shall be provided with safety training appropriate to their role.
5. Employees are required to act responsibly and participate actively in the safety procedures and safe working practices of the library.
6. Employees are required to report incidents, illnesses, accidents, and near-misses to their supervisor according to library procedures in a timely manner.

C17 Benefits

POLICY STATEMENT
In line with the Library's dedication to being a competitive workplace, Camrose Public Library is pleased to offer an array of benefits.

GUIDELINES

1. All permanent hourly employees who are contracted to work an average of 20 hours a week are eligible to sign up for benefits if they desire.
2. All permanent salaried employees must participate in the benefits program.[1]

[1] This is a requirement of the library as a member of the Chamber Benefit Program, and applies to all staff hired the library joined the program.

D. APPENDICES

APPENDIX A: Employee Policy Manual Acknowledgement

As an employee of the Library, I acknowledge that I have received, read and understand the Employee Policy Manual (the "Manual"). Furthermore, I agree to comply with the information contained in the Manual as a condition of my employment with the Library.

I understand that if I have questions or concerns at any time about this Manual, I will consult the Director for clarification.

I acknowledge that revisions to the Manual may occur from time to time and that all such changes will be communicated through formal means. I understand that such revised or updated information supersedes existing policies, practices or processes.

I also understand that I could be subject to discipline, up to and including termination for Cause, if I violate any policy within this employee manual.

_____ _____

Employee's Name (print) Date

_____

Employee's Signature

APPENDIX B: Code of Conduct Acknowledgement

As an employee of the Library, I hereby acknowledge that I have read and understood the Code of Conduct (the "Code') and I agree to adhere and follow these principles in my behaviour and actions at all times.

I understand that I should consult the Director, if I have any questions, or am unclear about, any item in the Code of Conduct and its supporting policies.

I acknowledge that revisions to the Code and its supporting policies may occur from time to time and all such changes will be communicated through formal means. I understand that such revised or updated information supersedes existing policies, practices or processes.

I understand that violations of the Code of Conduct may result in immediate and serious disciplinary action up to and including termination for Cause.

I understand that I will be requested on an annual basis to acknowledge and agree to the Code of Conduct.

_____ _____

Employee's Name (print) Date

_____

Employee's Signature

APPENDIX C: Workplace Harassment Policy Acknowledgement

As an employee of the Library, I hereby acknowledge that I have read and understood the Workplace Harassment policy and I agree to adhere and follow these principles in my behaviour and actions at all times.

I understand that I should consult the Director, if I have any questions, or am unclear about, any item in the Workplace Harassment policy and its supporting policies.

I acknowledge that revisions to the Workplace Harassment policy and its supporting policies may occur from time to time and all such changes will be communicated through formal means. I understand that such revised or updated information supersedes existing policies, practices or processes.

I understand that violations of the Workplace Harassment policy may result in immediate and serious disciplinary action up to and including termination for Cause.

I understand that I will be requested on an annual basis to acknowledge and agree to the Workplace Harassment policy.

_____ _____

Employee's Name (print) Date

_____

Employee's Signature

CAMROSE PUBLIC LIBRARY

Version History

Effective Date: Jan. 1, 2023, Version 1.0	Employee Policy manual launched effective Jan. 1, 2023
Date of Update: Mar. 1, 2023. Version 1.1	Pages 38 & 41 (Bereavement Leave changed to 5 days with pay to match pg 38, removed from pg 38, and clarified that the list of family members is tied to bereavement leave). Page 32 (General Holidays, added more clarity around when employees get paid for general holidays and when they don't). Page 34 (Vacation amended to reflect two charts – one for hourly and one for salaried, and adjusted to start date for vacation pay and accruals).
Date of Update: Dec. 18, 2024. Version 1.2	**C17 Benefits** was added to the Employee Manual to clarify benefit eligibility and mandatory participation.
Date of Update: Dec.10, 2025. Version 1.3	**C2 Probationary Period:** Certainty of permanent status changed from WILL to MAY to enable temporary contracts or conditional appointments. **C3 Hours of Work — Employment Type Framing:** Moves from FT/PT to Salaried/Hourly model; emphasizes averaging and flexibility for salaried roles; adds Youth compliance cue. Removes Part-time definition as max 32 hrs. **C3 Hours of Work — Breaks and Off-hours:** Salaried break policy softened (encouraged vs required) and off-hours approval elevated to Director. **C3 Hours of Work — On-Call weekly cap:** Salaried break policy softened (encouraged vs required) and off-hours approval elevated to Director. On-Call staff would not be limited in the number of hours they could work. All shifts still require supervisor approval. **C3 Hours of Work — LAPP Participation:** Introduces pension participation criterion in Hours section. **C4 Overtime Eligibility:** Aligns with current organization structure (no Manager role). **C5 General Holidays — Observance:** Simplification of observance and pay details; adds automatic Saturday closure adjacent to Fri/Mon holidays. **C6 Vacation — Hourly:** Introduces carry-forward option for hourly employees. **C6 Vacation — Salaried:** Removes carryover cap; promotes usage and predictable budgeting. **C7 Flex Days / Sick Days:** Clarifies carry nature (no end-of-year reset) and behavioral misuse clause. **C10 Pay & Payroll Administration:** Introduces step-movement rules and arrears processing; adds casual threshold. **C12 Training & Development:** Shifts from will to may (budget-dependent). **C16 Health & Safety:** Adds structural requirements and training obligations; codifies plans/committee. **C17 Benefits:** Terminology alignment (hourly vs salaried).
Date of Update: Jan. 14, 2026. Version 1.4	**C17 Benefits:** Clarification that aligns policy language with Chamber benefit Program requirement.