

TOWN OF NEEPAWA
POLICY & PROCEDURES MANUAL
PER #010
PERSONNEL POLICY

Issue:

Employees as well as the Employer Consider issues related to employees as very important. It is beneficial to ensure that these issues are outlined in writing in order that all parties have a clear understanding of them.

Objective:

To adequately outline all issues relating to personnel.

Policy

The entire policy is outlined in the following pages.

**TOWN OF NEEPAWA
PERSONNEL POLICY
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FOREWARD

All employees are important to the functioning of the Town of Neepawa.

The service that you render is of a very special nature. The residents of Neepawa are very important individuals and every effort should be made to give them the service they require.

You have a roll to fill and every task deserves your individual attention.

Courtesy, service, thoughtfulness, honesty, respect, and dignity must always be foremost in the minds of all personnel. The presence or absence of these qualities will be on public display, and our citizens will judge the Town of Neepawa by your conduct.

The Council is interested in your well-being and hopes that your employment with the Town of Neepawa will prove to be a pleasant experience and that you will always be conscious of your relationship with the public.

THE MAYOR AND COUNCIL
Town of Neepawa

2.00 TOWN OBJECTIVES AND ORGANIZATION

2.01 Purpose, Values and Image

Our purpose is:

To Maintain and enhance the quality of life for Neepawa residents by providing affordable services in an efficient and courteous manner.

To provide an environment where business wants to locate, operate, is encouraged and afforded the opportunity to prosper.

We Value:

Commitment to Excellence

Fair and Equitable practice

People (Staff)

Passion

Honesty

Respect for others (Courtesy)

Fiscal responsibility/accountability

Image:

Our leadership and integrity will foster a sense of community identity, spirit, pride and culture creating a success that will clearly benefit all citizens and visitors.

We want to be:

Successful

Well Organized

Committed to Teamwork

Progressive

Trust Worthy

Responsive/Responsible/Accountable

Professional Safe

Cost Effective

Courteous

Friendly

The objective of the Town of Neepawa is to provide the citizens of Neepawa with an attractive, enjoyable and safe environment in which to live, work, play and raise families. The co-operation and support of the individual employees is essential to realize this objective and to do so at the most reasonable expense to the ratepayers of the Town of Neepawa. Our primary objective is **to serve well** and with this in mind:

- a) Every employee is expected to show care and economy in the use of Town supplies and equipment.

- b) Every employee is a public servant and as such should be very conscious of the importance of his relationship with the public.
- c) Council and Management are constantly striving to improve services and efficiency. Suggestions for improving services will always be welcomed by Council and Management.

2.02 Organization of the Town of Neepawa

The Organizational Chart (PER 001) shows the area of responsibility and the authority relationship between the various employees of the Town of Neepawa. Lines of authority must be followed in seeking a solution to any employee concerns. Such concerns should first be discussed with the immediate Supervisor prior to being discussed with senior management. This should not however, detract from the co-operation and harmony between employees.

The Chief Administrative Officer is responsible to recruit, develop and evaluate all management staff. The Chief Administrative Officer approves the appointment, demotion, transfer or dismissal of Town Employees, as well as all compensation administration, within established personnel policy and budget guidelines. The Chief Administrative Officer is also responsible to ensure that the Town of Neepawa has a comprehensive human resource management plan to attract, develop, and retain qualified staff.

Council is the final authority and it shall define areas of responsibility as it sees fit from time to time.

3.0 APPLICATIONS

All applicants seeking employment with the Town of Neepawa shall be required to file an application in writing, and complete a standard Application for Employment form as provided by the Town. Interviews may be given in advance of actual hiring of an applicant and reference checks will be conducted prior to employment being afforded.

4.0 PROBATIONARY PERIOD

4.01 All new employees shall serve a probationary period of six (6) months.

4.02 The probationary period may be extended by the Town for a further three (3) months of actual work. Employees shall be advised in writing of the terms of the extended probationary period. Where a probationary period is being extended, the Town will endeavor to provide the employee with a written performance evaluation, and shall endeavor to discuss it with the employee.

4.03 An employee's employment may be terminated without any notice or wages in lieu of notice at any time during either the employee's probationary period or extended probationary period.

5.00 HOURS OF WORK AND OVERTIME

5.01 Hours of Work

The normal hours of work for all permanent full-time non-management employees shall be as follows:

Non Unionized Administrative Employees

The Chief Administrative Officer will schedule the hours of work for administrative employees. Such employees shall normally work a minimum of thirty-five (35) hours per week, and shall receive a one (1) hour unpaid lunch break.

Employees are entitled to two fifteen (15) minute breaks a day.

5.02 Overtime

Overtime shall be defined as all authorized time worked by non-managerial employees in excess of eight (8) hours in a day or forty (40) hours in a week. Employees shall have such authorization in advance of any overtime being worked by the Chief Administrative Officer.

Where a non-management employee is required to work overtime, that employee shall be entitled to the following:

(i) Equivalent time off with pay to be taken within sixty (60) days after the day on which the employee worked the overtime hours, or at such later date as mutually agreed on between the employee and the Chief Administrative Officer. All banked time is to be approved by the Chief Administrative Officer a minimum three days in advance.

6.00 SALARIES AND PAY PERIODS

Council has adopted a salary compensation schedule for staff as per the attached Salary Schedules "A".

6.01 Pay Periods

All employees will be paid on a bi-weekly basis. Where an employee works for less than a full month the salary or wage will be pro-rated relative to the length of time worked.

7.00 DRESS CODE

7.01 Employees are expected to present a clean, neat general appearance at all times and are required to dress appropriately for the duties assigned to their respective positions.

8.00 SAFETY

The Town of Neepawa is proud of its safety record and of the safe working conditions it provides for its employees. Employees are urged to follow common sense safety practices and to report any unsafe conditions, defective working tools, or equipment to the Chief Administrative Officer. Any and all accidents, no matter how small, shall be reported immediately to your supervisor.

9.00 GENERAL HOLIDAYS

9.01 Subject to 9.03 below the following general holidays shall be granted with pay, to all permanent full-time employees:

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

and such other holidays as may be proclaimed by Federal, Provincial and or Civic Governments.

9.02 Employees who are required to work on any of the above holidays shall be paid overtime rates for all hours worked and shall receive an alternate day off with basic pay within sixty (60) days following the holiday.

9.03 In order to be eligible to receive the general holiday with pay, the employee must work the full scheduled workday before and after the holiday, and must have worked for part of all of at least fifteen (15) days during the thirty (30) days immediately preceding the holiday.

9.04 When a holiday occurs during an employee's annual vacation, an extra day's vacation shall be added to the employee's vacation.

9.05 When a holiday falls on an employee's regular day off, the employee shall be granted another day off, such time to be taken within sixty (60) days unless otherwise mutually agreed upon between the employee and the Chief Administrative Officer.

9.06 Employees other than permanent full-time employees will be entitled to general holidays in accordance with the provisions of the Provincial Employment Standards Code.

10.00 ANNUAL VACATION

10.01 Subject to Clause 10.04 all permanent full-time employees shall be entitled to the following vacations with pay:

- (a) Two (2) weeks vacation with pay after each full continuous year of service
- (b) Three (3) weeks vacation with pay after two (2) full continuous years of service.
- (c) Four (4) weeks vacation with pay after seven (7) full continuous years of service.
- (d) Five (5) weeks vacation with pay after seventeen (17) full continuous years of service.
- (e) Six (6) weeks vacation with pay after twenty-seven (27) full continuous years of service.

For the purpose of this section “years of service” shall mean the accumulated total service being the sum of each full year of service with the town of Neepawa, continuous or broken by approved leave of absence or lay-off, but not service broken by a termination of employment.

10.02 In order to qualify for the foregoing vacations with pay, an employee must have been actively at work for a minimum of eighteen hundred (1800) hours during the calendar year in which such vacations would be earned. If an employee is not actively at work for the minimum eighteen hundred (1800) hours during the calendar year, he/she shall receive (unless the Council otherwise directs) vacation pay calculated on a pro-rated equation for vacation during the aforesaid period. Vacation pay pro-rates are based on the percentages for entitled weeks as outlined below:

- Two weeks entitlement – four percent
- Three weeks entitlement – six percent
- Four weeks entitlement – eight percent

All years of service shall be determined as of December 31st in any calendar year.

For the purpose of granting vacations, the anniversary date of an employee taking more than one month’s leave of absence shall be adjusted in accordance with the amount of time that the employee is on leave of absence.

10.03 Employees other than permanent full-time employees will be entitled to vacation or vacation pay in accordance with The Vacations with Pay Act.

10.04 An employee shall submit to the Chief Administrative Officer the holiday period they prefer on or before the 1st of April in each year and the Chief Administrative Officer shall allot the holidays to coincide with the working requirements of the municipality. The CAO will work with his/her staff so as to attempt to ensure that both the wishes of the employees and staffing requirements of the Town are met.

10.05 Where an employee is entitled to receive more than three weeks vacation in any one year, not more than three weeks of successive vacation shall be taken at any one time, except with the prior approval of the Chief Administrative Officer

10.06 Vacation carry over from year to year is not encouraged, however the Town recognizes that there will be individual circumstances from time to time that may create the need to do so. Employees shall be entitled to carry over up to five (5) days vacation entitlement from one year to the next. Any carry over exceeding this amount requires approval of the Chief Administrative Officer. Request for this approval shall be filed with the Chief Administrative Officer by October 31st of each year.

11.00 SICK LEAVE

11.01 All permanent full-time employees shall be granted one and one-half (1 & ½) days per month worked to a maximum of one hundred and fifty (150) working days.

Sick leave credits shall not accumulate during periods when an employee is not actively at work.

11.02 All permanent full time employees shall be granted to a maximum of five (5) days of which may be used to attend to the medical needs of an employee's immediate family; namely wife, husband and children. This is not in addition to the maximum 150 days, but is a maximum that can be used for immediate family. This amount is not cumulative from year to year.

11.03 An employee shall be entitled to utilize sick leave credits when absent from work by virtue of being sick or disabled, or because of an accident. Sick leave credits cannot be utilized in the following circumstances:

- a) If the employee is not scheduled to be at work at the time of his illness, disability or accident, as for example, if he/she is on vacation, layoff or leave of absence.

11.04 If the employee takes more than one consecutive day of sick time, the Chief Administrative Officer may require the employee to submit a medical report from a duly qualified medical practitioner certifying that the employee was or is unable to carry out his duties due to illness and or is now able to return to his regular duties.

11.05 An employee who is unable to attend work because of being sick or disabled, or because of an accident, shall notify the Chief Administrative Officer before 9:30 am on the day that he/she is unable to attend work. The employee must also advise, as far in advance as possible, of the date on which he/she will be able to return to work. Where the absence will be of some duration, the employee must appraise his/her supervisor, on a regular basis, of his/her ongoing condition.

12.00 COMPASSIONATE LEAVE

12.01 In the event of the death of an employee's spouse, child or parent, leave of up to five (5) days with pay will be allowed either to arrange and attend the funeral, or to settle the estate within a one (1) year period of the death. In the event of the death of an

employee's sister, brother, mother in-law, father-in-law, sister-in-law, brother-in-law, grandparent, or grandchild, leave of three (3) days with pay will be allowed to arrange and attend the funeral, or to settle the estate within one (1) year period of the death.

Additional travel time with pay may be granted, in addition to the leave mentioned above, where the employee must travel to attend the funeral.

12.02 At the discretion of Management, a permanent full-time employee may be granted a compassionate leave with or without pay to attend the funeral of any other relative or person not mentioned in clause 12.01 of this section.

12.03 An employee may be granted one (1) day of leave of absence without loss of regular wages to attend a funeral as a pallbearer.

12.04 Except where an employee has chosen to utilize the compassionate leave for the purposes of settling estate matters, he/she shall not be entitled to utilize the leave if he would otherwise have been absent from the workplace on account of vacation, illness or other leave of absence at the time of the death or funeral of the member of his/her immediate family.

13.00 LEAVE OF ABSENCE WITHOUT PAY

13.01 Employees may be entitled to receive a leave of absence without pay that is no greater than five (5) days in duration, with the exception of special circumstances, provided they have prior approval of the Chief Administrative Officer. Such leaves will not be granted unless the Chief Administrative Officer is satisfied that the special circumstances related to a request warrant their approval of the request.

13.02 During an approved leave of absence, employees will retain whatever benefits they may have as at the start of their leave of absence.

14.00 MUNICIPAL PENSION PLAN

Employees of the Town are required to participate in the Municipal Pension Plan according to the terms and provisions of that Plan.

The plan provides for pension benefits upon retirement, as well as for a disability benefit after 26 weeks of illness. The actual terms and conditions of the Plan and the applicable legislative provisions will govern an employee's entitlement to participate in the Plan or its benefits. More detailed information may be obtained by contacting the Municipal Employees Benefits Program office.

15.00 GROUP INSURANCE PLAN – LIFE AND ACCIDENTAL DEATH

Employees of the Town who are actively at work in accordance with the provisions of the Plan are required to participate on the date on which they enter into the Pension Plan.

Participating employees are entitled to elect life and accidental death and dismemberment insurance that is equal to either one or two times their earnings.

The actual terms and conditions of the Plan and the applicable legislative provisions will govern an employee's eligibility and benefit entitlement under the Plan. More detailed information about this plan may be obtained by contacting the Municipal Employees Benefits Program office.

16.00 VOLUNTEER ACCIDENTAL DEATH AND DISMEMBERMENT

All permanent full time employees have the option of participating in this program offered through the Municipal Employees Benefits Program. The employee shall be responsible for all costs associated with this program.

17.00 HEALTH & DENTAL PLAN

All permanent full time employees shall be entitled to the Blue Cross Plan number II as offered through Hayhurst Elias Dudek. The employer agrees to cover the cost of this program.

18.00 EMPLOYEE TRAINING AND DEVELOPMENT

The Town of Neepawa is committed to providing employees the opportunity for continuous learning and growth as a benefit not only to the Town of Neepawa, but also to the employee. For each employee, the annual performance evaluation process will identify goals and objectives for professional development. Upon approval by the Chief Administrative Officer and subject to approved budget, employees may be authorized to attend conventions, seminars, courses and meetings deemed necessary or beneficial to the operations of the Town of Neepawa.

The Town of Neepawa will pay for registration or tuition, examination fees and reasonable out-of-pocket expenses to employees who have been pre-approved for courses which are relevant to the position in which they occupy.

19.00 TRAVEL EXPENSE REIMBURSEMENT

Reasonable "out of pocket" expenses will be reimbursed for travel on behalf of the Town of Neepawa. Claim for reimbursement shall be made on the form prescribed and approved by the Town of Neepawa. Employees using their personal vehicle for travel on behalf of the Town of Neepawa shall be reimbursed the rate per kilometer as prescribed by Town Policy GOV #005.

20.00 PERFORMANCE EVALUATION AND SALARY REVIEWS

All employees of the Town of Neepawa shall be evaluated once a year or more frequently if required, according to the following criteria:

- a) Department employees are to be evaluated by their Manager
- b) Administrative staff are to be evaluated by the Chief Administrative Officer
- c) Management staff are to be evaluated by the Chief Administrative Officer and the Human Resource Committee members.
- d) The Chief Administrative Officer is to be evaluated by the Human Resource Committee.

Performance evaluations are to be completed using a format approved by the Chief Administrative Officer. Once completed and discussed with the employee, a written copy, signed by the employee and supervisor shall be placed on the employee's personnel file.

The process of performance evaluation should be seen as an opportunity for the employee and employer to openly discuss issues related to the employee's performance. This also provides the employee an opportunity to confirm his/her satisfaction with the employer. The performance evaluation should simply confirm and record discussed performance from the past 12 months. There should be open, clear dialogue between the employee and his/her supervisor during the period being evaluated, reducing the "Surprise" factor to zero or near zero.

21.00 PROMOTIONS AND TRANSFERS

Consideration will be given to filling vacancies by the promotion or transfer of present employees. Merit and length of service will be factors in determining promotions. All promotions are at the discretion of the Chief Administrative Officer or Manager as the case may be.

22.00 REQUEST FOR SPECIAL CONSIDERATIONS AND EMPLOYEE COMPLAINTS AND CONCERNS

22.01 All requests for special consideration and all employee concerns or complaints shall follow along the line of authority indicated on the Organizational chart set forth in PER-001.

22.02 Where the employee is not satisfied with the response of his/her direct supervisor, he/she may, within one (1) week, refer the matter to the next supervisor in the Organizational Chart.

It is important to note that employee concerns are important to both Management and Council. Issues of concern should be addressed as soon as is practical. Unresolved issues have a tendency to escalate into more significant conflict, hence the need to address concerns sooner rather than later.

23.00 STANDARDS OF CONDUCT

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively and harmoniously. At the Town of Neepawa, we hold ourselves to a high standard of quality and feel that rules help to assure that quality is maintained.

By accepting employment with us, you have a responsibility to the Town of Neepawa and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend on fellow workers to follow the rules of conduct, then our organization will be a better place to work for everyone.

23.01 Unacceptable Activities

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of the Town of Neepawa. If you have any questions concerning any work or safety rule or any of the unacceptable activities listed, please see your immediate supervisor for explanation.

Occurrences of any of the following violations, because of their seriousness, will provide grounds for immediate dismissal without warning:

- a) Negligence or any careless action, which endangers the life or safety of another person.
- b) Being intoxicated or under the influence of controlled substance drugs while at work; use or possession or sale of controlled substance drugs in any quantity while on company premises except medications prescribed by a physician which does not impair work performance.
- c) Unauthorized possession of dangerous or illegal firearms, weapons or explosives on company property or while on duty.
- d) Engaging in criminal conduct or acts of violence or making threats of violence toward anyone on company premises or when representing the Town of Neepawa, fighting, or provoking a fight on company property.
- e) Insubordination or refusing to obey instructions with respect to performing duties in a diligent manner or refusal to help out on a special assignment during regular hours.
- f) Threatening, intimidating or coercing fellow employees on the premises, at any time, for any purpose.
- g) Engaging in an act of sabotage; willfully or with gross negligence causing the destruction or damage of company property, or the property of fellow employees, customers, suppliers, or visitors in any manner.
- h) Theft of company property, or the property of fellow employees; unauthorized possession or removal of any company property, including

documents, from the premises without prior permission from management; unauthorized use of company equipment or property for personal reasons; using company equipment for profit.

- i) Dishonesty; willful falsification or misrepresentation on ones application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by the Town of Neepawa; alteration of company records or other company documents.
- j) Violating the non-disclosure agreement; giving confidential or proprietary Town of Neepawa information to competitors or other organizations or to unauthorized Town of Neepawa employees; working for a competing business while a Town of Neepawa employee; breach of confidentiality of personnel information.
- k) Interfering with another employee on the job, willfully restricting work output or encouraging others to do the same.
- l) Immoral conduct or indecency on company property.

Occurrences of any of the following activities, as well as violations of any town of Neepawa rules or policies, may be subject to disciplinary action, including possible immediate dismissal. This list is not all-inclusive.

- a) Unsatisfactory or careless work; failure to meet production or quality standards as explained by management; mistakes due to carelessness or failure to get necessary instructions.
- b) Any act of harassment, sexual, racial or other.
- c) Leaving work before the end of the workday or not being ready to work at the start of a workday without approval of management; stopping work before time specified for such purposes.
- d) Sleeping on the job or loitering and loafing during working hours.
- e) Smoking in restricted areas.
- f) Failure to report an absence or late arrival, excessive absence or lateness.
- g) Obscene or abusive language toward any manager, employee or customer; indifference or rudeness towards a customer or fellow employee; any disorderly/antagonistic conduct on company premises.
- h) Speeding or careless driving of company vehicles.
- i) Failure to immediately report damage to, or an accident involving company equipment.

23.02 Disciplinary Actions

The following three-step process is a guideline for dealing with problems in conduct or competence. Under normal circumstances, supervisors and directors are expected to follow the three-step guideline outlined below. There may be particular situations, however, in which the seriousness of the offense justifies the omission of one or more of the steps.

Step One: First Written Reminder

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

The discussion will be recorded in a memo, of which you will receive a copy. You will be informed that this is your First Written Reminder, which represents the first step of the discipline procedure. The original of the memo will be placed in your personnel file and this step will remain in effect for three months.

Step Two: Second Written reminder

If your performance does not improve within the three month period established in Step One, your supervisor will discuss your performance with you. During this discussion, they will emphasize the seriousness of your actions and the need for you to immediately remedy these actions. Following the conversation, your supervisor will write a second memo to you summarizing the discussion. You will once again receive a copy of this memo and the original memo will be placed in your personnel file. The Second Written Reminder will remain in effect for six months.

Step Three: Suspension

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

The suspension is a one day unpaid disciplinary suspension. Employees on suspension will spend the following day away from work. You will be allowed to return to work with the understanding that if a positive change in behavior does not occur, or if another similar disciplinary problem occurs within the next nine months, you will be terminated. All unwillingness to make such a commitment is grounds for termination.

Discipline Deactivation

Step 1 of the guideline (First Written Reminder) remains in effect for three months.

Step 2 (Second Written Reminder) remains in effect for six months.

Step 3 (Suspension) remains in effect for nine months.

If no further performance problems occur during the active period, the discipline procedure will be formally deactivated at the end of the appropriate time period. Your supervisor will initiate a memo advising you of the inactive status of discipline and, when appropriate, commend you for performance improvement.

28.00 TERMINATION OF EMPLOYMENT

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

A permanent employee may terminate employment with the employer by giving one pay period advance notice, in writing, of such termination of employment. Should the Town of Neepawa wish to terminate the employment of an employee, without cause, the Town of Neepawa does have a duty in common law to provide reasonable notice or pay-in-lieu of notice of termination, which may be greater than the statutory minimum. The statutory minimum notice is one pay period.

Where there is any conflict between the policies adopted by the Town of Neepawa and the policies set forth in the appropriate collective agreement, or policies set forth in a statute of the provincial or federal government, collective agreements or the provincial or federal statute shall supersede such other policies.