

Section III

Part 4.1

Expectations at CLS—Administrative

Your responsibilities as a CLS employee are outlined in your position description (which was supplied to you along with your employment agreement). In addition, the following expectations for employee conduct apply to all CLS employees. The expectations have been written with fairness in mind and are focused on the safety and well being of supported individuals and all people in the workplace. From time to time we may have to revise these expectations in response to the Society’s needs or changing legal requirements. Please read on to gain an understanding of what is expected of you at the CLS.



We have expectations of you as a CLS employee

General Expectations

You are responsible for reading, understanding and following the policies and procedures of the Community Living Society as outlined in the CLS Handbook. Other documents containing information or policies and procedures that may affect you and/or your employment include, but are not limited to “The CLS Group Benefits and Pension Plan” booklets (if applicable).

You are also responsible for maintaining a working knowledge of and following any requirements set out in any relevant legislation (including the *Community Care and Assisted Living Act - Residential Care Regulations*, and other applicable legislation). Check with your Coordinator for copies of documents and to see what legislation applies to your work location. You may also contact Employee Services for copies of documents or booklets.

You are responsible for ensuring your actions at all times uphold the dignity and worth of the individuals you support. You are also expected to use your knowledge, position and abilities for purposes consistent with the best interests of those individuals in accordance with the philosophy, goals and Beliefs and Values of the Community Living Society. (*See also Section I, Part 1.*)



You are responsible for reading and following policies and procedures as they are described in the CLS Handbook as well as other internal documents and relevant legislation

As teamwork is essential to the quality of support you provide, you are expected to co-operate with your team, utilizing the effectiveness of a team approach in fulfilling your responsibilities.

You are required to treat the property of others and of the CLS with care and respect.

You are obligated to report immediately any incidents you witness of abuse or suspected abuse or disrespect of supported individuals.

You will find yourself involved in a disciplinary process if you do not meet the above expectations.

You are responsible for renewing your First Aid Certificate, Class 4 Driver's License, and any other employment requirements, as necessary. *(See also Section II, Part 1 and Section IV, Part 2.)*


Failure to provide and/or renew documentation is cause for termination.

Confidentiality and Non-Disclosure

As a CLS employee you are entrusted with information about individuals supported, their personal networks and the Community Living Society. We require you to maintain confidentiality with regard to all of this information.

The purpose of records is to ensure consistency, continuity and quality in the service provided to each individual. We expect that you will not use or convey the information in these records in any way that infringes upon the individual's right to privacy and respect. The only people who should have access to information about supported individuals are the individual, their personal network (at the discretion of the individual) and those directly involved in providing support for the individual. Your Coordinator will advise you. No individual's files or information may be removed from the office, an individual's home, or vocational centre, for any reason without the permission of the individual or their personal network. A release form must be signed by the individual and/or their chosen network to indicate consent before the information may be released or forwarded to another agency or person.

If you do not comply with the above you will be subject to disciplinary action.



You are entrusted to maintain complete confidentiality about the individuals you support and your co-workers.

Confidentiality for CLS Employees

The Community Living Society is committed to maintaining the privacy and protection of personal information for all employees and supported individuals of the society. All information collected from employees is directly for the purpose of employment and information collected from supported individuals is specific for continuity and quality of service required. The Director of Employee Services is responsible for the organization's compliance regarding updated legislation of the Personal Information and Privacy Act; therefore, all queries, requests, objections or complaints can be directly referred to the Director of Employee Services at 604-451-8699.

- Any and all confidential information pertaining to the CLS or to employees of the CLS (e.g., home telephone numbers, etc.) and/or your work team must be treated as confidential by all employees, as this is a legislated requirement.
- The only information about you the CLS will give over the telephone is verification of your employment with us and your hire date.

Confidentiality—Medical Information about CLS Employees

Any medical information you supply to the CLS in the course of your employment is kept in your own confidential medical file, separately from your personnel file. Medical files, personnel files and permanent payroll files are kept in a locked cabinet and can only be accessed, on a need to know basis, by a very limited number of authorized CLS employees who have signed an Oath of Confidentiality.

Computer and Electronic Communication Systems Policy at CLS

What do we mean by CLS Electronic Systems?

The Community Living Society operates in an ever-expanding world of electronic technology and these electronic systems include our computers and networks where applicable, the voicemail system, email, and access to the Internet. This policy applies to the use of these communication tools either at work or remotely (e.g. working at home). As a CLS employee, you may be entrusted with access to all or part of our electronic systems. Increasingly, you may find yourself using these systems as part of your day-to-day employment activities. Electronic systems improve the quality of service we provide to those we support both directly and indirectly through functions such as: education and entertainment, accountabilities, scheduling, record keeping, written communications, etc.

The reason for this policy is to inform you what is acceptable and appropriate use of these tools and what is not. We include some important information so you are informed and can make the right choices as you use these systems. Everyone who uses CLS electronic systems must do so in a lawful, ethical manner that is consistent with the Society's professional reputation, standards, policies, procedures and guidelines as outlined in the CLS Handbook.

Due to the potential damage that misuse of our electronic systems could have on the reputation of the CLS, privacy of our supported individuals, your own privacy and employment and that of your co-workers, and the integrity of our systems themselves, it is necessary to clearly spell out to employees what the consequences will be if this policy is broken. This policy is designed to protect the supported individuals, the Society, and you, the CLS employee.

Systems Maintenance

CLS uses an external, centralized Service Provider (SP) for coordinating and trouble-shooting all aspects of our network, applications, servers, hardware, software and Internet for all locations. Any problems should be reported to your Coordinator who will contact the SP directly.

Conditions

It is not acceptable for you to use any CLS electronic system for:

- Illegal, unethical or immoral uses including hacking or spoofing;
- Sending, receiving or accessing offensive, objectionable, abusive, pornographic, obscene, sexist, racist, harassing or provocative messages, images or other materials, including adult-oriented Web sites or news groups or "hate" sites;
- Sending defamatory, derogatory, or false messages;
- Distributing email chain letters;
- Political activities, solicitation of funds, or advertising goods or services;
- Other commercial or business uses (for example, E-Bay);
- Unauthorized access to other users' email, data or communications;
- Uses that infringe copyright or other intellectual property rights;
- Downloading unauthorized software;
- Introducing viruses or spyware;

- Unsecured disclosure of confidential or privileged information; or
- Uses that may compromise system integrity or degrade system performance (such as introducing a virus through data contained on personal CDs or floppy diskettes).

This list does not limit the right of CLS to consider other activities outside of directly work-related activities as unacceptable.

Computer Hardware and Software

CLS Computers are provided for business purposes and for the education or entertainment of the individuals we support. They are not intended for employees' personal use. The following policies must be adhered to at all times:

- It is not acceptable for employees to utilize the CLS name or logo on any personal documents.
- It is strictly forbidden for any CLS computer user to access the operating system on any CLS computer without the express permission of or at the request of a technician employed by the Service Provider (SP). If you require technical assistance, no matter how minor you feel the problem is, you must contact the SP and take instructions from them.
- No hardware must ever be plugged into the front ports of the thin client terminals. This is very important because it will cause your hardware to crash resulting in a costly and unnecessary support call for the SP. You are allowed to plug only your external flash drive or a camera into the back port only of the thin client terminal. From time to time the SP technician may give specific instructions for you to plug other hardware into the back. If you are in doubt about plugging your flash drive or camera in and where, please call the SP.
- Employees are not permitted to set up any virtual connection on their home computers that would give them access to any CLS work computer, CLS network or CLS server. If there should be a need to access CLS email, employees are permitted to access their mail from their home computers using webmail. Employees can contact the Office Manager for instructions on accessing their email through the webmail system.

These policies are being emphasized in order to eliminate exposure to risk for both employees and CLS. It is the responsibility of Coordinators to ensure that the CLS computer is only accessed by those with permission to do so, using their own password. Passwords must never be shared with another employee.

If your system crashes as a result of the above policies not being followed, disciplinary action will be taken. If it is discovered that these policies have not or are not being followed, disciplinary action up to and including termination of employment will result.

Software

Because the Society is legally responsible for any software on any of its computers, all copies of software must be paid for and registered in the Society's name or in the name of an individual we support. In addition, due to the limited size of memory and hard drive storage, it is critical to understand the amount of memory and storage used by each piece of software. New software often requires far more memory and/or storage than our limited computers have available. Therefore, we have policies as follows:

Only "authorized" software may be used, where "authorized" means each copy is:

- Paid for, not copied.
- Registered in the name of the Community Living Society or one of the residents of the home.
- Approved (and registered) by the CLS service provider. This includes "free" software downloaded from the Internet. These programs can be full of spyware and viruses and, therefore, should always be reviewed and approved by the CLS service provider.

Operations

All office computers systems and the thin clients systems used in the residential and vocational locations are being backed up on a regular basis by the CLS service provider.

Data relating to the individuals we support (residential and vocationally), the Society and its employees is confidential. Therefore this information should not be stored on the hard drives of computers that do not belong to the CLS.

Computer Viruses

Computer viruses can enter our computers through your email, via the Internet or through transferring files (e.g. if you transfer files from your computer to a CLS computer and vice versa). Computer viruses can cause costly damages to our systems. In addition, our computers are at risk from spyware, adware and cookies that non-technical users may be unaware of and that can affect system performance and integrity. We

must guard ourselves against these and the risk to confidentiality that they pose.

Always be cautious when accessing your email. The most legitimate looking message may be a spoof. Spoofing is email pretending to come from someone else. If you receive an email that looks suspicious, or is from someone or source you do not know (these may or may not include attachments), do not open the email or any attached files! Delete the email and immediately notify the CLS service provider.

Care must be taken when transferring files from computer to computer. Always run a virus check on the imported files to ensure that you are not transferring a problem.

Inappropriate or risky use of CLS computers is considered a serious matter and employees involved in this type of activity will be disciplined up to and including termination of employment.

Email

Email is not confidential. It goes through several computers before it reaches the person you sent it to. At each computer, it is possible to keep and retain a copy of the email message. Even if you and the person you sent it to delete the message, that message resides on a computer server somewhere. This means even if you discard the message from your “in-box” or “trash bin”, the message still exists somewhere and can still be retrieved.

The CLS email system and all messages distributed on it are the property of the CLS. All messages you send or receive could be subject to review, as the CLS deems necessary or as required by law.

Remember, email goes through several computers, the CLS owns any email you send or receive through its system, and you are not anonymous when you send email.

Email Protocol

Email has the same legal and practical effect as other written communications. You should use the same good judgment and discretion when sending email as you would when sending a formal letter, written memorandum, or other correspondence. “Reply All” should be used very judiciously.

Do not make statements in emails that are unnecessarily argumentative and insulting to the recipient. You should not gossip about your

supervisor(s), your co-workers or supported individuals in email documents.

Remember, CLS email is for CLS business purposes only. If you are found in contravention of any of the conditions above disciplinary action up to and including termination will result.

Internet

The CLS-provided Internet service is the property of the CLS. The Internet is an “open” environment. That means that information transmitted by the Internet or stored on servers accessible by the Internet may be non-secure and may be viewed by non-intended audiences. It is impossible to prevent someone from doing or viewing what they wish on the Internet.

Your activities on the Internet can be traced back to you, and CLS has the right to do so as it deems necessary or is required by law. If you use the Internet at work it is expected that it will be to enhance the lives of those you support. Use that contravenes any of the conditions above will result in disciplinary action up to and including termination.

Voice Mail

When you use CLS voice mail, there is no guarantee of personal privacy.

CLS owns the CLS voice mail system and, like the our email system, reserves the right to access, retrieve or review your voicemails as it deems necessary or is required to do so by law. Again, use of this system that contravenes any of the conditions above will result in disciplinary action up to and including termination.

Security**Passwords**

Choose your passwords carefully and do not share them with anyone else. Whether this is your password to access the network at the office or your assigned four-digit number to access your voice mail you should never disclose it to anyone. Always choose a password that someone who knows you would not easily guess.

Open Files

Never leave your computer unattended with files open. Others could walk in while you are away from the computer and access confidential information, remove or destroy your data.

Personal Activity on the Internet

Attention All CLS Bloggers

Technology expands and changes more quickly than we can write policy. Personal weblogs or online journals, more commonly known as Blogs which are personal self-publishing tools are being used by many ordinary people to share personal thoughts and stories as well as discuss newsworthy events.

If you are a blogger it is our expectation at CLS that if you are writing about your work you will not share or disclose any personal and confidential information about the individuals you support, your coworkers and/or CLS on your blog. This includes any information such as names, names of the locations where you work or any other information by which people could be identified. This is your personal diary; however, the technology allows millions of people access to this information and your colleagues, the individuals you support and CLS have a right to have their privacy protected.

Social Networkers

There has been an increase in the popularity of social networking websites such as Facebook, MySpace, etc. It is our expectation at CLS that you respect the rights of the individuals you support, your co-workers and the organization by not disclosing any personal and or confidential information through these sites. If you wish to post a photograph of anyone you support or work with, you must receive their written consent before you post it. This may come either directly from the individual or from their family/personal network. Co-workers must also give their written permission. The written consent must then be sent to Employee Services for approval.

Any breaches of confidentiality will be treated seriously and may lead to termination of your employment.

CLS Cellular Telephones

CLS provides cell phones for certain uses. There is a pool of minutes available so users are asked to manage all calls expediently, particularly personal calls. Please use land lines wherever possible.

CLS does not reimburse employees for using their own cell phone. Please discuss with your immediate supervisor if you feel a cell phone is required for your location.

Media Relations

Sometimes the media wishes to do a story about the Community Living Society. Positive coverage of this kind is encouraged and you may be involved. However, any such coverage must have the prior approval of the Executive Director. In addition:

- Requests by any branch of the media for information concerning CLS policies or practices must be directed to the Executive Director and,
- We ask that you not use the media to discuss any disagreement with existing policies or procedures or to discuss controversial matters within the CLS. In these instances you should make use of the appropriate internal channels. (*See Section VIII, Part 1 and Section VIII, Part 2.*)
- Families with concerns may choose to contact the media. It is not our role to encourage or discourage such an approach. Families have a long tradition of successful advocacy in this province and they are best positioned to decide how to individually and collectively advocate for what matters to them. Often when others add their opinion to the dialogue, comments are misconstrued or taken out of context. All requests for media comment should be directed to the Executive Director.

Employees' Response to Legal Actions

The legal actions referred to in this section are specific actions that could arise from circumstances where CLS, as an organization, had made a decision or taken measures that resulted in the Society being placed under legal scrutiny. In such a situation it is possible that you, as an employee of the Society, could be required to participate in a legal process. In order to help and protect you should this occur, we describe here what you need to do in certain situations:

Subpoenas

A subpoena is a legal document that must be delivered to the person named and which commands that person to attend court proceedings. You cannot refuse a subpoena and you would be under penalty if you failed to attend the proceedings as noted. Should you receive such a document you should immediately call Employee Services who will assist you throughout the process.

Search Warrants

In the event that you are faced with a request from a police officer to search either your home or the premises where you work on a CLS-related matter, you must allow them to conduct their search. Immediately call the emergency telephone and alert the first Director who returns your call. Immediate assistance will be dispatched to support you.

Investigations

Should you find yourself involved in an investigation and are required to provide information please call your Director. You will be provided with assistance and support during the process as necessary.

Other Legal Action

Your Director is your first point of contact with regard to any other legal actions. Page immediately and inform them of the situation and you will receive appropriate support.

Any costs that you incur as the result of legal proceedings against CLS will be fully covered by the Society. If your personal belongings (e.g. computer, files, etc.) must be removed, CLS will endeavour to provide you with temporary replacements until yours are returned.

Please keep in mind that the above policy only refers to legal matters that result from actions of CLS as your employer. The Administrative Office does respond to legal requests that involve employees, as required. These can include such things as subpoenas to appear in ICBC cases and even police investigations. Employees in the office handle this type of thing as required by law and any costs you incur as a result of your own actions are not covered by CLS.

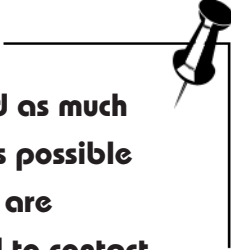
Attendance and Punctuality

You are required to be at work regularly and to be on time. Permanently scheduled shifts are to be worked on a regular basis, and only in extenuating circumstances and with prior approval from your supervisor, may permanent shifts be covered by another CLS employee. Frequent absence or lateness adversely affects the individuals you support and your team members. Because your team and supported individuals rely on you, if you are absent without notice or are frequently late, we will initiate progressive discipline. (*See also Section III, Part 6 also see Progressive Discipline below.*) As a fiscally responsible organization, CLS monitors attendance through our Attendance Management Program. (*See also Section III, Part 6.*)



**We need you to
be at work and on
time**

Any medical, dental or personal appointments should be scheduled outside of your working hours. If this is not possible, you must communicate and clear any absence of this nature with your Coordinator as far in advance as possible.



We need as much notice as possible and you are required to contact your Coordinator if you are going to be late or absent

Residential Shifts

If you are going to be late for a shift or know you will be unable to report for a shift, you must notify your Coordinator as soon as possible so relief coverage may be arranged. Only if you are unable to reach your Coordinator after making several attempts should you try to arrange relief from the employee list at the house and/or the House Relief list. If you are unable to find relief coverage at this point, you should contact Employee Services or the CLS emergency telephone. In all cases, if you cannot speak to your Coordinator directly, you must advise your Coordinator of any arrangements you have made by leaving a message on their voicemail.

Vocational Shifts

If you work at a vocational centre, you must page your Coordinator and then follow-up by leaving a message at the vocational centre on the answering machine (where applicable). You must continue this process until you connect with your Coordinator. If you are working “out of house”, the home and the individual you are scheduled to support must also be notified of your absence. Also advise them of the possibility of a relief person arriving later than regularly scheduled.

Relief Shifts

If you have agreed to be scheduled for a relief shift you are expected to be punctual and reliable and treat this shift as you would a permanent shift. You may not switch or trade a relief shift without prior consent of your supervisor.

Personal Phone Calls at Work

In general, making or receiving personal phone calls at work is discouraged, except for occasional cases where it is important to arrange an appointment or check on an urgent family matter. In these circumstances, you are expected to keep the length of the personal phone call to a reasonable minimum. Residential or vocational phones are not to be used by employees for long-distance personal phone calls, except in the case of extreme emergencies. Your own personal cellular phone should be turned off while you are at work.

Attendance at Meetings

As a CLS employee, you are required to attend staff meetings. Staff meetings are held at intervals agreed to by the Director to enable you to communicate directly with your team members. The frequency of these meetings will vary depending on the needs of the supported individuals and team members. You will be paid for the hours you do spend at a scheduled staff meeting. Generally, this is two to three paid hours per meeting.

General Coordinator Meetings

General Coordinator Meetings are held to enable Coordinators to come together to share information and discuss common concerns. The general meetings also provide a forum to discuss issues directly with CLS Administrative staff. The meetings may be organized and chaired by Coordinators, Directors and/or Employee Services. Coordinators are required to attend General Coordinator meetings and are paid for the hours they spend at the meeting.

Local Meetings

Local Meetings are held to enable Coordinators to come together in smaller groups with their Directors and share information, discuss common concerns, review current services and to discuss administrative issues. The Director organizes the meeting and agenda. Coordinators are required to attend Local Meetings and are paid for the hours they spend at the meeting.

Snow Day Policy

It is important to ensure the health and safety of supported individuals and of CLS employees at all times. Snow days are unpredictable and can result in hazardous driving conditions, so pre-planning is necessary both to ensure safety and to avoid confusion.

Vocational and Residential Coordinators are therefore jointly responsible to develop plans to cover what should occur on snow days in terms of support and transportation. This plan, in turn, should be reviewed and then communicated annually to teams at a staff meeting prior to the winter season. It is important that the Residential plan correspond with the Vocational plan. The Directors of Community Inclusion should review all plans.

Despite the best plans, weather is unpredictable and some confusion may be unavoidable. The following may apply:

- For example, if conditions are such that you absolutely cannot make it into work or if HandiDART has been cancelled and therefore the individuals you support cannot make it into the vocational centre, you may take an unpaid day or vacation day. You are responsible to follow all normal protocols for advising your Coordinator(s) as to your ability to make it into work.
- If you come to work and there is no work to be done, your Coordinator will send you home right away and, under The Employment Standards Act, you will be paid for 2 hours. The 2 hours should be marked on your timesheet.
- If you come to work and begin work with your Coordinator's approval, but then must be sent home, under the Employment Standards Act, you will be paid for 4 hours. The 4 hours should be marked on your timesheet.

**Your appearance
makes a difference**



Appearance and Dress

In your role as a CLS employee, what you wear and how you are groomed reflects on the individuals you support. You are expected to appear for work neatly groomed and wearing clean clothing. Your clothing, hairstyle and all aspects of your appearance should be chosen so they do not focus undue attention on employees and supported individuals. Ask your Coordinator if you have any questions about what is appropriate.

Responsibility for Your Own Safety

Footwear Health and Safety

As it is important to ensure the health and safety of the individuals we support and of CLS employees at all times, you are required to wear appropriate footwear while at work and take responsibility for the safety of your feet. What is determined as “appropriate” may vary from location to location and circumstance to circumstance. If you have a question concerning footwear, you should talk to your Coordinator.

Employees providing direct support should not wear flip flops, open-toed sandals, high-heeled or wedge-heeled shoes while you are supporting. When you are gardening or working outdoors, sturdy and protective footwear is required.

Coordinators will enforce the specific policy at your work location which will be noted on any WorkSafeBC claim.

Non-slip pool shoes are to be worn at all times by employees accompanying individuals to their swimming programs. In these circumstances, if you slip and are injured and you are not wearing this type of footwear, this fact will be noted on the information sent to WCB.

The CLS does not reimburse you for any footwear with the exception of non-slip pool shoes. (*See Section IV, Part 2.*)

Head Injuries

In order to avoid head injury employees are to wear helmets in cases where they are accompanying individuals in activities where helmet use makes sense. This includes but is not limited to the following:

- Ice skating
- Rollerblading
- Skateboarding
- Cycling
- Motor bike riding
- Alpine sports such as skiing, snowboarding, etc.
- Any other activities where helmet use is strongly advised.

Smoking

CLS must be in compliance with both Licensing and WorkSafeBC requirements for smoking in the workplace. The work location (or “Premises” as termed by Licensing and WSBC) is defined as the whole property as identified on the site plan submitted as part of the Application for License in the case of licensed homes. In addition it includes outside areas adjacent to the building or structure ordinarily used in the course of providing services.

The following policy must be adhered to:

- Only supported individuals may smoke at the work location in a designated smoking area that allows for monitoring and is considerate to the community.
- Visitors, employees or volunteers may not smoke at the work location.
- Employees must leave the work location to smoke – in the case of a residence this will require you to be outside the property, possibly on the sidewalk; in the case of a vocational centre this will require you to be outside the adjacent area of the building, again the sidewalk on the street.
- You are not permitted to smoke in the Office, the homes of the



If you want help to stop smoking and/or you are concerned about substance abuse, your Employee and Family Assistance Plan is available to help you

individuals supported or the Vocational Centres. Smoking is also prohibited in any CLS vehicle at any time, or your personal vehicle while providing transport for supported individuals.

- When accompanying non-smoking individuals you must not sit in a designated smoking area.
- All paid meetings (on CLS time) will be held in a non-smoking environment.
- All cigarette butts must be disposed of in an appropriate container.

Each team as necessary, together with their Coordinator, may develop their own smoking arrangements in order to give the opportunity for someone to leave the work location for a short period. This arrangement must be approved by the Director. The quality of service provided to the supported individuals, as well as their safety, must never be compromised in any way. This means that, if you are working alone, you cannot leave the work location to smoke. If you are supporting individuals in community you may not smoke.

If you do not comply with the smoking policy you will be subject to disciplinary action.

We encourage you in any efforts you may undertake to stop smoking and Our Employee and Family Assistance program can help you. (*See Section VII, Part 1.*) In addition, certain smoking cessation products are covered under our Extended Health benefits for those who qualify. Also, we have self-help books available in the library for you to borrow.

Use of Alcohol or Illegal Substances

Use of Alcohol

Because we are supporting individuals to enjoy life in the community, those you support and/or their networks may choose to partake of alcohol during social outings or gatherings at their homes or in the community.

- While you are working, the use of alcohol by you is strictly forbidden.
- You must not report for work under the influence of alcohol.
- You must not have alcohol in your possession while at work.

If you fail to comply with the above policy you will be subject to disciplinary action, up to and including termination.

Use of Illegal Substances

The use of illegal substances is strictly forbidden during working time, in supported individual's homes or at any CLS work location.

- You must not report for work while under the influence of any illegal substance.
- You must not partake of any illegal substance while at work.
- You must not have illegal substances in your possession while at work.

If you fail to comply with the above policy you will be subject to disciplinary action, up to and including termination.

Our Employee and Family Assistance program can help you if you are concerned about alcohol or substance abuse. (*See Section VII, Part 1.*)

Progressive Discipline

Purpose

The goal of progressive discipline at the CLS is to correct unsatisfactory work performance. You will be given a clear outline as to what will happen if your work performance does not improve in accordance to our outlined expectations.

The discipline the CLS employs is generally a progressive procedure and may take the form of:

- Step 1: a verbal warning
- Step 2: a written warning
- Step 3: suspension with or without pay or,
- Step 4: dismissal.

The sequence of steps will depend upon many factors. Your Coordinator, the Director and the Director of Employee Services will consider:

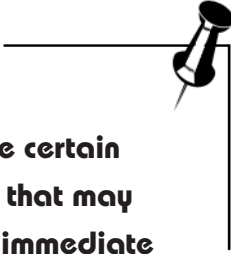
- the severity of the offence and whether or not it has been repeated;
- your length of service and past record of performance;
- all of the circumstances surrounding the work performance, including actual and potential impact on supported individuals, and mitigating factors.

Sometimes it may be appropriate for all steps to be used. However, there are situations (e.g. suspected abuse) where it is necessary to start at Step 3. Your employment agreement contains a section that refers to

situations which will result in immediate dismissal.

Liaison Committee members are a resource for employees who may wish to seek advice or support on employee-relations matters. They can provide accompaniment to employees for meetings where the employee may not feel comfortable attending alone.

If you believe you have been unfairly treated through any disciplinary measures you may discuss the matter through the Procedure for the Resolving Our Differences. (See Section VIII, Part 2.)



There are certain offenses that may result in immediate dismissal

Dismissal

Certain offenses, listed below, are of a sufficiently serious nature that immediate dismissal may be the only appropriate action.

If you commit any act which threatens or destroys the dignity, health or safety of the individuals supported you may be subject to immediate dismissal from the CLS. If you are involved in, or witness to, any act relative to the foregoing you are first required to immediately ensure the health and safety of the supported individual and then to immediately report it to Licensing, the Coordinator or Director. Such misconduct includes but is not limited to:

- Violating confidentiality requirements.
- Theft from, or misappropriation of, the funds of individual(s) supported.
- Failure to report immediately to the CLS any charge and/or conviction under the criminal Code of Canada.
- During working time, being under the influence of or partaking of any alcohol.
- During working time, being under the influence of any illegal substance.