

# Personnel Policy

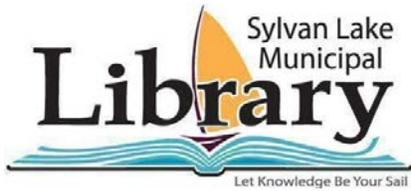
## Contents

Purpose.....	3
Scope .....	3
Personnel Policy Statement .....	3
Responsibilities .....	3
Definitions .....	3
Organization .....	4
Exceptions to Policy .....	5
Employee Recruitment .....	5
Probationary Period .....	6
Conflict of Interest.....	7
Working Hours and Conditions of Employment .....	7
Recording of Time Worked .....	9
Absenteeism .....	9
Wages and Salaries .....	9
Layoff and Recall.....	9
Notice of Layoff .....	10
Benefits .....	10
Service Awards.....	10
Leaves of Absence.....	11
Bereavement Leave.....	11
Sick Leave Benefits .....	11
General Holidays.....	12
General Holiday Pay Guidelines .....	12
Employee Eligibility .....	12
Personal Days .....	13
Vacation.....	13
Vacation Days and Pay .....	13
Vacation Entitlements .....	13
Performance Reviews.....	15



## Personnel Policy

Employee Conduct and Disciplinary Action.....	16
Discipline Procedure.....	16
Levels of Discipline Procedures.....	16
Burden of Proof.....	17
Other Penalties.....	18
Employee Discipline Records.....	18
Dismissal Procedure.....	18
Appeal of Discipline.....	18
Labour/Management Relations.....	18
Termination.....	19
Resignation.....	19
Medical Termination.....	20
Grievance Procedure.....	20
Confidentiality.....	21
Workplace Violence, Harassment and Other Unacceptable Behaviour.....	21
Procedures for Handling Complaints.....	22
Working Alone.....	22
Safety and Security.....	23
Accident Reporting.....	24
Library Keys and Access.....	24
Personal Appearance.....	25
Public Statements.....	25
Library Volunteers.....	26
Review of Policy.....	27
Banked Time Agreement.....	28



# Personnel Policy

## Purpose

The purpose of this policy is to give reasonable assurance to the Town of Sylvan Lake Library Board, Director, and employees of the Sylvan Lake Municipal Library which certain basic conditions of employment are established, and benefits defined. Therefore, personnel items may be dealt with on an equitable basis and employee morale may be preserved.

## Scope

The policy applies to all employees and volunteers of the Sylvan Lake Municipal Library. This policy does not constitute an employment contract; it supersedes all previous personnel policies as they affect the said employees.

## Personnel Policy Statement

The following policy constitutes a statement of best practices except where specific commitments and expectations are made by the Town of Sylvan Lake Library Board. This policy applies to both employees and volunteers.

Where no policy is set out in this document, it is assumed the provisions of the [Alberta Employment Standards](#) will be followed as mandated by law. In the event of any discrepancy between this policy and the *Alberta Employment Standards* as set out by Alberta Labour, the latter will prevail. A copy of these Employment Standards is available online at the Government of Alberta website (see link above). If the policy goes beyond Employment Standards, then the library policy will prevail.

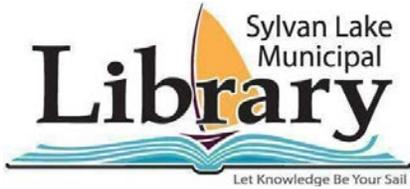
## Responsibilities

This policy will be reviewed once a year by the Town of Sylvan Lake Library Board as a whole or by a Personnel Subcommittee, which, at a minimum, consists of the Vice Chair and two other appointed Board members.

## Definitions

For the purpose of this Personnel Policy, the following definitions will apply:

- **Arm's Length** - an arm's length relationship is between two parties who have no personal or financial control, influence, or obligation over the other party in question.
- **Banked Hours** – Overtime hours that are credited to the employee, at 1.5 hours per overtime hours worked, that will be taken as time off in lieu, prior to the end of the current calendar year.
- **Board** - refers to the Town of Sylvan Lake Library Board, which is comprised of



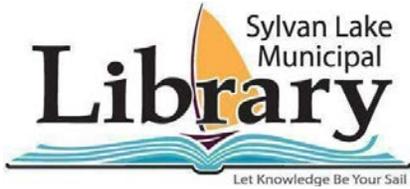
## Personnel Policy

officials from the Town and Summer Villages councils and community members appointed by Town Council. The Sylvan Lake Library Board serves as the board of record.

- **Conflict of Interest** - an opposition between a person's professional obligation and their private interests (personal or financial), where there is reasonable apprehension that their private interests may influence their professional judgment or responsibilities.
- **Earnings** - wages, overtime pay, vacation pay, general holiday pay and termination pay. Earnings are paid by direct deposit.
- **Employee** - full-time, part-time, casual, and temporary persons who are employed by the library and responsible for library service at the Sylvan Lake Municipal Library.
- **Flex Time** – a flexible work schedule that allows the employee and employer, jointly, to alter the work day start and finish time within a certain range of hours and days.
- **Management Team** - the Director, Assistant Director, and Library Technician/Assistant. These positions have supervisory responsibilities over other employees.
- **Relation** - spouse, child, parent, brother, sister, in-laws, cousin, aunt, uncle, and any relative who is a member of the employee's household.
- **Shift** - a scheduled period of work or duty.
- **Volunteers** - those individuals who perform duties that contribute to the operation of the library or the provision of library services but are not paid a wage or salary for performing these duties.
- **Time Off in Lieu** – time given to an employee who has worked overtime hours. Instead of being paid for the overtime hours the employee draws from banked time as time off from their usual work schedule.
- **Wages** - payment for work that has been done. This definition **excludes** overtime pay, vacation pay, general holiday pay, termination pay, gifts, non-performance related bonuses (i.e., bonuses NOT based on hours of work, production, or efficiency), expense allowances, tips and other gratuities.
- **Year of Service** - one year of service may be one continuous period of fifty-two (52) weeks or an accumulation of several periods of full and part-time service totaling fifty-two (52) weeks of full-time service. Active full-time employment does not include a period of unpaid leave of absence of more than twenty-two (22) working days. Vacation leave will begin accumulating following an unpaid leave of absence exceeding twenty-two (22) working days upon that employee's return to work.

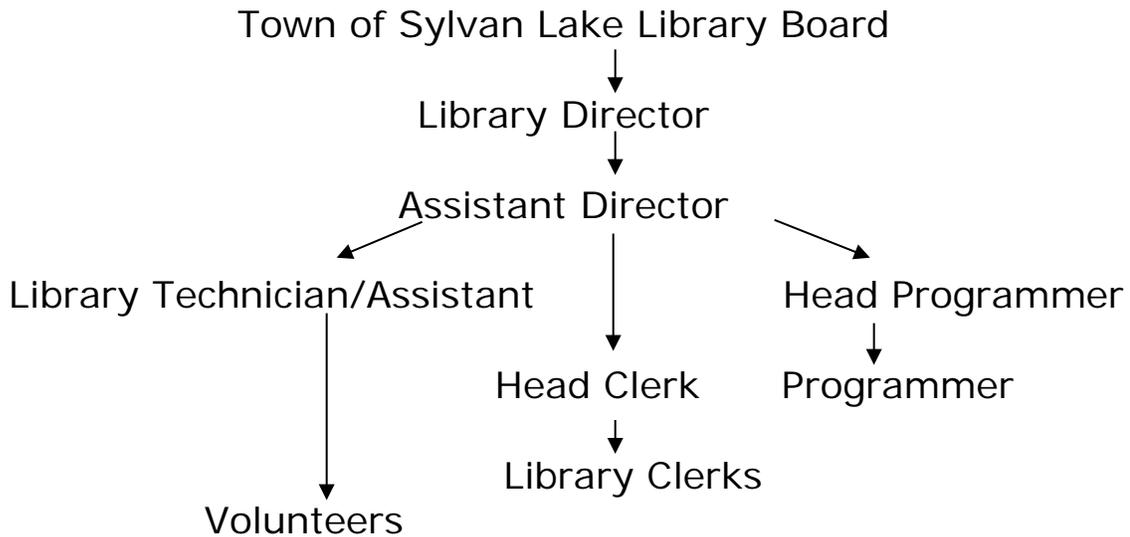
### Organization

Open, honest communication between all levels of the organization must be practiced without fear of reprisal in order for input to be considered of the highest caliber.



# Personnel Policy

- The **Director of the Sylvan Lake Municipal Library** will be the only library employee accountable to the Library Board for managing the activities within the library.
- All **supervisors** will be accountable to the Director.
- All employees and volunteers are responsible to their respective supervisors.
- The **Management Team** will delegate authority to employees in their absence.



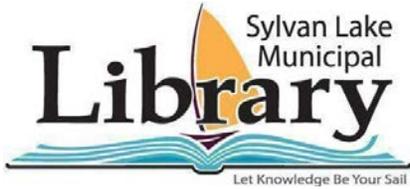
## Exceptions to Policy

Requests for any exceptions regarding the application of the Personnel Policy must be submitted to the Director. The Board may choose to make a ruling in the case of an exception to the policy. In cases of conflict of opinion as to the intent of the conditions laid out in this policy, the final interpretation shall rest with the Board.

## Employee Recruitment

The Sylvan Lake Municipal Library holds the principle of selecting the most qualified and suitable candidate to fill any position that becomes available.

All positions will have a written job description outlining position, supervisor(s), employees supervised, duties, qualifications, and hours of work. Job descriptions will be reviewed annually by the employee and supervisor at the employee's performance review. Hiring of family members of current employees and Board will be restricted by "arm's length" criteria in terms of hiring and direct supervision. It is required for any employee or



## Personnel Policy

Board member to make it known to the Director and/or the Board whenever the appearance of a conflict of interest may exist.

The Director is responsible for hiring library employees and acquiring volunteers. Potential candidates under the age of eighteen (18), must meet all requirements as outlined by Alberta's [Youth Employment Standards](#).

All position vacancies will be posted internally first and, if a suitable candidate is not found, will then be posted externally.

The Director is free to temporarily fill a vacancy during the posting period by appointing a qualified person, if necessary.

When employees are appointed to a higher paid position, the employee will receive the rate for the job, effective the first day they were appointed.

Screening of all Sylvan Lake Municipal Library applicants will include a minimum of three references, a Criminal Record Check and/or a Vulnerable Sector Check. All Library employees, volunteers and contractors must provide a Criminal Record Check and/or a Vulnerable Sector Check every three (3) years. The documents must be submitted within thirty (30) days of the employee's anniversary date.

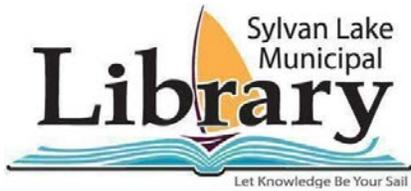
The library will reimburse employees for the cost of security checks and/or associated costs may be waived by the RCMP with appropriate documentation. An Oath of Confidentiality will be required to be signed during the orientation process.

New employees will be required to have a valid First Aid Certificate upon being hired or a plan to acquire this certificate within the probationary period. In addition, all employees will be required to follow current Alberta Health Services requirements.

The official offer of employment will be generated by the Director. The employment offers for the Director position will be issued by the Board. Written acceptance of a position will be required, agreeing to position, remuneration, hours of work and any benefits. Employment of individuals under the age of eighteen (18) must comply with all conditions and restrictions as outlined in Alberta's [Youth Employment Standards](#).

The Director will be hired by Town of Sylvan Lake Library Board.

### Probationary Period



## Personnel Policy

Employee probationary periods are set as follows:

- Director: twelve (12) months
- All full-time positions: six (6) months
- All part-time positions: six (6) months

The Director will have a probationary period of twelve (12) months but will be eligible for benefits after three (3) months. If a probationary Director is unsuitable in the opinion of the Board, the employment of such employee may be terminated at any time during the probationary period. One extension of the probationary period may be granted by the Board for the probationary period of

the Director. The extension may not exceed the length of the original probationary period.

One extension of the probationary period may be granted by the Director for full-time and part-time positions. The extension may not exceed the length of the original probationary period. A probationary employee is eligible for benefits after three (3) months. A probationary employee may be dismissed at any time without notice or termination benefits.

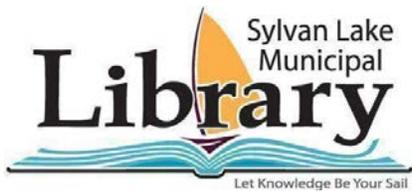
### **Conflict of Interest**

No employee shall engage in any activity in conflict of interest or potential conflict of interest with their regular duties. Should an employee take on additional employment, the employment shall not adversely affect the employee's ability, energies and attention to their library duties.

### **Working Hours and Conditions of Employment**

The hours of Library employees will be set to meet the needs of the people of the community, with consideration also being given to meet the needs of the employees.

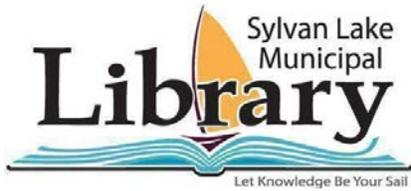
- The regular hours of work for the Director are thirty-seven and one half (37.5) hours per week and thirty-eight (38) hours per week for all other full-time permanent employees. Hours worked beyond regular hours must be authorized by the Director for full-time library employees (This does not include Flex Time hours).
- The Assistant Director will work their minimum number of hours per week and such other hours that are reasonably necessary to fulfill the requirements of their position. One Flex-Day per month will be allotted to this position, which is time off in Lieu that must be taken in the month it was earned and cannot be carried forward.
- Flex Time for full-time employees may be arranged between full time employees and the Director at the beginning of their employment and is dependent upon



## Personnel Policy

- the position. Flex Time Agreements will be reviewed every two (2) years.
- The hours allotted to part-time positions may vary.
  - A part-time employee reporting for work, including staff meetings, will be paid their regular rate of pay for the actual time worked with a minimum of three (3) hours pay.
  - Extra shifts/hours will be paid at the part-time employee's normal rate of pay for that position; for example, to cover for employees who are ill or on vacation, or to attend the monthly staff meeting.
  - Sometimes part-time employees are scheduled to work a shift and the shift is cancelled or shortened due to weather conditions or changes to the work environment which make it unsafe, including fire, power failure, heating/cooling issues, and flooding or similar causes beyond the Director's control. In such cases, the following guidelines apply with regard to pay:
    - a. When scheduled shift is cancelled or part-time employees who reported for work are unable to complete their full shift, they will be paid for 3 (three) hours work or the number of scheduled hours actually worked, whichever proves to be greater.
    - b. Part-time employees not scheduled for work during a closure are not entitled to the 3 (three) hour payment.
    - c. Should the closure extend beyond a 24 (twenty-four) hour period, no further wages will be paid for missed or cancelled shifts.
  - Breaks, including those allotted for meals, and overtime are per [Alberta Employment Standards](#).
  - Paid Rest Period - a full-time employee will be permitted a rest period of fifteen (15) minutes in both the first and second half. Part-time employees will be permitted rest periods during their shifts relative to the length of each shift and in accordance with Employment Standards
  - Employees wishing to bank time must enter into a [Banked Time Agreement](#).
    - With a banked time agreement in place, time off with pay will be banked at a rate of 1 hour for each overtime hour worked, instead of overtime pay, and will be provided, taken and paid at the employee's regular wage rate at a time that the employee could have worked their regular hours.
    - Time off with regular pay instead of overtime pay must be provided, taken and paid to the employee within 6 months of the end of the pay period in which it was earned.
    - If time off with regular pay instead of overtime pay is not used within 6 months, the employee will be paid overtime pay of 1.5 times the employee's wage rate for the overtime hours worked.
  - Banked time balances are not to exceed 40 hours without Director approval. Any overtime hours accrued beyond the 40 hour maximum to be banked will be paid out at 1.5 times the employee's wage on the next pay period.
  - The Board may request documentation of the Director's overtime at any time.

Monthly schedules will be posted a minimum of seven (7) working days in advance of the new month. It is the responsibility of the employee to be aware of when they are expected to work. Employees may be called in to cover shifts



## Personnel Policy

outside of their regularly scheduled shift.

### Recording of Time Worked

- It is the responsibility of the Director to ensure these records are maintained as per [Alberta Employment Standards](#).
- Volunteers' hours will be recorded and recognized in an appropriate manner.

### Absenteeism

All employees, including the Director, are expected to be prompt and regular in attendance.

Employees who are unable to report to work on time because of circumstances beyond their control, including illness, are expected to notify the Assistant Director of their absence within one (1) hour of their assigned start time. An absence of a period of three (3) consecutive days without contacting a supervisor may be considered justification for termination.

### Wages and Salaries

The Library Board wishes to maintain a compensation system that reflects equity within and amongst other libraries and the local public sector.

Job categories will have a pay scale that is reviewed annually by the Library Board. Each new employee's starting pay, or promoted employee's new pay, will be based on that scale, taking into account the position's required education, training and/or experience.

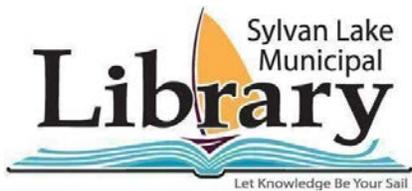
Employees are entitled to movement on the salary grid as follows:

- Part-time: starting wage, Step 1 at 910 hours, Step 2 at 1820 hours, Step 3 at 3600 hours, Step 4 at 4800 hours, and Step 5 at 6400 hours.
- Full-time: starting salary, Step 1 at 6 months, Step 2 at 12 months, Step 3 at 24 months, Step 4 at 48 months, and Step 5 at 96 months.
- The Director moves up annually from start date.

Annual cost-of-living increases will be considered by the Library Board. Employees will be notified each year of the amount, if any, of such increases.

All employees are paid every other Friday.

### Layoff and Recall



## Personnel Policy

Job security should increase in proportion to length of service. Therefore, in the event of a layoff, where ability and qualifications are equal, permanent employees will be laid off in reverse order of length of service. Employees will be recalled in the order of their length of service providing they are qualified to do the work. Employees recalled to do work at a lower rated job than the job held prior to

layoff will receive the rate of pay for such lower rated job until an opening is available in their previous classification.

### Notice of Layoff

The Director will notify in writing permanent employees who are to be laid off ten (10) working days before the lay-off is to be effective. If the employee laid off has not had the opportunity to work ten full days after the notice of layoff, they will be paid in lieu of work for the part of ten (10) days during which work was not available.

### Benefits

The Director is entitled to all benefits after a three (3) month period.

Employee Benefits: Permanent full-time employees will be entitled to group health and dental benefits after a three (3) month period. Full details of the health plan will be provided to eligible staff.

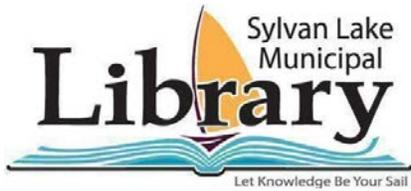
Pension Plan: In addition to the Canada Pension Plan, every full-time employee is available to join the Local Authorities Pension Plan after three (3) months. The employer and employee will make contributions in accordance with the provision of the plan.

### Service Awards

The Town of Sylvan Lake Library Board endorses an awards program that recognizes length of service. Service awards will be given to employees at the successful completion of each five-year phase of employment. The years of service will commence from the employee's anniversary date.

Employment Anniversary Award Value:

- Fifth Anniversary: \$75.00
- Tenth Anniversary: \$175.00
- Fifteenth Anniversary: \$200.00
- Twentieth Anniversary: \$225.00
- Twenty Fifth Anniversary: \$250.00
- Thirtieth Anniversary: \$275.00
- Thirty Fifth Anniversary: \$300.00



## Personnel Policy

Retirement Recognition Years of Service Award Value:

- 5 to 9.9 years of service: \$100.00
- 10 to 19.9 years of service: \$200.00
- 20 to 29.9 years of service: \$300.00
- 30 to 39.9 years of service: \$400.00
- 40 plus years of service: \$500.00

### Leaves of Absence

Short-term, Long-term, and Job-Protected Leaves are set out in the Alberta Employment Standards and will be managed accordingly. Leaves of Absence requires written authorization for an employee to be absent from work for a definite period of time. These leaves must be approved in advance by the Director, or for the Director by the Board.

During an extended Leave of Absence (i.e., maternity leave) the employer will not continue to pay the employer portion of the benefits for the employee.

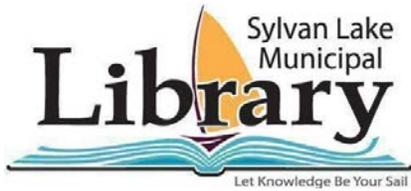
#### Bereavement Leave

All employees are entitled to Bereavement Leave of five days. Part time employees will be paid bereavement leave in the event that they had scheduled shifts during the five days of Bereavement Leave. The Library Director could extend Bereavement Leave at their discretion up to a maximum of four (4) weeks unpaid.

### Sick Leave Benefits

After six (6) months of continuous service, permanent employees will be entitled to paid sick leave benefits. After six months staff will be given access to the accumulation of sick time (9 days). Leave may be utilized as the employee sees fit; whether for illness, appointments (personal or family members), mental health days, not exceeding the number of hours accrued.

- Full time employees under this policy shall earn sick leave credits at the rate of 1.5 working days per month, cumulative to a maximum credit of 18 working days (136.80 hours).
- a. Sick leave benefits shall not accumulate during;
    - i. Periods of leaves of absence.
    - ii. Periods of illness or injury for which the employee would normally be entitled to payment via Short-term Disability, Long-term Disability or Workers' Compensation Benefits (WCB).
    - iii. Periods when the employee is in receipt of income provided by Government of Canada benefit payments.



## Personnel Policy

- b. Unused sick leave benefits;
  - i. Will carry forward to the following year. Maximum credit of 18 working days (136.80 hours) per year applies.

### General Holidays

The Library Board deems certain days as General Holidays during which the library will be closed. The following days are recognized as General Holidays:

- New Year's Day
- AB Family Day
- Good Friday
- Easter Sunday
- Victoria Day
- Canada Day
- Aug Civic Day (Heritage Day)
- Labour Day
- Thanksgiving
- Remembrance Day
- Christmas Day
- Boxing Day

*(Or any other day proclaimed as a holiday by the Federal, Provincial, or Municipal Governments, or approved by the Director for religious purposes.)*

In the event that any one of the above-mentioned holidays, except Boxing Day and Easter Sunday, are no longer recognized as such by the Government of Alberta or the Government of Canada, then it shall no longer be recognized as a holiday for the purposes of this policy.

Additional Holiday closures will be decided annually at the November Board meeting.

If an employee doesn't work on a general holiday, then they are entitled to general holiday pay that's at least their average daily wage.

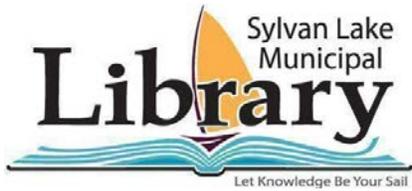
### General Holiday Pay Guidelines

#### Employee Eligibility

To be eligible for general (statutory) holiday pay, the employee must:

- Not have been absent without employer's consent on the last scheduled day before the holiday.  
or the first scheduled day after the holiday.
- Not have refused to work on the general holiday when requested/scheduled to appear. Failure to meet any of these requirements results in the disentitlement of an employee to general holiday pay.

Part time employees will be paid for stat holidays as prescribed by [Alberta Employment Standards](#).



# Personnel Policy

Where a general holiday falls within a full-time employee's vacation, the employee's first scheduled working day after their vacation will be given as a holiday with pay (as per Employment Standards).

## Personal Days

All permanent full-time employees will be entitled to two (2) days for personal and family responsibility leave in each calendar year.

An employee must give an employer notice as soon as is reasonable before taking a leave. Any leave days not used by an employee cannot be carried over into a new calendar year. Any leave days not used by an employee will not be paid out by the employer if employment terminates.

## Vacation

Vacation leave is intended both to recognize years of service and to provide an opportunity for self-renewal. While it is recognized that a flexible vacation plan is necessary to meet widely differing individual needs and job requirements, these two basic purposes should be kept in mind when administering vacation leave.

Vacation year means the twelve (12) month period commencing the first day of January in each year and concluding on the thirty-first (31) day of December of the same year. Vacation allotment is calculated on a month-to-month basis.

## Vacation Days and Pay

Annual vacation earned prior to leave must be taken within twelve (12) months after the year in which it was earned. If this time falls while the employee is on leave, the employee must:

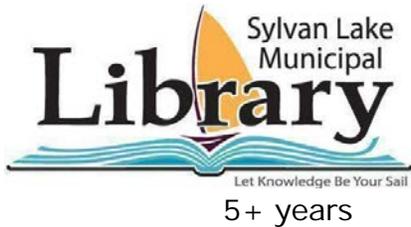
- take the remaining vacation time at the end of their leave, or
- get approval from the employer to take the vacation time at a later date.

## Vacation Entitlements

The Library Board recognizes the importance of vacation entitlements to its permanent employees. All **hourly paid library employees** will receive vacation pay at every pay period. Employees will be eligible to take vacation time only after they have successfully completed their probation period.

Vacation pay will be earned as in the following chart:

Less than 1 year	4% of hours worked
1- 4 years	4% of hours worked



## Personnel Policy

6% of hours worked

Hourly paid employees are entitled to annual vacation in accordance with years of continuous employment:

Less than 1 year	Not entitled unless agreed to in writing
1- 4 years	2 calendar weeks
5+ years	3 calendar weeks

**The Director** shall normally receive annual vacation time in accordance with years of employment. When in contract negotiations with a potential Director, the Board may offer vacation rates that vary from those below.

1- 5 years	Three (3) weeks	(1.25 days per month)
6 – 9 years	Four (4) weeks	(1.67 days per month)
10 – 15 years	Five (5) weeks	(2.083 days per month)
16 or more years	Six (6) weeks	(2.5 days per month)

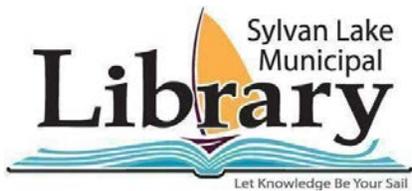
**Other full-time employees** shall normally receive annual vacation time in accordance with years of continuous employment:

1 year	Up to 12 days	(1 day per month)
2-6 years	Three (3) weeks	(1.25 days per month)
7-12 years	Four (4) weeks	(1.67 days per month)
13-20 years	Five (5) weeks	(2.083 days per month)
20 or more years	Six (6) weeks	(2.5 days per month)

All wage employees will give six (6) weeks' written notice for vacation requests. A vacation request needs to be filed with the Assistant Director as far in advance as possible. Once the vacation schedule has been posted, further requests for vacation will be considered for the following month's schedule. Vacation time will be granted based on maintaining necessary coverage while considering employee requested dates; whether an employee is salary or wage; seniority; maintaining necessary coverage; and approval by a direct supervisor.

All paid vacation time must be taken within twelve (12) months after the year in which it was earned, except where prior approval has been granted in writing by the employer. Total deferred vacation shall not exceed ten (10) vacation days and must be used in the next twelve (12) months or be forfeited.

Employees who begin employment between the 1st day of the month up to and



## Personnel Policy

including the 15th of the month will be entitled to vacation accrual for that month. Employees who begin employment between the 16th of the month up to and including the last day of the month are not entitled to vacation accrual for the month.

Termination of employment between the 1st day of the month up to and including the 15th of the said month does not entitle the employee to vacation accrual for that month. Termination of employment between the 16th of the month up to and including the last day of the month does entitle the employee to vacation accrual for that month.

The only exception would be if the employee is off on Short-Term Disability (STD) or Long-Term Disability (LTD). Upon the return of the STD or LTD employee, they will continue to accrue vacation at their previous entitlement rate. An employee on STD or LTD will cease accruing vacation once they have reached sixty (60) days of sick leave.

### Performance Reviews

The performance evaluation system is an on-going process designed to establish and maintain positive communication and enhance performance. Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. Where there are perceived performance problems, a progressive form of discipline from minor to severe is recommended. Each notice or warning will be recorded clearly indicating the potential consequences should the undesirable behaviour continue or recur.

- All employees will participate in the performance review system process. Coaching and/or Performance Improvement Strategy may occur throughout the year.
- The Director will be evaluated annually or more frequently if deemed necessary by the Library Board, or Board designate(s). During the probationary period a mid-term review will be performed.
- All other full-time employees will be formally reviewed annually by the Director.
- Part-time employees will be evaluated annually on a less formal basis and the review may include immediate supervisors as part of the evaluation team.
- Written performance reviews will also be performed at the end of an employee's probationary period.
- Employees or supervisors may request a written evaluation at any time. Performance evaluations do not include grid movements.

The personnel records will be kept in the Director's office in a locked, secure



## Personnel Policy

cabinet. An employee may access their personnel file in accordance with FOIP guidelines under supervision. Personnel files or any part thereof may not leave the building. The employee is permitted to have photocopies of any item in their folder at any time.

### Employee Conduct and Disciplinary Action

#### Discipline Procedure

Disciplinary action will be undertaken by the Director or Town of Sylvan Lake Library Board whenever an employee's actions or behaviour requires correction. Discipline may take the form of a verbal or written warning for minor to moderate behaviour issues but may result in suspension or dismissal for serious or repeat negative behaviours.

Employees may be terminated for substandard work without notice during their probation period. After the probation period, if work does not improve, employees will receive oral and written counseling to improve substandard work before dismissal. Serious offences, such as theft, fraud, violence or threats of violence, harassment, or use of recreational drugs or alcohol while at work, may result in immediate dismissal without counseling. Employees who are terminated may file a grievance with the Library Board within five (5) days of termination. A grievance appeal must be made in writing.

#### Levels of Discipline Procedures

**\*Proof of notification: A copy of the written warning or related documentation should, whenever possible, be delivered in person or otherwise forwarded by double registered mail to the employee.**

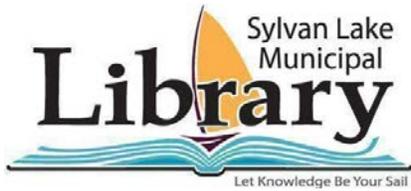
##### Level One: Verbal Warning

For minor offences, employees will receive a verbal warning and will be counseled on how to correct the negative behavior. Verbal warnings will form part of the employee's personnel record but should not be used in a punitive manner.

##### Level Two: Written Warning

In the event of a second offence, or for a serious first offence which is not determined to warrant suspension or discharge, an employee will be given a written warning and be advised that another offence will most likely result in suspension or discharge.

The written warning is most often used in circumstances where the employee has failed to regard an earlier verbal warning. The written reprimand will contain full



## Personnel Policy

disclosure of the reasons, grounds for action, and/or penalty. Where a first offence is sufficiently serious an immediate written warning will be given.

### **Level Three: Suspension**

In the event of a third offence, or for a first offence which is deemed very serious but which does not warrant immediate termination, the employee will normally be given up to five (5) days' suspension without pay and will be warned that another offence may result in termination.

The decision to suspend without pay requires authorization by the Director and the Chair of the Library Board. The written notice of suspension must contain the reasons for discipline and the case history of the situation.

A detailed report on the suspension prepared by the Director will be placed in the employee's personnel file.

### **Level Four: Termination**

The Library Board will be notified should a Level Four discipline be undertaken by the Director and Chair of the Library Board.

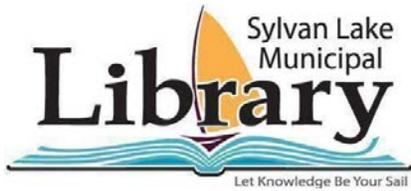
Reasons for immediate dismissal include but are not limited to:

- A lack of response by an employee to corrective forms of discipline;
- An initial offence of a significantly serious nature; and
- A "culminating incident," which in itself would not normally result in dismissal, but in consideration of documented problems with the employee justifies dismissal;
- Any act that is illegal that is committed on the job.

If it becomes necessary to discharge an employee, they will be given a termination letter indicating the reason for the discharge. The termination letter must make reference to the failure of previous corrective disciplinary action. The letter will specify when the termination is to become effective.

### **Burden of Proof**

In cases requiring escalating disciplinary actions, the burden of proof of cause will rest with the employer. In a subsequent grievance proceeding or arbitration hearing, evidence will be limited to the grounds documented in the employee's personnel file. In imposing any discipline on a current charge, the Director should not base the decision upon any prior unrecorded infraction of Library rules or regulations.



# Personnel Policy

## Other Penalties

Under appropriate circumstances, other penalties, such as disciplinary demotion, may be imposed. The circumstances will dictate the penalty.

## Employee Discipline Records

Disciplinary action will become a part of the employee's permanent record. Requests for removal of any disciplinary documents contained in the personnel file will be considered after twenty-four (24) months from the date of issuance provided no further disciplinary action has occurred.

A disciplinary notation or warning shall not be used against the employee after twenty-four (24) months from the date of the notation or warning provided the employee has not been the subject of any further disciplinary action due to the same issue during that twenty-four (24) month period.

## Dismissal Procedure

An employee, who has completed their probation period, may be discharged, but only for just cause. When an employee is discharged or suspended the Director or Board Chair will promptly give, in writing, the reason(s) for such discharge or suspension.

### Appeal of Discipline

Should a disciplined Director or employee consider the disciplinary action to be improper, a grievance may be presented in writing to the Board within five (5) days of notification of the infraction.

### Labour/Management Relations

No individual employee or group of employees will undertake to represent the employees at meetings with the Board without proper authorization of the employees. In order that this may be carried out, the employees will supply the Director with the names of its committee members.

One representative of the employees, in addition to the grievor, will have the privilege of attending grievance meetings with the Board held within working hours without loss of regular pay, upon consent of the Director. Consent will not be unreasonably denied.

A disciplinary notation or warning shall not be used against an employee after twenty-four (24) months from the date of the notation or warning



## Personnel Policy

provided the employee has not been the subject of any further disciplinary action during that twenty-four (24) month period.

### Termination

Reason for termination may include, but shall not be limited to, conduct or any act of an employee prejudicial or injurious to the library, its interests, its reputation, or its operation. Such causes may include:

- Misrepresentation of qualifications
- Serious criminal code violations
- Serious infraction of the FOIP Regulations
- Unreliability and/or dishonesty
- Mistreatment of library patrons or fellow employee
- Breach of duty, poor job performance or work habits
- Unexplained absences

An employee dismissed for "just cause" will forfeit any special privileges or benefits and will only receive wages and vacation pay due by [Alberta Employment Standards](#).

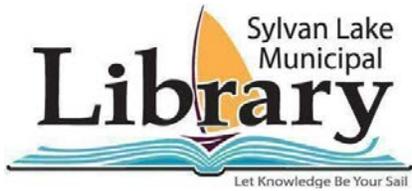
An employee may be dismissed for "just cause" without notice or pay in lieu of notice. An employee should be advised in writing of all reasons for dismissal.

An employee must receive all monies owing at the time of dismissal within ten (10) days. An employee must receive a completed Record of Employment.

### Resignation

An employee may leave employment on a voluntary basis. An employee is required by [Alberta Employment Standards](#) to give a minimum of one (1) week's-notice in writing if the employment period is more than ninety (90) days and less than two (2) years. An employee with more than two (2) years' service is required to give a minimum of two (2) weeks' notice in writing. An employee may resign without notice while they are still in the probationary period. Employees can check *Alberta Employment Standards* for specific situations.

An employee may be terminated prior to the end of the notice period. In such cases, the employee must be paid wages in lieu of notice. Should the employee not give the required notice, the employee will be paid any earned wages and vacation pay and will be provided with the Record of Employment within seven (7) days. Accumulated sick leave will not be paid out upon employee resignation or termination.



## Personnel Policy

### Medical Termination

This employment termination may be initiated by the employee or by the Director when an employee is unable to continue to work for health reasons if this action is supported by a medical recommendation and/or when circumstances meet the guidelines for justifiable Termination and Severance as outlined by the [Alberta Human Rights Commission](#).

### Grievance Procedure

A grievance is defined as any difference arising out of the interpretation, application, administration, or alleged violation of any policy affecting employees. A grievance must be presented in writing with full detail to the Director or Town of Sylvan Lake Library Board as appropriate. Employees experiencing employment-related problems may contact the Director for resolution of the problem. The problem may be taken to the Town of Sylvan Lake Library Board who will provide a process where an employee may present the grievance and receive a fair and objective hearing without fear of reprisal.

The purpose of the grievance procedure is to ensure that any grievance is processed in an expeditious manner. Therefore, compliance with the procedures is mandatory. The grievor shall be present at each step of the grievance procedure to present their case. If the employer fails to comply with the procedures, the grievance may be processed to the next step by the grievor. If the grievor fails to comply with the procedures, the grievance shall be considered abandoned. An abandoned grievance will not prejudice employees in any future grievance of a similar nature.

Note that a grievance is a term with legal meaning, whereas a complaint is not. For a grievance to be placed, the employee's employment or role must have been adversely affected by the matter being grieved. A complaint may result from any condition of employment that the employee feels is unjust or inequitable. An earnest effort shall be made to settle grievances fairly and promptly in the manner hereinafter described.

The time limits set out for the processing of grievances shall be adhered to except in the case of mutual agreement, in writing, to alter the time limits. Failure of the grievor to act within the prescribed time limits shall cause the grievance to end. Additionally, failure of the Board or supervisor to act within the prescribed time limits shall permit advancement to the Human Rights Commission as outlined below.

An employee with a grievance in regard to the interpretation of this Policy will resolve it through the procedures outlined below.

1. A grievance will be initiated with the Director within seven (7) calendar days

- from the day the incident comes to the attention of the employee. A complaint may be lodged at any time.
2. The employee will contact the Director in writing for resolution of the grievance. The grievance shall be in writing and must include a statement of the following:
    - a. The name(s) of the aggrieved;
    - b. The nature of the grievance and the circumstances out of which it arose;
    - c. The remedy or correction the employer is asked to make.
  3. Upon receipt of a written grievance, the Director will respond in writing to the employee within seven (7) working days.
  4. If the employee is not satisfied with the response from the Director, the employee may appeal directly to the Library Board in writing for resolution of the grievance. The decision of the Library Board must be returned in writing within thirty (30) working days.
  5. An ad hoc committee of the Board may be struck and will include:
    - a. The Board Chair
    - b. The Board Vice Chair
    - c. A committee Chair
  6. If the grievance remains unresolved, the employee may forward the grievance to the [Canadian Human Rights Commission](#) within fourteen (14) days of receipt of decision of the Town of Sylvan Lake Library Board Chair and Vice-Chair. The grievance must be in writing, and it must set out the nature of the grievance and the remedy sought, and it must include reasons for dissatisfaction with the process to date. ***The Canadian Human Rights Commission's decision will be considered final.***

### Confidentiality

All information received during a grievance process will be considered personal information and will only be available to the grievor, Director, and the Board. A copy of the grievance and decision and all accompanying reports will be placed in the employee's personnel file.

### Workplace Violence, Harassment and Other Unacceptable Behaviour

The Sylvan Lake Municipal Library is committed to an abuse-free work environment, characterized by respect and tolerance. Acts of violence or harassment committed by, or against, any individual(s) affiliated with this organization are considered as unacceptable conduct within the context of the *Alberta Occupational Health and Safety Code* and the *Canadian Human Rights Act*. Any individual(s) engaging in workplace violence, sexual harassment, or other forms of harassment will be subject to disciplinary action, up to and including termination of employment.

Inappropriate behaviour includes, but is not limited to:

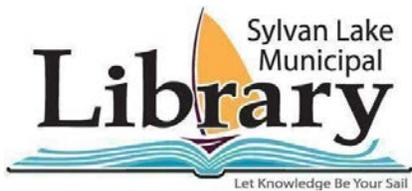
- threatening behaviour, such as shaking fists, destroying property, or throwing objects
- verbal or written threats, including any expression of intent to inflict harm
- discrimination against a library patron or another employee or prospective employee because of that person's race, colour, place of origin, ancestry, gender, sexual orientation, age, marital status, religious beliefs, physical disability, or any other categories covered by the *Alberta Human Rights Act*.
- harassment or any behaviour that demeans, embarrasses, humiliates, alarms or verbally abuses a person and that is known, or would be generally expected, to be unwelcome; this includes words, gestures, intimidation, bullying, or other inappropriate activities, including electronic communications generally disseminated
- verbal abuse such as swearing, insults, and slurs
- physical attacks

### Procedures for Handling Complaints

If an employee or volunteer believes they are being harassed, the employee or volunteer shall:

1. Tell the individual their behaviour is unwelcome and ask them to stop.
2. Keep a record of incidents (dates, times, location, possible witnesses, what happened and the employee's own response). The employee or volunteer does not have to have a record of events in order to file a complaint, but such a record can strengthen their case and assist them in remembering details over time.
3. File a written complaint if, after asking the harasser to stop, the harassment continues. The employee should report the problem to the Director as soon as possible and without fear of reprisal.
4. The Director will promptly and thoroughly investigate the complaint and will inform the Town of Sylvan Lake Library Board.
5. If the complainant is not satisfied with the actions taken by the Director, the individual experiencing the alleged harassment may file a written complaint with the Town of Sylvan Lake Library Board. The Town of Sylvan Lake Library Board will thoroughly investigate the complaint and take appropriate action.
6. If the complainant is not satisfied with the action taken by the Town of Sylvan Lake Library Board, they may appeal directly to the [Alberta Human Rights Commission](#)

### Working Alone



## Personnel Policy

The Sylvan Lake Municipal Library is required by the *Alberta Occupational Health and Safety Code* to ensure that employees required to work alone can do so safely under the *Alberta Occupational Health and Safety Code*.

Every attempt will be made to schedule employees in such a way as to avoid working alone, while the library is open to the public. This is to include lunch and dinner breaks. If it is not possible to have two (2) employees present or an employee and an adult volunteer, then the library must be closed to the public.

Prior to and after library open hours, all exterior doors must be locked. Employees working prior to or after open hours may be in the building alone, but should not undertake tasks that involve heavy lifting, moving of furnishings, or any other such task that may constitute a risk to their health and/or safety.

Any employee working alone, must have access to an effective communication system consisting of:

- landline or cellular telephone communication, or
- some other effective means of electronic communication that includes regular contact by the employer or designate at intervals appropriate to the nature of the hazard associated with the worker's work.

When the library closes after dark, staff should make every effort to leave the building together. A volunteer is never to be working alone in the building; an employee must always be present.

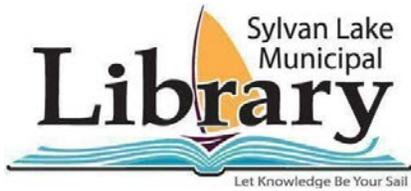
### Safety and Security

The Town of Sylvan Lake Library Board wishes to promote a safe work environment for Library employees.

All injuries to employees will be reported to and documented by the immediate supervisor within forty-eight (48) hours of the injury. A copy of the report will be written up on the appropriate injury form with a copy to the Director. Employees on Workers Compensation will be paid directly by the [Workers Compensation Board \(WBC\)](#) and be temporarily taken off the payroll system.

All employees will report unsafe working conditions to their supervisor without fear of reprisal. Unsafe working conditions will be given immediate attention. *All employees are required to alert the Director regarding any security concerns.*

Employees working in the building during **off hours** are responsible for maintaining the security of the building during their stay and for leaving the building secure.



## Personnel Policy

### Accident Reporting

All employees and volunteers of Sylvan Lake Municipal Library must be covered by the library under the Worker's Compensation Act of Alberta. All employees are expected to conform to [WCB Regulations](#) regarding accident reporting.

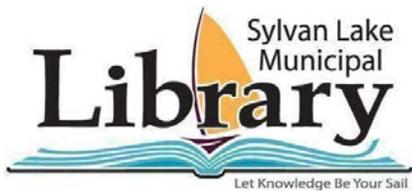
When an employee does suffer an injury of any kind, they will seek first aid assistance or medical treatment if necessary. The employee shall then immediately report it to the Library Director (where applicable) who will, complete the necessary Workers Compensation report and file it according to the requirements. The Director of the Sylvan Lake Municipal Library should be notified of all WCB reports.

It is the Director's responsibility to see that the employer and employee or volunteer WCB Accident reports are submitted to the WCB within seventy-two (72) hours of the time that the accident is reported to the employer to ensure prompt action from the WCB. All further WCB communications will be managed by the Director as assigned.

The Director is responsible for informing the town insurance office of any injury occurring in or around the library.

### Library Keys and Access

1. Key Issuance:
  - Keys to the building will be issued to authorized personnel only.
  - Requests for keys should be made in writing to Library Director.
2. Key Responsibilities:
  - Each individual issued a key is responsible for its safekeeping.
  - Keys should not be duplicated or given to unauthorized individuals.
  - Keys should not be kept on keychains or lanyards with any identifying markers that associate the key with the Library.
  - Lost or stolen keys must be reported immediately to the designated department or individual responsible for key management.
3. Key Usage:
  - Keys should only be used for the purpose they are intended for.
  - Unauthorized entry or access using a key is strictly prohibited.
  - Keys should not be left unattended or loaned to others.
4. Key Return:
  - Upon termination of employment or when no longer needed, keys must be returned to the director.



## Personnel Policy

- Failure to return keys may result in disciplinary action and/or charges for replacement.
5. Key Replacement:
- Lost, stolen, or damaged keys will be replaced at the expense of the individual responsible for the key.
  - The replacement process should be initiated promptly to ensure security is maintained.

### Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the image that each library presents to its customers and visitors. In order to maintain a public image consistent with a professional organization, each employee's dress and grooming will be appropriate for a business environment and in keeping with their work assignment. Health and safety standards must also be considered in dressing for work.

Clothing and accessories must be neat and clean and should not draw inappropriate or disruptive attention to the individual. Employees working with the public must dress appropriately for a casual business environment, defined as professional attire that is neat and tailored.

Employees who primarily shelve materials, work outdoors, or whose work is confined to the back work areas may dress more casually. Sandals are permissible, but for safety reasons, flip flops or bare feet are never permitted. T-shirts or other attire that promote political or religious causes, campaigns, or issues may not be worn. Obscenities, euphemisms or slang words for foul language, and foreign phrases that could be interpreted inappropriately are also not permitted.

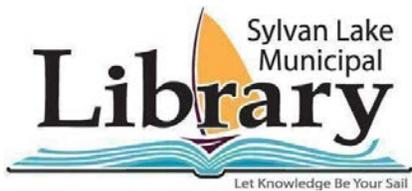
Employees will use fragrances sparingly and avoid bringing other strong scents into the library, as some people are allergic or sensitive to the chemicals found in certain scented products. Fragrances may include, but are not limited to, perfumes, hairsprays, lotions, hair-care products, essential oils, air fresheners, and strongly scented flowers such as lilies or lilacs.

Questions regarding appropriate attire or exceptions to the dress code must be directed to the Library Director.

### Public Statements

The Board Chair will have responsibility for news releases on behalf of the Board except when responsibility has been delegated to the Director.

Employees who speak or write publicly are responsible for ensuring that they do not release confidential information or slander the Sylvan Lake Municipal Library.



## Personnel Policy

Public statements regarding the library must consider applicable library policy as well as FOIP.

### Library Volunteers

The library supports the concept of volunteerism, recognizes the important role that volunteers can play and encourages their activities. The energy, expertise, and commitment of volunteers help the library offer more services to patrons. The volunteers have the right to be treated as a co-worker. This also means volunteers are expected to meet their commitment made to the library and adhere to all library policies.

Volunteer applicants will be interviewed by the Volunteer Coordinator (Library Technician/Assistant) to ensure that they meet the position requirements and fit in with the library organization. Volunteers need to provide both Criminal Record Check and a Vulnerable Sector Check to the Director and applicants younger than sixteen (16) must have consent of a parent or guardian prior to volunteering.

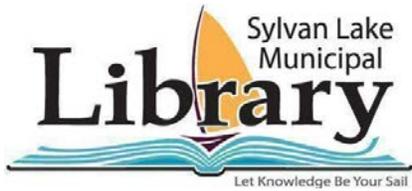
All volunteers are responsible for maintaining confidentiality of all proprietary or privileged information whether this information involves individual employees, volunteers, patrons, or Board members, or involves overall library business. As such, an *Oath of Confidentiality* must be signed by each volunteer.

The Volunteer Coordinator will conduct orientation and training to familiarize volunteers with the policies and procedures of the library or will delegate it to appropriate personnel. Volunteers will be provided with an orientation to the library premises, services, and people with a focus on the areas relating directly

to their assigned tasks. Volunteers will carry out assigned duties in accordance with any by-laws, policies, and procedures of the library.

The Director reserves the right to evaluate the placement and performance of a volunteer. This may lead to the reassignment of the volunteer or the termination of the relationship between the volunteer and Library Director in the case of unsatisfactory service, gross misconduct, or failure to comply with policies and procedures.

Any volunteer who believes that they have been harassed or involved in serious interpersonal conflict or who has any issue with respect to the working conditions at the library may file a complaint with the Volunteer Coordinator. If the complaint is not resolved to the satisfaction of the complainant, a grievance may be initiated following the same process available to employees.



## Personnel Policy

Volunteers must be covered by their own vehicle insurance where their volunteer activity involves the use of a vehicle.

With prior written approval, volunteers will be reimbursed for out-of-pocket expenses incurred in performing library duties.

### Review of Policy

The Board may initiate a review of this policy.

The Board shall, wherever possible, prepare a recommendation for changes to this policy. The Board, by resolution, may adopt any amendments to or replacements of this policy.

Historical Approval Signatures:

Management Policy signed by Board Chair –Randy Fiedler, May 19, 2009

Personnel Policy signed by Board Chair – Marylynne Stumpf, May 20, 2014 Original

Updated Personnel Policy signed by Board Chair – Deb Parry, April 10, 2019 Original

Revision History: initiated August 30, 2018

Amended: September 2020

Amended: May 12, 2021

Amended: January 25, 2022

Amended: February 1, 2023

Revised: February 2024

Board Chair: Carol Moore

