



## Counteract Balancing Beads

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# HUMAN RESOURCES

## CORE PROTECTIVE DOCUMENTS

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# Key Legislated Policies

## ACCESSIBILITY

CBB is committed to upholding and exceeding Ontario's legislation intended to remove barriers to accessibility for persons with disabilities. This includes providing equal access to employment, information, goods and services, and treating persons with disabilities with dignity and respect, and in a way that takes their disability into account.

### DEFINITIONS

Definitions taken from the *Accessibility for Ontarians with Disabilities Act, S.O. 2005, C. 11* or *Ontario Human Rights Code*.

"Accessible formats" may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

"Assistive Device" means a cane, walker or similar mobility aid. It could also mean hearing aids to help people hear or hear more clearly; cognitive aids, including computer or electrical assistive devices, to help people with memory, attention, or other challenges in their thinking skills; or computer software and hardware, such as voice recognition programs, screen readers, and screen enlargement applications, to help people with mobility and sensory impairments use computers and mobile devices.

"Barrier" means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; ("obstacle").

"Disability" is defined broadly by the *Ontario Human Rights Code* as:

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



## POLICY

CBB will make every reasonable effort to meet the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*, including all applicable elements of the five *Integrated Accessibility Standards*:

1. Information and Communication
2. Employment
3. Customer Service
4. Design of Public Spaces
5. Transportation

CBB will provide training to all employees, volunteers, and independent contractors to ensure they are familiar with our policies, practices and procedures for communicating with and providing services to persons with disabilities.

### **Information and Communication**

CBB will make its information accessible to people with disabilities by creating materials and supports in accessible formats, and it will notify the public of the types of accessible formats provided. Further, CBB will deliver alternate formats of information to clients, upon request. If a particular material cannot be converted into an accessible format that meets the needs of the person requesting it, CBB will provide details of why it cannot be converted and provide a summary of the information or communication in another way that is suitable to the person requesting it.

This extends to any emergency procedures or safety information prepared by CBB.

### **Employment**

CBB welcomes and encourages employment applications from people with disabilities, and will do its part to make hiring and employee support practices more accessible by providing accommodation during all stages of recruitment, hiring, and employment.

If a job applicant requests accommodation, CBB will consult with the applicant and provide suitable accommodation that takes the person's accessibility needs into account.

When making offers of employment, CBB will notify the successful applicant of its policies for accommodating employees with disabilities.

New employees will be reminded of the organization's policies about job accommodation as soon as possible upon being hired and notified when any future changes are made to policies. Policy and practice information will include available employment accommodations that will be provided for job related matters such as performance management, career development, emergency response plans, and return to work information.

CBB will consult with an employee who requests it, to provide or arrange for the provision of accessible formats and communication supports that take the employee's needs into account when providing information that is needed in order to perform the employee's job; and information that is generally available to employees in the workplace.



## Customer Service

CBB will provide customer service in a manner that removes barriers for people with disabilities according to the following key principles of the AODA:

- Goods and services will be provided in a manner that respects the **dignity** and **independence** of persons with disabilities.
- Service to people with disabilities will be **integrated** with others, unless an alternate way of providing the good, service or facility is required by the person with the disability.
- Persons with disabilities will be given **equal opportunity** to use and benefit from the goods, services or facilities an organization or business has to offer.
- We will communicate with people with disabilities in a way that takes the individual's disability into account.

### Assistive Devices, and Service Animals, Service Dogs or Guide Dogs

Persons with disabilities who use an assistive device will be permitted to use their own device to access the goods and services of CBB.

If a person with a disability is accompanied by a guide dog or other service animal, CBB shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.

### Support Workers

If a person with a disability is accompanied by a support person CBB will ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

CBB will ensure that notice is given in advance if admission fees will be charged to support workers for accessing the good or service in their role as support person, including how much the fee will be.

### Service Interruptions

If there is a temporary disruption in any of our services or facilities either in whole or in part, CBB will provide notice of the disruption to the public via as many channels as possible, in accessible formats, where available. We will physically post notices where the disruption is taking place as well as through any other channels that are appropriate such as email, phone, text, social media, or on our website.

Notice of the disruption will include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

### Process for Receiving Feedback

CBB will create an accessible process for accepting feedback about the way in which it provides goods and services to persons with disabilities. Phone: 519 837 3331 or Email [contact@counteractbalancing.com](mailto:contact@counteractbalancing.com)



When a complaint is received about the manner in which we provide goods, services or facilities to persons with disabilities, CBB will let the person who submitted the feedback know about the actions the organization will take to resolve the issue.

### **Design of Public Spaces**

In the event that CBB redesigns or redevelops an outdoor public space such as a parking area, outdoor eating area or play space, exterior path of travel, recreational trail or beach access route, or an indoor or outdoor service counter, waiting area or queuing line, it will do so in accordance the Design of Public Spaces Standard of the AODA. CBB will also ensure any newly redesigned or redeveloped areas are maintained in accordance with the rules set out by the AODA. As a small organization, CBB is responsible for:

- Accessible parking
- Maintenance and restoration of public spaces
- Service elements such as counter heights, queuing lines and waiting areas; and
- Recreational trail and beach access routes

### **Transportation**

CBB will create and implement policies and plans that adhere to the Transportation Standard of the AODA in order to make its conventional or specialized transportation services accessible to passengers with disabilities.



## HUMAN RIGHTS

CBB is committed to upholding the Human Rights of all employees. Specifically, CBB will ensure that every employee has a right to equal treatment under the protected grounds and aspects of employment established by the Ontario *Human Rights Code*.

### PROTECTED GROUNDS

- Age
- Ancestry, colour, race
- Citizenship
- Ethnic origin
- Place of origin
- Creed
- Disability
- Family status
- Marital status (including single status)
- Gender identity, gender expression
- Record of offences (in employment only)
- Sex (including pregnancy and breastfeeding)
- Sexual orientation

### POLICY

CBB will not discriminate against any of its employees under any of the protected grounds outlined above.

Furthermore, CBB will ensure equal treatment for its employees, including, but not necessarily limited to, the following processes:

- Job applications
- Recruitment
- Training
- Transfers
- Promotions
- Apprenticeship terms
- Dismissal
- Layoff

CBB will also ensure that this right to equal treatment is upheld in the areas of rate of pay, overtime, hours of work, holidays, benefits, shift work, discipline, and performance evaluations. CBB has a duty to accommodate employees who request accommodation under any of the protected grounds. CBB will accommodate requests up to the point of undue hardship.

#### Duty to Accommodate



CBB has a duty to accommodate employees to eliminate negative treatment based on the prohibited grounds of discrimination. CBB will accommodate to the point of undue hardship which can only be considered when adjustments to a policy or practice would incur financial cost, necessitate outside funding, or create risks to the health or safety of a person.

#### Filing a Complaint

CBB acknowledges that an employee who believes their rights have been violated may speak to a Human Rights Officer or file a complaint with the Ontario Human Rights Tribunal. CBB will not retaliate against any employee who has filed a complaint with the Tribunal or had someone file a complaint on their behalf.





## PAY EQUITY POLICY

The purpose of this policy is to demonstrate CBB's dedication to Pay Equity, or providing equal pay for equal work, as legislated under the *Employment Standards Act, 2000 (ESA)* and the *Pay Equity Act (Ontario)*. Employee pay rates will be based on the following criteria: skill, effort, responsibility, and working conditions.

### DEFINITIONS

As per Ontario.ca or *The Pay Equity Act*:

"Equal work" means the employees perform substantially the same kind of work in the same establishment, the work requires substantially the same skill, effort and responsibility and is performed under similar working conditions. All of these conditions must be met for equal pay for equal work to be required.

"Substantially the same kind of work" means the work does not have to be exactly the same. What matters is the actual work performed by the employees, not the stated conditions of their job offer or their job description.

"Skill" means the amount of knowledge, physical skill or motor skills needed to perform a job. This includes:

- education, like post-secondary degrees and diplomas
- training, like apprenticeships
- experience, like the number of years required to master a skill or gain expertise.
- manual dexterity, like hand-eye coordination

"Effort" is the physical or mental effort regularly needed to perform a job.

### POLICY

CBB believes in providing women and men equal pay for work of equal value and is committed to using objective factors of skill, effort, responsibility, and working conditions when compensating employees. Further we will ensure the male-female job-to-job comparison method is utilized when assigning compensation to ensure gender neutral pay.

CBB will not pay one employee at a rate of pay less than another employee on the basis of sex when they perform substantially the same kind of work in the same establishment, their work requires substantially the same skill, effort and responsibility and their work is performed under similar working conditions.

CBB will not lower employees' rates of pay to create equal pay for equal work.

#### Employer's Responsibilities

CBB will:



- Establish and maintain compensation practices that provide for pay equity
- Examine evaluate its job positions using fair and equitable standards as outline in the *Employment Standards Act* and *Pay Equity Act*
- Utilize the male/female job-to-job comparison method outlined in the Pay Equity Act to ensure gender neutral pay

### Exceptions

Where employees of different sexes are doing equal work, they can be paid different rates of pay if the difference is due to:

- a seniority system
- a merit system
- a system that measures earnings by production quantity or quality

Employees who perform equal work can also be paid different rates of pay if the difference is based on any other factor other than sex.

### Reprisals

CBB will not punish an employee in any way for asking other employees about their rates of pay to find out if an employer is providing equal pay for equal work or for disclosing their own rate of pay to another employee for the purpose of determining or assisting that employee in determining whether they he or she are receiving equal pay for equal work.

### Filing a Claim

In the event an employee believes that the organization is not complying with the equal pay for equal work provisions, the employee may file a claim with the Ministry of Labour. Employees may also bring forward their concerns to Mishelle LeBlanc or Matt Abbott.



## PROTECTION OF EMPLOYEE INFORMATION

CBB is committed to upholding the privacy of employee private and identifiable information. While CBB is not subject to the protection obligations outlined in the Personal Information Protection and Electronic Documents Act (PIPEDA), this policy is based upon PIPEDA's 10 Fair Information Principles in order to ensure the safety of employee personal information.

### DEFINITIONS

As defined by PIPEDA, personal information includes: any factual or subjective information, recorded or not, about an identifiable individual. This includes information in any form, such as:

- Age, name, ID numbers, income, ethnic origin, or blood type;
- Opinions, evaluations, comments, social status, or disciplinary actions; and
- Employee files, credit records, loan records, medical records, existence of a dispute between a consumer and a merchant, intentions (for example, to acquire goods or services, or change jobs).

### Ten Fair Information Principles

1. Accountability;
2. Identifying purposes;
3. Consent;
4. Limiting collection;
5. Limiting use, disclosure, and retention;
6. Accuracy;
7. Safeguards;
8. Openness;
9. Individual access; and
10. Challenging compliance

### POLICY

CBB will ensure that any private employee information that is collected adheres to the principles outlined below:

1. **Accountability:** CBB is responsible for all employee personal information under its control. As necessary, CBB will appoint Payroll Department to ensure its accountability to the 10 Fair Information Principles.
2. **Identifying purposes:** CBB will always identify to employees why their personal information is being collected.
3. **Consent:** Employee consent is required for the collection, use, or disclosure of employee information, as appropriate.



4. **Limiting collection:** CBB will only collect the personal employee information that is required for the administration of pay, benefits, and other human resource activities. This information will always be collected in fair and legal ways.
5. **Limiting use, disclosure, and retention:** Unless required by law, all private employee information collected by CBB will only be used for the purposes for which it was collected. Private employee information will only be retained as necessary to serve the purposes for which it was collected.
6. **Accuracy:** CBB will maintain personal employee information as accurate, complete, and as up-to-date as possible. CBB may request periodic updates from its employees to ensure that the information on file is accurate.
7. **Safeguards:** CBB will protect any personal employee information it has collected, either by locked filing cabinets, encrypted drives, or any other means necessary to ensure the privacy of the information.
8. **Openness:** CBB will disclose its purposes for the collection of employee information and will have this information available upon request from employees.
9. **Individual Access:** Employees of CBB have the right to view what personal employee information has been retained. Further, employees may challenge the accuracy of this information and make modifications to the information as necessary.
10. **Challenging compliance:** While CBB is not subject to the compliance regulations under PIPEDA, it will endeavour to meet or exceed the principles established by the Act. Should an employee bring forward a way that CBB could improve the safety of personal employee information, they may bring it forward to Matt Abbott or Mishelle LeBlanc.



## SMOKING IN THE WORKPLACE

Extensive health research has shown that smoking or inhaling second-hand smoke has an adverse effect on health and wellness. CBB is committed to upholding the law and promoting a safe and healthy workplace for all employees and visitors by prohibiting smoking and vaping in enclosed workspaces.

### DEFINITIONS

The following definitions have been taken from Ontario.ca or the *Smoke-Free Ontario Act*.

“Enclosed workplace” means any part of a building, structure or vehicle with a roof that an employee works in or visits, even during off-hours. This includes hotel rooms and vehicles used for business purposes.

“Electronic cigarettes” means a vaporizer or inhalant-type device, whether called an electronic cigarette or any other name, that contains a power source and heating element designed to heat a substance and produce a vapour intended to be inhaled by the user of the device directly through the mouth, whether or not the vapour contains nicotine.

“Smoking” means smoking (inhaling and exhaling) or holding lighted tobacco or cannabis (medical or recreational).

“Vaping” means inhaling or exhaling vapour from an electronic cigarette (e-cigarette) or holding an activated e-cigarette, whether or not the vapour contains nicotine.

### POLICY

CBB is a smoke-free workplace.

No smoking or vaping is permitted on company premises by employees, contractors or visitors at any time, except within any designated smoking areas. Smoking or vaping are also prohibited in any other enclosed workplace such as hotel rooms or vehicles being used for company business.

In accordance with the *Smoke Free Ontario Act (SFOA)*, CBB will:

- Post the required smoke free signage at each entrance and exit of the enclosed workplace, place or area in appropriate locations and in sufficient numbers to ensure that employees and the public are aware that smoking and the use of electronic cigarettes is prohibited in the enclosed workplace, place or area
- Ensure that no ashtrays or similar equipment remain in the enclosed workplace or place or area, other than a vehicle in which the manufacturer has installed an ashtray

If a designated smoking area has been created, it will be clearly marked with signage. This is the only place employees, visitors or contractors may smoke or vape, provided they do so in a safe manner,



with all extinguishables and smoking products materials disposed of properly in the appropriate trash receptacle.

There is no obligation of the company to provide smoking breaks outside of designated break times.

This policy is intended for the workplace only. While CBB supports employees in living a healthy lifestyle, it will not penalize employees for smoking or vaping in their personal life.

#### Non-Compliance

Employees who do not comply with the guidelines of the *Smoke Free Ontario Act (SFOA)*, as set out in this policy, will be subject to disciplinary action, including possible suspension or even termination of employment.



# Employment Standards Policies

## HIRING

The purpose of this policy is to outline the processes CBB will follow in order to ensure our hiring practices are fair, consistent, equitable, and in line with all applicable legislation such as the *Ontario Human Rights Code*, the *Accessibility for Ontarians with Disabilities Act*, and the *Employment Standards Act*.

### POLICY

CBB is committed to the principles of equality and diversity in the workplace. We aim to hire the best candidate for the position based on their qualifications and merit in terms of knowledge, skills, and experience. CBB will not discriminate against job applicants on any of the grounds protected by human rights legislation during any phases of the recruitment, screening, and hiring process.

We welcome applications from persons with disabilities and will provide accommodations during all stages of the hiring process, upon request. This statement will be added to any job postings and all applicants will be reminded of this policy when they are invited to an interview, and within any job offer provided.

All hiring managers of CBB will treat all job applicants with dignity and respect.

At no time during the interview process will any questions be asked that touch on any prohibited areas outlined in the *Human Rights Code* (age, ancestry, citizenship, race, place of origin, ethnic origin, colour, disability, creed, sex/pregnancy, family status, marital status, sexual orientation, gender identity, gender expression, and record of offences).

### Reference Checks

Reference checks must be completed for any candidate that is considered for hiring prior to making an offer of employment, in order to validate credentials and the accuracy of information provided by the candidate during the recruitment and screening process.

### Offers of Employment

Any offer of employment will outline the terms and conditions of employment, including any further steps that the applicant must agree to complete to be eligible for employment, such as a successful police records check.

Offers of employment will contain a probationary period of at least three months, so that both the employer and employee can trial the fit between the employee and the position, without any negative consequences.



Once the offer of employment is signed by the employee and any additional agreed terms have been met, the new employee may begin work at the agreed upon date. New employees will receive training about key policies and safety issues that pertain to their position or that are required by law.

#### Personal Information

CBB will ensure any personal information collected during any stage of the recruitment and hiring process is retained in an appropriate manner and remains confidential.





## PROTECTED LEAVES

CBB recognizes that qualified employees have the right to take job protected leaves without any negative consequences to their employment. As such, CBB is committed to adhering to the guidelines established by the Ontario *Employment Standards Act* (ESA) with respect to any job-protected leaves.

### POLICY

The purpose of this policy is to outline the job-protected leaves employees have a right to take under the ESA so that:

- Employees know their rights; and
- CBB manages employee leave in a fair and consistent manner.

CBB will adhere to all regulations covered under the ESA.

Protected Leaves:

1. Pregnancy Leave
2. Parental Leave
3. Sick Leave
4. Bereavement Leave
5. Family Responsibility Leave
6. Family Caregiver Leave
7. Family Medical Leave
8. Critical Illness Leave
9. Child Death Leave
10. Crime-related Child Disappearance Leave
11. Domestic or Sexual Violence Leave
12. Infectious Disease Emergency Leave
13. Organ Donor Leave
14. Reservist Leave
15. Jury Duty Leave

### Employee Rights During a Leave

Employees have the right to continue to participate in the company benefits plans during their job-protected leave of absence. This includes programs such as: pension plan, life insurance, extended health care, and dental. If an employee wishes to opt out of their participation in these company-provided benefits, they must provide their request via written notice.

CBB will continue to pay its portion of the employee benefits contribution to an employee's benefit plan, unless the employee has provided written notice they'd like to opt out during the leave period.

Employees will continue to accrue seniority while on a job-protected leave.



## Sharing Leave Time

The total amount of leave taken by one or more employees under the ESA in respect of the same family member, child, or event is the entire amount of the leave; the leave is not doubled. Employees who are sharing the leave can be on leave at the same time, or at different times; the ESA does not provide restrictions for this. The sharing requirement applies whether or not the employees work for the same employer.

### **1. Pregnancy Leave**

Pregnant employees have the right of taking a pregnancy leave constituting up to 17 unpaid weeks off of work provided that they have worked at CBB for a period of at least 13 weeks leading to the due date. The earliest the leave can begin is 17 weeks before the employee's due date and the latest one can begin is on the baby's due date (or actual date of birth if that arrives sooner).

In the event that an employee is still pregnant after the 17 weeks of leave, they may continue on until the birth and then commence their parental leave. Employees are entitled to return early from their leave if they desire to do so; however, they may not split up their leave and use up the unused part later.

#### Miscarriages and Stillbirths

Pregnancy leave is not an entitlement when an employee has a miscarriage or stillbirth more than 17 weeks prior to their due date. If an employee has a miscarriage or stillbirth within the 17 weeks prior, they continue to be eligible for parental leave and it commences on the date of the miscarriage or stillbirth if it hadn't started yet.

Pregnancy leave for an employee who had a stillbirth or miscarriage ends either 17 weeks after the leave started or 12 weeks after the miscarriage or stillbirth (whichever is later).

CBB employees embarking on pregnancy leave are required to provide at least two weeks' written notice prior to the start of their leave. Medical information may be requested. Where an emergency situation forces the leave to start early, pregnant employees must provide the notice no later than two weeks after the leave started. In certain cases, employees may be entitled to the use of sick time prior to the start of the pregnancy leave.

This two week notice requirement also applies if an employee needs to change the date of their pregnancy leave.

An employee may also change the date that their pregnancy leave ends, provided that they provide a written notice at least four weeks in advance of the new date. If an employee does not provide CBB with a return to work date, a leave of 17 weeks will be assumed and the employee will be expected to resume work after that time.

Employees who choose not to return from pregnancy leave are required to provide at least four weeks' written notice.

### **2. Parental Leave**



New parents are entitled to take parental leave of up to 61 or 63 weeks of unpaid time free from work. Parents may refer to a birth parent, an adoptive parent, or a person in a relationship with a parent of a child who plans on treating the child as their own. To be eligible, employees must have been hired by CBB at least 13 weeks prior to starting their parental leave.

Birth mothers who have taken pregnancy leave are entitled to up to 61 weeks of leave. In the case of a birth mother who did not take pregnancy leave and any other new parents, they are entitled to up to 63 weeks of parental leave.

Parental leave for a pregnant employee may begin as soon as the pregnancy leave ends, unless the baby has not come into their care. In this event, an employee may return to work between the pregnancy and parental leaves and then start parental leave within 78 weeks of the birth (or the date the baby first left the hospital to come home). For any other employees, parental leave must be started no later than 78 weeks after the date of the baby's birth or the date the child came into their care, custody, and/or control. Note: the parental leave must be started in the 78 weeks, but is not required to be completed then. Employees may return early from leave but may not re-embark on the leave to use up any remaining time.

Employees must provide at least two weeks' written notice before the start of a parental leave and four weeks' written notice if they desire to return to work before their leave entitlement has been used up. If an emergency situation occurs and the parental leave needs to begin immediately, employees are required to provide their notice of the leave at least two weeks after starting the leave.

CBB will not penalize any employee because the employee is or will be taking either pregnancy or parental leave. Employees who take a pregnancy or parental leave are entitled to return to either their same position or a comparable one, if CBB has eliminated their previous one.

### **3. Sick Leave**

Employees have the right of taking up to three days of unpaid sick leave each calendar year because of personal illness, injury, or medical emergency. This entitlement begins once an employee has worked for CBB for at least two consecutive weeks. Employees may not take sick leave for cosmetic surgery or medically unnecessary procedures.

These sick leave days may not be carried over into another calendar year if they are not used. In the event that an employee's hire date is partway through the year, they are still entitled to the three days. As per the ESA, reasonable medical documentation may be requested. This will only include the duration of the absence, that date of the employee's medical appointment, and whether the employee was examined in-person.

### **4. Bereavement Leave**

Employees are entitled to up to two days of unpaid leave in the event of a death of a family member. As per the ESA, family member refers to:

- A spouse (married or unmarried, of the same or opposite genders);



- Parent, step-parent, foster parent, child, step-child, foster child, grandparent, step-grandparent, grandchild or step-grandchild of the employee, or the employee's spouse;
- Spouse of the employee's child;
- Brother or sister of the employee; or
- Relative of the employee who is dependent on the employee for care or assistance.

This entitlement starts once an employee has been employed with CBB for a period of at least two weeks. It can be taken on the date of the death, or at a later time for a funeral or to settle the estate. Bereavement leave entitlement resets every calendar year and the days may not be carried over. The entitlement to the two days remains the same, regardless of whether an employee of CBB is hired partway through the year.

CBB may request reasonable documentation of the need for the leave such as a death certificate, a funeral home notice, etc.

## **5. Family Responsibility Leave**

Employees are entitled to take up to three days of unpaid leave each calendar year because of an illness, injury, medical emergency, or other urgent health matters relating to specific relatives. This applies to CBB employees if their hire date is at least two weeks prior to taking the leave.

As per the ESA, the term “family members” refers to:

- Spouse (includes both married and unmarried couples, of the same or opposite gender);
- Parent, step-parent, foster parent, child, step-child, foster child, grandparent, step-grandparent, grandchild, or step-grandchild of the employee or the employee's spouse;
- Spouse of the employee's child;
- Brother or sister of the employee; or
- Relative of the employee who is dependent on the employee for care or assistance.

Employees may take the leave whether the illness is a planned event (such as surgery that is medically necessary), or an unplanned emergency, such as an urgent matter. Urgent matters could include an unforeseen need for childcare, as an example.

Notice of family responsibility leave may occur before the leave if it is planned, or as soon as it happens if unplanned. This notice can be made orally; it does not have to be in writing. Family responsibility leave entitlement resets every calendar year and the days may not be carried over. The entitlement to the three days remains the same, regardless of whether an employee of CBB is hired partway through the year.

CBB may request reasonable evidence of the need for the leave. This will not include medical notes or medical information from the doctor of the family member.

## **6. Family Caregiver Leave**

Employees of CBB are entitled to a leave of up to eight weeks per calendar year, per specified family member, in order to provide support or care in the event a medical practitioner certifies that they have a serious medical condition. As per the ESA, medical practitioners could include a physician,



registered nurse, psychologist, psychiatrist, or nurse practitioner. CBB employees are entitled to this leave, regardless of the length of their term of employment.

Under the ESA, “family members” refers to:

- The employee’s spouse (including same-sex spouse);
- A parent, step-parent, or foster parent of the employee or the employee’s spouse;
- A child, step-child, or foster child of the employee or the employee’s spouse;
- A grandparent or step-grandparent of the employee or the employee’s spouse;
- A grandchild or step-grandchild of the employee or the employee’s spouse;
- A spouse of a child of the employee;
- A brother or sister of the employee; or
- A relative of the employee who is dependent on the employee for care or assistance.

Employees of CBB do not need to produce the medical certificate prior to starting the leave, but need to provide the certificate at some point during the leave. This certificate needs to include the name of the individual and that the individual has a serious medical condition but does not need to include medical specifics. Written notice is required for the family caregiver leave of absence but may be produced during the leave if the leave was not planned.

Family caregiver leave may last for up to eight weeks; however, the weeks may be taken either consecutively or separately. If an employee takes part of a week, this counts as a full week of the entitlement. Employees are required to provide written notice each time they are taking a week of leave.

## **7. Family Medical Leave**

Employees of CBB are entitled to family medical leave (consisting of unpaid leave for a period of up to 28 weeks in a 52-week period) in order to provide care or support to family members who have a significant risk of death occurring within a period of 26 weeks. This leave is different from family caregiver leave because an employee is only eligible for family medical leave if the family member who has a serious medical condition has a significant risk of death occurring within a period of 26 weeks. These leaves are also separate from the critical illness leave (outlined later in this policy).

CBB employees are entitled to this leave, regardless of their length of service, for the care and support (e.g., emotional support or providing care) of the following family members (as per the ESA):

- The employee's spouse (including same-sex spouse);
- A parent, step-parent, or foster parent of the employee or the employee's spouse;
- A child, step-child, or foster child of the employee or the employee's spouse;
- A brother, step-brother, sister, or step-sister of the employee;
- A grandparent or step-grandparent of the employee or of the employee's spouse;
- A grandchild or step-grandchild of the employee or of the employee's spouse;
- A brother-in-law, step-brother-in-law, sister-in-law, or step-sister-in-law of the employee;
- A son-in-law or daughter-in-law of the employee or of the employee's spouse;
- An uncle or aunt of the employee or of the employee's spouse;
- A nephew or niece of the employee or of the employee's spouse;
- The spouse of the employee's grandchild, uncle, aunt, nephew, or niece; or
- A person who considers the employee to be like a family member (full details in the ESA).



Employees are not required to take all 28 weeks consecutively and may separate their weeks. However, if an employee takes part of a week, this will count as a full week of leave. If the family member does not pass away within the 26 weeks outlined in the original certificate, employees may continue on leave until 28 weeks have passed without needing to provide another medical certificate.

As per the ESA, there are three important periods of time relating to family medical leave:

- The 26-week period specified in the medical certificate within which the family member has a significant risk of death;
- The 52-week period that starts on the first day of the week in which the 26-week period specified in the medical certificate begins; and
- The 28 weeks of family medical leave.

The latest day an employee can remain on leave is:

- The last day of the week in which the family member dies;
- The last day of the week in which the 52-week period expires (a Saturday as per the ESA); or
- The last day of the 28 weeks of family medical leave.

It must be whichever is earlier.

CBB employees are required to provide written notice of the need for a family medical leave of absence. In the event that the leave is required unexpectedly, employees may provide notice as soon as possible after having started the leave. Employees must provide notice for each week of the leave if they are taking them separately.

## **8. Critical Illness Leave**

CBB employees are entitled to up to 37 weeks in a 52-week period of unpaid leave in the event they have a critically ill minor child or 17 weeks in the event of a critically ill adult family member (the term family member includes the same list as that of family medical leave). This leave may be taken to support or provide care for a minor child (includes a child, step-child, foster child or child who is under legal guardianship and is under 18 years of age). The term adult refers to a person over 18 years of age. Employees with at least six months of service with CBB are entitled to this leave.

Employees are required to provide a medical certificate from a qualified medical practitioner which sets out who requires care and support and establishes the period of time that the care and support may be required. The certificate does not have to be produced prior to embarking on the leave but must be produced at some point during the leave. Employees must also provide written notice of their intent to take the leave and a written plan indicating the specific weeks either in advance of the leave or as soon as possible after starting it. Changes may be made to the plan under special circumstances outlined in the ESA.

If a medical certificate issued by a qualified health practitioner sets out a period during which the person requires care or support of a family member that is less than 37 weeks (for a minor child) or less than 17 weeks (for an adult), the employee is entitled to take a leave only for the period set out in the certificate. An employee's leave may be extended in the event that the original certificate did not use up all of the leave but another medical certificate must be issued.



Employees may take the weeks separately, or consecutively. In the event that an employee only takes part of a week, this does not qualify as a full week of leave unless the employee takes another day in the same week; these both qualify as only one week.

In the event of the death of the person for whom the employee is providing care, the leave ends at the end of the week in which the person passes away.

## **9. Child Death Leave**

An employee of CBB who experiences the death of a child is entitled to an unpaid leave of absence for a period of up to 104 weeks. Eligibility for this leave begins after an employee has at least six months of service with CBB. "Child" refers to a child, a step-child, a child under the legal guardianship of the employee, or a foster child less than 18 years of age. This leave must be taken within the 105-week period that started when the child passed away and only as a single period of leave (it may not be broken up).

A written notice and a plan for taking the leave must be provided to CBB as soon as possible either prior to beginning the leave or once the leave has started. As necessary, CBB may require reasonable evidence of the need for the leave.

## **10. Crime-Related Child Death or Disappearance Leave**

Employees who have been employed with CBB for a minimum of six months and who experience the crime-related death or disappearance of a child are entitled to up to 104 weeks of unpaid leave. The crime does not have to be proven, but probable. In the event that an employee was a party to the crime, they are not entitled to the leave. "Child" refers to a child, step-child, or foster child who is under 18 years of age.

This leave must be taken within the 105-week period that started when the child disappeared and must be taken all at once (it may not be broken up). In the event that there is a change in circumstance that occurs during the leave and it is no longer probable that it is the result of a crime, the employee's entitlement to the leave ends. If the child is found alive during the leave, an employee is entitled to remain on leave for 14 days following the discovery of the child. If a child is found dead, the employee then has a separate entitlement to the child death leave.

A written notice and a plan for taking the leave must be provided to CBB as soon as possible either prior to beginning the leave or once the leave has started. The plan may be amended under special circumstances. As necessary, CBB may require reasonable evidence of the need for the leave.

## **11. Domestic or Sexual Violence Leave**

Employees of CBB who have at least 13 weeks of service are entitled to this leave in the event that an employee or an employee's child has experienced or been threatened with sexual or domestic violence. This leave provides for up to ten days and 15 weeks in a calendar year of protected leave. "Child" refers to a child, step-child, child under legal guardianship, or foster child who is under 18 years of age. The employee's first five days of leave will be paid and the remainder of the leave is unpaid.



The leave may be taken for any of the following:

- To seek medical attention for the employee or the child of the employee because of a physical or psychological injury or disability caused by the domestic or sexual violence;
- To access services from a victim services organization for the employee or the child of the employee;
- To have psychological or other professional counselling for the employee or the child of the employee;
- To move temporarily or permanently; or
- To seek legal or law enforcement assistance, including making a police report or getting ready for or participating in a family court, civil or criminal trial related to or resulting from the domestic or sexual violence.

Employees are not entitled to the leave if they committed the violence.

The entitlement to the ten days resets every calendar year, regardless of the month in which an employee began employment with CBB. These days may not be carried over if unused and an employee does not have to take all of the days off in the same period. An employee may choose to take part days but in terms of the leave, these are counted as full days.

This entitlement extends to if an employee needs to take up to 15 weeks of domestic or sexual violence leave for the same reasons as those above. These weeks can be taken separately, or all at once. If an employee only uses part of a week, it does count as a full week of leave.

Note: employees of CBB will be paid for the first five days whether they take the ten days or they take leave from their 15 week entitlement.

Employees are required to provide notice, either ahead of the leave or as soon as possible after they have started the leave (this notice may be provided orally), for either length of leave and employees are not required to take the ten day leave before starting on their 15 week entitlement. Employees may be requested to provide reasonable evidence of the need for the leave.

## **12. Infectious Disease Emergency Leave**

This leave has been created in response to the COVID-19 pandemic. Currently, this leave is valid for the period of March 1, 2020 to July 3rd, 2021. As of July 3rd, 2021, this leave entitlement ends. This leave is retroactive for any time taken from work as of January 25, 2020.

Employees of CBB have the right to this leave in the event that they are not able to perform their duties because of an infectious disease (specifically, COVID-19). They must provide notice that they will be starting the leave, or provide notice as soon as possible if they are already on leave. This notice does not have to be in writing; it may be provided orally. CBB may request reasonable evidence of the need for the leave from employees.

For specifics relating to this temporary leave, including reasons for taking the leave, CBB will ensure that all ESA provisions are followed.

## **13. Organ Donor Leave**





An employee of CBB who has been employed with the company for at least 13 weeks is entitled to organ donor leave in the event that they are undergoing surgery to donate all or part of certain organs to a person. As necessary, organ donor leave may be extended past the original 13 weeks to an additional 13 weeks.

Under the ESA, “organ” refers to a kidney, liver, lung, pancreas, or small bowel. This leave generally begins on the date of the surgery, unless another date is specified by the certificate. The leave may be extended for employees in the event that a qualified medical practitioner asserts that the employee requires more time away from work. The maximum length of time for organ donor leave is 26 weeks.

An employee is required to provide at least two weeks’ written notice of the need for the original leave and if there is a need to extend the leave. An employee may also return early from leave provided they have two weeks’ written notice that they intend to do so. CBB reserves the right to request a medical certificate attesting to the need for the leave and this must be provided as soon as possible after it is requested.

#### **14. Reservist Leave**

A reservist CBB employee who has worked for the company for at least six consecutive months and who is deployed to an operation is entitled to unpaid leave for the time that is necessary for them to be a part of the operation. The ESA sets out that an operation may include providing assistance in dealing with an emergency or its aftermath (including search and rescue operations, recovery from national disasters such as flood relief, military aid following ice storms, and aircraft crash recovery).

Employees are required to provide written notice of the beginning and end date of their leave and will be reinstated to their same position upon returning from leave. In the event that their position has been eliminated, CBB will reinstate them to a comparable position. As needed, CBB reserves the right to postpone an employee’s reinstatement for two weeks, or one pay period, as needed.

#### **15. Jury Duty Leave**

CBB will provide unpaid job-protected time away from work as necessary for employees to participate in jury duty. Employees may be requested to provide evidence of the need for them to participate in jury duty.



## TERMINATION

CBB is committed to ensuring that all employee terminations of employment are handled in a fair and consistent manner, according to legislated employment practices, specifically Ontario's *Employment Standards Act (ESA)*.

### DEFINITIONS

"Termination" means a situation in which the employment relationship comes to an end due to a variety of reasons such as resignation or the employer ending the employment relationship.

"Involuntary Termination" means the employee's departure at the hands of the employer.

"Voluntary Termination" or resignation means the decision is made by the employee to leave the job.

"Termination for just cause" means an employee is terminated without notice when they are "guilty of wilful misconduct, disobedience, or wilful neglect of duty that is not trivial and has not been condoned by the employer".

"Temporary layoff" means an employer cuts back or stops the employee's work without ending his or her employment. According to the ESA, an employee is considered to be temporarily laid off when the employee has earned less than half of what he or she would ordinarily earn (or earns on average) in a week. *\*Note that the provisions for temporary layoffs have changed during the COVID-19 period. Please consult the ESA for the most up-to-date information on temporary layoffs.*

### POLICY

CBB will follow the rules set out in *The Employment Standards Act (ESA)* and the terms set out in an employee's contract when it comes to ending the employment relationship.

All terminations, no matter the cause, will be handled respectfully and in a confidential manner.

CBB will never end someone's employment or penalize them in any way for asking questions about or exercising their rights under the ESA.

#### Voluntary Termination

In the case of Voluntary Termination or resignation, CBB requests that employees provide a minimum of two weeks' notice to the employer, in writing.

If an employee fails to show up to work for more than three days in a row without notifying the employer, the employer will assume the employee has resigned.

#### Involuntary Termination



In the case of involuntary termination not for cause, the employee will be provided with written notice of termination which meets the criteria set out within the ESA, at minimum:

<b>Period of Employment</b>	<b>Notice Required</b>
Less than 1 year	1 Week
1 year but less than 3 years	2 Weeks
3 years but less than 4 years	3 Weeks
4 years but less than 5 years	4 Weeks
5 years but less than 6 years	5 Weeks
6 years but less than 7 years	6 Weeks
7 years but less than 8 years	7 Weeks
8 years or more	8 Weeks

The employee will either work for the remainder of the time provided by the notice period (working notice) or be provided with termination pay (pay in lieu of notice) for the duration of the notice period.

Employees will be entitled to their full regular pay and any benefits will remain in place for the duration of the notice period. They are also to accrue vacation pay during this time. Employees may also be entitled to severance pay based on their years of service, as defined under the *Employment Standards Act*. This is determined as per the ESA and the management of CBB.

Employees who are terminated for just cause are not entitled to notice, pay in lieu of notice, or severance pay.

#### Temporary Lay-off

CBB will refer to and adhere to the *Employment Standards Act* in the event a temporary layoff is required for any reason. CBB is not required to provide written notice of the layoff.

If an employee is laid off for a period longer than a temporary layoff as set out in the ESA (generally 13 weeks in any period of 20 consecutive weeks\*), the organization understands the employee may be considered terminated according to the ESA, and will provide any termination pay to the employee, as required.

\*Note: Employer guidelines for temporary layoff have temporarily changed due to COVID-19. Please consult the most up-to-date information for temporary layoff

#### Final Pay and ROE



Upon termination of employment for any reason, CBB will provide on the final pay after the notice period any monies owing, including:

- Any outstanding vacation pay, and
- Any hours banked in the employee's time bank for time in lieu that have not been taken
  - Please note that unused sick time will not be paid out upon termination of employment.

CBB will also issue a Record of Employment (ROE) within 5 calendar days after the end of the pay period in which an employee's interruption of earnings occurs so that eligible employees may apply for Employment Insurance (EI).

#### Return of Employer Property

Whether the termination is voluntary or involuntary, the employee must return all company property including such as keys or computer devices. All intellectual property, or information, products or content created for the employer will remain the property of the employer.

#### Rehiring

Employees who are terminated for cause may not be eligible for rehire.

#### References

CBB may provide references upon request. Please speak to Matt Abbott regarding the specifics of this program.

#### Exit Interviews

CBB invites all employees who have retired or resigned from the organization to share their thoughts and reasons behind their decision to leave. The employee has the choice of selecting who will conduct their exit interview from (Direct supervisor/manager). The information gathered from the exit interview will be used to improve processes at CBB.



# Key Health and Safety

## COVID-19 SAFETY

CBB is committed to keeping our employees, visitors, and the public safe during the COVID-19 pandemic. We will monitor and follow the guidelines set forth by provincial, federal, and world health authorities, and update our protocols as recommended or mandated. All employees of CBB are required to follow all COVID protocols that are in place at all times.

### DEFINITIONS

According to the World Health Organization (WHO):

- A “pandemic” is the worldwide spread of a new disease
- “Coronavirus disease (COVID-19)” is an infectious disease caused by a newly discovered coronavirus

### COVID-19 SYMPTOMS

According to [The Government of Canada](#): “Symptoms of COVID-19 can vary from person to person. They may also vary in different age groups. Some of the more commonly reported symptoms include:

- new or worsening cough
- shortness of breath or difficulty breathing
- temperature equal to or over 38°C
- feeling feverish
- chills
- fatigue or weakness
- muscle or body aches
- new loss of smell or taste
- headache
- gastrointestinal symptoms (abdominal pain, diarrhea, vomiting)
- feeling very unwell

Children tend to have abdominal symptoms and skin changes or rashes.

Symptoms may take up to 14 days to appear after exposure to COVID-19.

### **You can infect others even if you aren’t showing symptoms.**

The virus can be spread to others from someone who’s infected but not showing symptoms. This includes people who:

- haven’t yet developed symptoms (pre-symptomatic)
- never develop symptoms (asymptomatic)



## POLICY

CBB will carefully monitor public health recommendations during the current COVID-19 pandemic and implement all recommendations and requirements in real time.

The Organization is responsible for:

- Remaining current about COVID symptoms, screening measures, and necessary precautions
- Implementing safety plans and protocols intended to control the risk of transmission of COVID-19 within our workplace (see below)
- Reviewing COVID plans and protocols on a regular basis with management and the safety committee, accepting employee input on the plan and making adjustments and improvements as necessary.
- Suspending or closing any services or the organization as required and communicating this information to staff and the public
- Communicating safety control methods as well as any changes to them to employees and clients so they are aware of the risks and actions being taken to mitigate them using a variety of methods (e.g. posting signs, email, website)
- Providing safety materials and equipment such as sanitizing stations, required PPE, protective barriers, and special cleaning products as needed
- Providing training/instructions to all staff and volunteers on safety procedures and protocols regarding COVID-19 to ensure workers understand how to protect themselves from exposure
- Ensuring staff adhere to the organization's COVID-19 safety plan and protocols
- Encouraging self-monitoring and supporting self-isolation for workers with symptoms and workers who are close contacts of COVID-19 cases
- Reporting any known cases of COVID-19 to the public health unit.
  - Following the report, CBB will fully cooperate with the public health unit, including by providing the names of others who may have been in close contact with the person who has COVID-19, disinfecting and sanitizing any surfaces that may have been touched by the employee with COVID-19, and as necessary, requesting that other employees self-isolate.
- Reporting positive cases that have been traced back to exposure within the workplace to:
  - The Ministry of Labour, Training and Skills Development within four days; and to
  - The health and safety committee
- Informing employees who may have been exposed about the positive diagnosis.
- Reporting any occupationally acquired illnesses to the WSIB within three days of receiving notification of the illness.

Employees of CBB are responsible for:

- Following all safety and COVID-19 prevention training/instructions/protocols provided by CBB
- Notifying management and staying at home when they are feeling unwell
- Following any additional instructions/protocols or changes to procedures that are implemented in response to the pandemic such as Working at Home Agreements

## SAFETY PLAN



At CBB, the following measures have been put into place to ensure safety during the COVID-19 outbreak.

### Screening

- Employees are to participate in active screening prior to entering the workplace. At CBB, this takes the form of a written form or online screening questionnaire.
  - In the event that an employee does not pass the screening, they will be instructed to either stay home or return home and self-isolate, to contact their health-care provider for a COVID-19 test, and that they may not enter the workplace until after their COVID-19 test results are returned or for a period of 10 days after their last symptoms.
  - If they are asymptomatic and receive a negative COVID-19 test result, they may reenter the workplace.
  - If they are asymptomatic and fully vaccinated or have had COVID-19 in the last 90 days, they may reenter the workplace.
- Visitors to the workplace will be limited to only essential visits, and those who do enter will be asked whether they are showing any symptoms; have travelled recently; or have interacted with anyone who had a positive COVID-19 diagnosis.
  - CBB will keep a record of all visitors to the workplace, including the dates and times of their meetings and who they interacted with in the building. In the event of a positive COVID-19 diagnosis, this information will be provided to the public health unit upon request.
- Signage will be displayed at each entrance to outline the organization's COVID-19 protocols, including information for visitors on not entering if they have symptoms; that all people entering the workplace must be wearing a mask; and that social distancing measures are in place at the organization.
- Employees who are showing symptoms of COVID-19 are to self-isolate for a period of 10 days
  - CBB will work with the employee to determine if a work from home arrangement is needed, or sick time.
- Employees who are fully vaccinated or who have had COVID-19 in the past 90 days who come into contact with someone who has tested positive for Covid-19 are to self-monitor for a period of 10 days, unless Public Health has directed them to self-isolate.
- Employees who are not vaccinated or who have not had COVID-19 in the past 90 days who come into contact with someone who has tested positive for COVID-19 must self-isolate for a period of 10 days and are encouraged to be tested for COVID-19.

### Masking

- All employees and visitors at CBB are required to wear masks. The only exception is when an employee works alone in an office with a closed door and floor to ceiling walls (cubicles are not included).

### Social Distancing

- In all cases, employees and visitors must keep a minimum of two metres between themselves, including in doorways, elevators, stairwells, etc.



### Sanitizing, Hand Washing, and Other Health Procedures

- CBB will ensure that hand sanitizer is available upon entry to the building and that surfaces are disinfected regularly.
- Employees are to refrain from using any telephones, computers, or keyboards that are not designated for their use, barring the event of an emergency. Where a common tool must be used by multiple persons, it must be disinfected between each use.
- CBB employees are encouraged to wash their hands at regular intervals, including before and after eating and drinking, anytime they touch their face and mask, etc.
- Signage will be posted in the washrooms and kitchen reminding employees of proper handwashing techniques.
- If employees need to sneeze, they are encouraged to sneeze into their elbows, or cough into their elbows, avoiding coughing or sneezing in the direction of another person and ensuring to wash their hands afterwards.

### Additional COVID-19 Protocols

In addition to these measures, CBB has implemented the following:

- Limiting the break room table as per the signage in the break area
- Protective clear barriers between each workstation
- Protective eyewear provided for workers
- Packaging tables turned to face the wall
- Additional air purifier added to packaging room
- Provide information on carpooling and encourage staff to avoid if at all possible.
- Staggered lunch break policy

### Privacy of Information

All personal or medical information acquired by CBB during the pandemic will be treated with the utmost confidentiality according to mandated governmental privacy standards, such as PIPEDA.





## DUTY OF PERSONS DIRECTING WORK

CBB recognizes its obligation to keep its employees safe from harm. It further understands that people who supervise or direct the work of others have a legal duty to keep those workers safe from harm. CBB will educate and train all persons directing work to ensure they understand their obligations under the law to protect fellow workers.

### SCOPE

As per the Canadian Centre for Occupational Health and Safety (CCOHS), the provisions of section 217.1 of the *Criminal Code of Canada* affect all organizations and individuals who direct the work of others, anywhere in Canada.

### DEFINITIONS

“Person directing work” means anyone who undertakes, or has the authority, to direct how another person does work or performs a task according to section 217.1 of the *Criminal Code of Canada*. It not only applies to persons with a title of supervisor or manager, but anyone acting in that capacity, even temporarily.

### POLICY

CBB understands that the *Criminal Code of Canada* sets out that people who direct the work of others have a legal duty to take reasonable steps to ensure the safety of workers and the public. This means they can be held criminally responsible for failing to take reasonable steps to prevent bodily harm to the person whose work they are directing, or any other person, arising from that work or task.

#### Employer Responsibilities

CBB will take every precaution reasonable in the circumstances for the protection of workers from illness and injury. This includes:

- Keeping a safe and well-maintained workplace
- Providing information and training about the hazards the workplace, proper safety equipment, and competent supervision

Further, CBB will uphold all rights all employees have under occupational health and safety, including:

1. The right to know about hazards in their work and get information, supervision, and instruction to protect their health and safety on the job.
2. The right to participate in identifying and solving workplace health and safety problems.
3. The right to refuse work that they believe is dangerous to their health and safety or that of any other worker in the workplace.



### Supervisor Responsibilities

A supervisor must:

- Ensure that workers work in the manner and with the protective devices, measures and procedures required
- Ensure that any equipment, protective device, or clothing required by the employer is used or worn by the worker
- Advise a worker of any potential or actual health or safety dangers known by the supervisor
- Take every precaution reasonable in the circumstances for the protection of workers

### Employee Responsibilities

Employees must:

- Work in compliance with occupational health and safety regulations
- Use or wear any equipment, protective devices, or clothing required by the employer
- Report to the employer or supervisor any known missing or defective equipment or protective device that may endanger the worker or another worker
- Report any hazard or contravention of the regulations to their employer or supervisor



## EMERGENCY PREPAREDNESS AND RESPONSE

CBB is committed to ensuring the health and safety of all employees and any visitors to its workplace. As such, CBB has developed the following policy to guide its employees and managers in the event of emergency situations. Preparing for emergencies is a critical part of our health and safety commitment.

### DEFINITIONS

An “emergency” is a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident, or an act whether intentional or otherwise (*Emergency Management and Civil Protection Act*, R.S.O., 1990).

Some common types of emergencies include:

- Fires or explosions;
- Medical emergencies;
- Severe weather and earthquakes;
- Major power failures; and
- Hazardous material spills.

### POLICY

In order to ensure that in the event of an emergency, all of CBB’s employees are prepared for their roles and responsibilities, the following plans must be followed. These emergency plans are necessary to:

- Keep employees, visitors, and first responders free from any further injuries;
- Succeed in managing life-threatening situations;
- As much as possible, minimizing any damage to equipment, machinery, tools and any part of the environment; and
- Ensuring a return to work as safely as possible.

In the event of any workplace injuries of any kind, CBB will follow the appropriate reporting requirements, as per the Ontario *Occupational Health and Safety Act*.

#### Accessibility Considerations

As per the *Accessibility for Ontarians with Disabilities Act* (AODA), CBB will ensure that individualized response plans are created for any employees who identify that they will need assistance during an emergency due to a permanent or temporary disability. These responsibilities include:

- Providing individualized emergency response information to the employee;
- With the employee’s consent, sharing this information with the person(s) who will be designated to aid them during an emergency;
- Reviewing the information contained in an employee’s emergency response plan when:
  - The employee changes work locations (e.g., to a different floor or office);
  - The employee’s overall accommodation needs are being reviewed; and
  - When CBB’s general emergency response policies are being reviewed.



CBB will ensure that regardless of whether the disability is permanent (e.g., vision loss), or temporary (e.g., broken limb), employees are afforded the same level of accommodations required.

The following four major elements have been considered for this Emergency Preparedness and Response Policy:

1. Prevention (use of the policies and procedures to follow to avoid or minimize any emergencies);
2. Preparation (the actions and procedures to take to ensure that CBB and its employees are ready to effectively respond);
3. Response (the actions to be taken in the event of an emergency); and
4. Recovery (how employees and supervisors can return to normal business operations).

### Planning Team

At CBB, a planning team will be established, consisting of the Health and Safety Committee in order that the emergency response planning includes all departments. Senior management will be involved with the planning and will ensure to support its implementation. The planning team is responsible for:

- Assessing any risks or hazards to the workplace;
- Developing specifics for the emergency response plan;
- Implementing the plan (including communicating and training the plan to employees);
- Testing the plan by holding drills on a bi-monthly basis; and
- Improving or modifying the plan as additional information becomes available.

The planning team will also ensure that it retains:

- Up-to-date emergency contact information for all employees, including supervisors;
- A schedule which outlines who will be on shift so that they may be checked off in the event of an evacuation; and
- A list of emergency names and contacts (e.g., poison control, etc.) that is kept in the staff break area.

### Fire or Explosion Preparedness

At CBB, there is a smoke and heat alarms and sprinkler systems that will be triggered in the event of a fire.

In the event of a fire:

- Employees are to evacuate, following the below evacuation procedures;
- The fire must be reported and the information must include:
  - Who is reporting the fire;
  - What has happened (to the best of the person's knowledge);
  - Where it has happened: 555 Southgate Dr., Guelph
  - If there are any injuries; and
  - Whether there are others who may be in the path of the fire.

### **Evacuation Procedures**



In the event that the fire alarm sounds, or there is an emergency situation that requires evacuation, CBB employees must remain calm and proceed in an orderly fashion.

Employees are to proceed out the building and through the nearest accessible door. Once employees are out of the building, employees are to proceed to the designated meeting spot at the driveway area (south west corner of the parking lot) so that everyone can be counted. The Health and Safety Committee lead will have a copy of the schedule to ensure that all employees are accounted for.

### Medical Emergency Preparedness

In the event of an emergency, employees are reminded that the first aid kits are located upstairs in the office and in the kitchen areas. . In addition, the following employees are first-aid trained Tina Chapman, Kayce Yardam, Chelsea Houle and Spencer O'Brien. The workplace AED is located at the main entrance.

If an employee comes across a medical emergency, they are directed to call for help (911) immediately. They also need to survey the area around the injured person to ensure that there aren't any hazards that could affect their own safety before moving towards the injured person.

If the employee is first-aid trained, they should follow the instructions provided during their first aid training in assessing the person, the environment, and the need for additional support. If the situation requires it, be prepared to provide aid for life-threatening situations, including bleeding, loss of a pulse, or loss of breathing.

A reminder to employees that all emergency numbers can be accessed in both kitchen areas, as well as the warehouse office.

Employees are to provide assistance to first responders as they arrive, including by noting anything that could help the injured party, and providing any information requested by the first responders.

After the medical emergency has passed, the employee will be requested to provide a statement outlining what occurred, which may help in preventing any further occurrences. The employee is to provide the statement to a Health and Safety Committee member.

### Severe Weather and Earthquake Preparedness

As there may be different levels of preparedness required for severe/inclement weather or earthquakes, the following procedure is for immediate danger due to an earthquake, or storm. In the event of a "weather watch", CBB will closely monitor the inclement weather situation, and immediately notify employees if emergency procedures need to be started. In the event of a "weather warning", the below procedure should be followed. CBB will ensure that the following procedure is practiced at minimum every quarter.

In the event of severe weather or an earthquake, employees are to:

- Proceed to the nearest "safe place."
  - This safe place could consist of a desk, or sturdy table, or against an interior wall, provided that there aren't any bookcases, cupboards, windows, or any other kind of furniture that could fall during an earthquake.



- Employees are to protect their eyes by keeping their heads down.
- As after-shocks could follow an earthquake, it is important for employees to wait in their safe place until the shaking stops, and then proceed with a personal inventory, making sure that they are not injured.
- Employees should look carefully for hazards such as fire, including damaged electrical lines, broken gas lines, etc.
- Once outside, employees should move away from buildings, trees, streetlights, and any overhead wires, covering their head as they move.

### Major Power Outage Preparedness

At CBB, there are emergency lights in the event of a major power outage. During an outage, the Health and Safety Committee will phone the utility company to verify whether the outage is widespread. Employees are to safely gather in the Staff Break Room.

In the event of a medical emergency during an outage, a Health and Safety lead will direct employees as needed in order to provide space for emergency services. 911 is only to be called if an emergency is life-threatening; emergency services will be overwhelmed in the event of a power outage.

As instructed, employees may be required to unplug their computers and other electrical appliances to guard against surges when the power returns. The doors to the refrigerators must be kept closed.

### Hazardous Material Spill Preparedness

At CBB, all WHMIS procedures are followed to prevent any leaks, spills, or damage due to hazardous materials. However, as accidents may occur, CBB will follow the below steps to ensure the safety of all employees and visitors to the workplace.

When a spill occurs,

1. The first step is for employees to communicate that there is a spill to others in the area.
  - a. As required, the Health and Safety Committee Lead may commence evacuation procedures.
2. If evacuation procedures are not required, the next step will be to control the spill by closing the container, or righting what spilled over.
  - a. Note: CBB has the following PPE available in the event of a spill: gloves, safety glasses and face masks.
3. The next step is to contain the hazard by ensuring that it does not spill over into any other places (this could include spreading sand, kitty litter, etc.), to prevent any open paths for the liquid.
  - a. If the employee cleaning up the spill must leave the area for any reason, they are instructed to block off the area where the spill occurred with the use of caution tape or caution cones or any other method to prevent access.
4. The next step is to clean the spill and check for damages. If any cleaning materials come into contact with a hazardous substance, they should be disposed of immediately, unless they can be safely disinfected. CBB will follow all applicable WHMIS procedures and will never instruct employees to perform clean-up work that goes against the stated instructions on the SDS sheet. Employees are to verify which chemicals may be used to clean up spills, prior to their use.



- a. In the event of damages to property, CBB will ensure that the area continues to be blocked off until the appropriate repairs can be made.



## HEALTH AND SAFETY COMMITTEE POLICY

CBB is committed to ensuring the health and safety of all of its employees. In pursuit of that, CBB will abide by all provincially-outlined legislation for the province of Ontario as established by the Ontario *Occupational Health and Safety Act*. Further, CBB recognizes that as an employer, it has the greatest level of responsibility to ensure health and safety on its premises.

### POLICY

#### Health and Safety Committee

As CBB's workforce exceeds 20 or more employees, a joint health and safety committee is required to ensure the health and safety of all individuals on the premises. The committee shall be composed of at least two members when the number of employees is between 20-50 and at least four members when there are more than 50 employees in the workplace.

At least half of the members on the health and safety committee will not exercise any managerial/leadership duties. The members of the committee shall be chosen by the rest of the employees. At CBB, Kayce Yardam is the management representative.

The management representative and the employee representative chosen by the rest of the employees are the co-chairs of the committee. They will be certified and trained as per the Ontario *Occupational Health and Safety Act*. Their time spent in training will be considered work time and they will be compensated at their regular rate of pay. CBB is responsible for the costs incurred by the training program. In the event that one or both of the co-chairs leave CBB, they shall be replaced and their replacement(s) trained as soon as reasonably possible.

The following are the powers of the committee under the *Occupational Health and Safety Act*:

1. Identify situations that may pose danger or a hazard to employees;
2. Provide recommendations to CBB on ways to improve safety in the workplace for employees;
3. Make recommendations regarding establishing, maintaining, and monitoring any health and safety measures, procedures, or programs to CBB;
4. Request and be provided information from CBB about:
  - a. Identifying potential or current hazards involving materials, processes, equipment, and
  - b. Examples of safe work practices and health and safety standards in either similar industries, or businesses that are known to CBB.
5. Be provided information by CBB about any tests regarding health and safety in the workplace (could be related to machinery, equipment, chemical or physical agent, material or biological element, etc.);
6. Be present at and be consulted about any testing in the workplace as necessary.

#### Co-chair Powers





In the event that the committee does not reach a consensus, the co-chair(s) have the power to provide written recommendations to CBB. These recommendations shall be responded to within 21 days of their receipt. The response will include when the recommendation will be implemented when CBB agrees with the recommendation and reasons why when the recommendation is disagreed with and/or not accepted.

### Committee Meetings

The health and safety committee will meet every three months, at minimum. Minutes will be taken at each committee meeting and then retained in the event of an inspection or examination.

Members of the committee are entitled to at least an hour to attend the quarterly meetings as well as paid time in order to complete any work ahead of or following the meeting. Committee members will not be expected to complete this work on their own time and are considered to be working when they are completing health and safety duties.

### Inspections

One of the members of the committee will be required to complete monthly health and safety inspections. The committee is required to establish a schedule for the completion of these inspections. When possible, it should be the certified co-chair who completes the inspection but the co-chair is not required to complete every inspection. CBB will ensure that the member completing the inspection has sufficient time to complete it. These inspections shall be kept on file. In the event that the member requires information and/or assistance in completing the inspection, they shall be provided with it.

If any hazards or dangers are noted during the inspection, the committee member must inform the committee of their findings and the committee must discuss this information as soon as reasonably possible.

### In the Event of a Critical Injury or Death

If a critical injury or death occurs, a member will be required to investigate and inspect the place where the accident occurred (including if a machine, device, or thing was involved). Following the inspection, the member is required to present their written findings to the Director and to the committee.

### Posting Committee Members' Names

CBB will post the name of the members of the committee, as well as their work departments in an accessible location so that all employees are aware of who is on the committee.



## RIGHT TO REFUSE UNSAFE WORK

CBB understands all workers have a right to a safe and healthy working environment. The purpose of this policy is to outline:

- a) The right to refuse work under the *Occupational Health and Safety Act (OHSA)*
- b) Who has the right to refuse
- c) The procedure that must be followed in the event of a work refusal

### SCOPE

This policy applies to all workers at CBB.

In Ontario, all workers have the right to refuse unsafe work except for workers such as: police officers, firefighters, workers employed in the operation of correctional institutions, and health care workers.

### DEFINITIONS

“Worker representative” within this policy means one of the following: a joint health and safety committee member who represents the workers, a safety representative if there is no health and safety committee, or another worker who has been chosen to represent a person who is refusing work.

### POLICY

CBB respects the legal right of employees to refuse work they believe is unsafe and will take the appropriate actions set out by the *Occupational Health and Safety Act (OHSA)*.

Employees of CBB may refuse any work, workplace condition or equipment they believe might endanger their health and safety, or the health and safety of another person. This right to refuse extends to workers who believe they may be endangered by workplace violence.

When an employee exercises their right to refuse unsafe work, the work refusal process set out by the *Occupational Health and Safety Act (OHSA)* must be followed explicitly. To initiate the work refusal, a worker must only state they feel unsafe and do not wish to proceed with a task or activity.

There will be no negative consequence for employees who exercise their right to refuse in good faith and who adhere to the processes set out by law and in this policy.

CBB will continue to pay the worker who is refusing to work at the regular rate during the work refusal process until a Ministry of Labour Inspector rules that it is safe to resume work. If the worker continues to refuse work beyond the point the work has been deemed safe, CBB is no longer required to provide pay and may begin disciplinary action.

### WORK REFUSAL PROCESS

Under the law, the following procedure must be followed in the event of a work refusal.

#### Step 1

- The worker reports the refusal to their manager and then stays in a safe place. The worker may also notify the worker representative of the health and safety committee



- The employer or supervisor investigates the issue with the worker and a safety committee member or other chosen worker representative present.
  - If an acceptable resolution to the issue is put in place, the worker can go back to work
  - If no resolution is found, move on to Step 2

### Step 2

- If the worker continues to feel unsafe, the worker should continue to refuse and stay in a safe place.
- The worker or employer (or someone representing either of them) should call the Ministry of Labour
- A Ministry of Labour Inspector will investigate the issue in consultation with the worker, safety committee member, and supervisor or management representative
- Any required/ordered changes to improve safety will be made
- The refusing worker will go back to work

During Step 1, if the supervisor has investigated and found a resolution they believe is safe but the worker continues to refuse, the supervisor can ask another worker to perform the task while waiting for a resolution under Step 2. However, the supervisor must let the second worker know:

- the task they are being asked to do has been refused by another worker
- why the task was refused, and
- that an investigation with the Ministry of Labour is in process

CBB understands the second worker may also refuse the work.



## WORKPLACE ANTI-HARASSMENT

CBB is committed to ensuring a workplace free of harassment, bullying, and discrimination. In pursuit of this, CBB will not tolerate any harassment, bullying, or discrimination within the workplace. CBB is further committed to investigating any complaints regarding workplace harassment, bullying, and/or discrimination, using the method of progressive discipline, up to and including the point of termination of employment for the perpetrator(s).

Canada's *Criminal Code* specifically lays out matters such as violent acts, sexual assault, threats, and behaviours such as stalking. In the event of any of the above, CBB will immediately contact the police.

### DEFINITIONS

Harassment is defined by the *Ontario Occupational Health and Safety Act* as "engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome." This definition includes sexual harassment, personal harassment, psychological harassment, and bullying.

Workplace harassment does not include reasonable actions taken by an employer or supervisor relating to the management or direction of workers in the workplace.

Note that this Anti-Harassment Policy is administered in conjunction with CBB's Human Rights Policy and includes freedom from discrimination under any of the grounds established by the *Ontario Human Rights Code*, including race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex (including pregnancy), sexual orientation, gender identity, gender expression, age (18 and over), marital status (including same sex partners), family status, disability, and record of offences.

Common harassing behaviours can include (but are not limited to):

- Rumour spreading;
- Jokes about sex;
- Email chains with jokes about specific individuals;
- Excluding individuals from work-related activities;
- Reviewing work unfairly or trivial fault-finding; and
- Belittling behaviour or comments.

Harassment can either occur over a period of time, or in a specific instance, depending on the specific situation.

### POLICY

CBB encourages any of its employees who witness or who are victim to harassment, bullying, or discrimination to bring forward the information as soon as possible so that an investigation may immediately commence.



In pursuit of a harassment-free environment, CBB is committed to fully preventing and/or addressing any instances of harassment, including sexual harassment, by:

- Providing education and training in order to ensure that all employees understand their rights and responsibilities regarding harassment;
- Ensuring that supervisors understand how to respond to incidents of harassment, including how to collect information, how to take action, how to deal with confidentiality, how to document, and how to keep records;
- Methodically monitoring or adjusting CBB's systems for any barriers, including any barriers regarding any protected grounds laid out in *the Ontario Human Rights Code* and CBB's Human Rights Policy;
- Reviewing their Anti-Harassment program with the health and safety committee;
- Providing a procedure for complaints (outlined below) that is fair, timely, and effective; and
- Ensuring to promote appropriate standards of conduct.

This policy also prohibits any person at CBB who is in a position to be able to grant or deny a benefit to another employee from sexually soliciting or making advances on that person. This could include co-worker to co-worker, or supervisors and managers to employee. Further, any reprisals for the rejection of these advances are not permitted.

CBB will also not permit the creation of a poisoned work environment, as created by comments or any forms of conduct that are known to be unwelcome. CBB will investigate all complaints in order to prevent this poisoned environment.

In addition, any employees who experience harassment while in the course of work for CBB have the right to file a complaint without any fear of reprisal. CBB will ensure that an investigation is conducted into any incidents or complaints of workplace harassment, as appropriate.

#### Employee and Supervisor Responsibilities

All CBB employees have the responsibility to adhere to the contents of this policy and refrain from enacting or condoning any form(s) of harassment. Further, all employees have the responsibility of fully cooperating in any investigations into complaints of harassment.

All CBB supervisors or managers have an additional responsibility of acting immediately upon either receiving a complaint of harassment or witnessing it themselves. Supervisors and managers are responsible for the creation and maintenance of a harassment-free workplace and must immediately investigate as soon as any forms of harassment become known in the workplace.

## COMPLAINT PROCEDURE

At CBB, complaints regarding harassment, bullying, or discrimination may be brought forward to:

- Matt Abbott or Mishelle LeBlanc, if one of them is not available
- An alternate report may be made to Tina Chapman if either of the above are the alleged harasser(s).



- Immediately upon receipt of a complaint, an investigation will be started and additional information and context will be sought. The investigation may include:
  - A review of the details of the incident;
  - Separate interview(s) with the parties involved and any witnesses;
  - Examination of any relevant documents, emails, notes, photographs, or video;
  - A decision about whether the complaint constitutes workplace harassment; and
  - The preparation of a report which summarizes the incident, the steps of the investigation, the evidence collected, and any findings
- CBB will take appropriate measures to ensure that employees and/or witnesses involved in filing the complaint are protected, as necessary. This may include temporary reassignments or shift changes. CBB will ensure that these changes do not penalize any employee who brought forward a complaint, or any witness to the complaint.
- CBB will not disclose any information regarding a complaint of harassment (including any identifying personal information of any of the individuals involved), unless the disclosure, if necessary. The disclosure may become necessary for the purposes of investigating the complaint, taking disciplinary action, or as required by law;
- The employee who disclosed the complaint, as well as the alleged harasser (provided they are both employees of CBB), will be kept up to date on the investigation and will be notified of the results of the investigation and any subsequent actions to be taken.

Any reports resulting from an investigation into complaints of harassment, discrimination, or bullying are not considered to be Occupational Health and Safety reports and will not be shared with the health and safety committee.

Note: This policy will be in written form and posted in a conspicuous place at CBB. It will be reviewed as often as necessary, but at least annually.



## WORKPLACE ANTI-VIOLENCE

This policy and program are intended to:

- a) Ensure that CBB maintains a work environment that is free from workplace violence.
- b) Establish measures and procedures to control the risk of workplace violence.
- c) Communicate the procedure for summoning immediate assistance in the event of an incident of workplace violence or where an incident is imminent.
- d) Establish a procedure for reporting incidents of workplace violence.
- e) Establish how reports of workplace violence will be dealt with and investigated by the organization.

### DEFINITIONS

“Workplace Violence” as defined by the *Ontario Occupational Health and Safety Act*, means:

1. The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
2. An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker;
3. A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

“Workplace” refers to any land, premises, location or thing at, upon, in or near which a worker works including the organization's offices, off-site locations where work is performed, social events related to work or away from work but resulting from work (i.e. a threatening phone call to your home or other personal electronic contact from co-workers or clients).

### POLICY

CBB is committed to providing a healthy, safe and supportive work environment for all employees that is free from workplace violence, and will not tolerate any such incidents that are perpetuated by or against an employee, client, volunteer, vendor or visitor.

In pursuit of this commitment, CBB will take all reasonable steps to prevent workplace violence and will deal with incidents and complaints made in good faith, in a fair, consistent and timely manner.

### RESPONSIBILITIES

#### Employee Responsibilities

- Understand what constitutes workplace violence as defined in this policy and adhere to the organization’s zero tolerance requirement.
- Immediately report any incident of violence one is subject to or witnesses in accordance with the organization’s anti-violence program.



- Participate as required in internal and external investigations concerning incidents of workplace violence.
- Refrain from any retaliatory acts against any individual who has brought forward a complaint of violence.
- Attend and actively participate in training and education sessions regarding workplace violence.

#### Employer and Management Responsibilities

- Assess the risk of workplace violence and implement procedures, response plans and other controls to help minimize identified risks.
- Educate and train employees on this policy and program, response plans and other controls established to protect employee health and safety.
- Ensure a copy of this policy is available to all employees.
- Review the Workplace Anti-Violence Policy and Program annually or as often as necessary to properly protect employees from the risk of violence. This policy and program will be reviewed after any violent incident to determine if changes are necessary.
- Take appropriate action(s) upon receipt of a complaint of workplace violence or when aware that workplace violence is occurring.
- Impose appropriate disciplinary measures in response to substantiated claims of workplace violence.

All members of management who are aware, or who ought reasonably be aware that incidents of workplace violence are occurring or are thought to be occurring are obligated to take appropriate action to stop the offending behaviours and actions, even in the absence of a formal complaint.

## WORKPLACE ANTI-VIOLENCE PROGRAM

### **Reporting Incidents of Workplace Violence**

- In the event that you are directly affected by, or witness to an act of violence or a threat of violence in the workplace, it is imperative that the incident be reported immediately. Reports are to be made to your direct supervisor, their designate, or other relevant party.
- For the health and safety of everyone, employees are encouraged to request an informal meeting with their supervisor/manager or their designate to discuss issues concerning or related to workplace violence.
- Employees should also notify their supervisor/manager or their designate if any restraining order affecting them is in effect or if they are aware of a non-work related situation that could result in violence in the workplace including concerns regarding the potential for domestic violence to occur in the workplace. For further information regarding concerns of domestic violence please refer to section 5 of this program.]

If you are subject to workplace violence, you also have the option to pursue recourse through the Provincial Police or the Federal Criminal Code.

### **Summoning Immediate Assistance**





- If you require immediate assistance following an act of violence, are being threatened, or consider yourself to be in imminent danger, contact the police/emergency services immediately by dialing “911” and follow department/facility emergency response procedures (where relevant).
- If you are unable to phone 911 right away you should:
  - Yell for help.
  - If in a vehicle, honk the horn repeatedly, turn on hazard lights and lock all vehicle doors.
  - If possible, use the vehicle’s emergency alarm.
  - Immediately move to a safe location.
  - Contact a manager/supervisor.

### **Right to Refuse Unsafe Work Due to Workplace Violence**

If you believe that you are being endangered by workplace violence, you have the right to refuse to perform the work you deem to be unsafe. If you are refusing to work because of workplace violence, you must immediately report the refusal to your supervisor/manager or their designate.

Once reported, an investigation into the refusal will commence. During the investigation, you must remain in a safe place that is as near to your work location as reasonably possible and must remain available to the investigator for the purpose of the investigation.

### **History of Violent Behaviour**

Under the Ontario *Occupational Health and Safety Act*, the organization may be required to provide information (including personal information) to its employees about a person with “a history of violent behaviour” if:

- a) The employee can reasonably be expected to encounter that person in the course of their work; and
- b) There is a potential risk of workplace violence as a result of exposure to the individual with a history of violent behavior.

Pursuant to this obligation, if the organization is of the view that there is a risk of workplace violence such that an employee is likely to be exposed to physical injury, information that is deemed reasonably necessary to protect employees from physical injury, including personal information and any known triggers of the individual’s potentially violent behaviours will be communicated.

When disclosing personal information the organization will limit as much as possible the amount of personal information provided and will not release any medical information that is deemed protected.

Furthermore, the organization will not disclose any information to individuals who are unlikely to encounter the person with a history of violence or to those who are not at risk of physical injury from that person.

### **Domestic Violence**

In the event that CBB is aware that domestic violence could likely expose an employee to physical injury in the workplace, it will take every precaution reasonable in the circumstances for the



protection of the affected employee(s). In such situations the organization will work with the employee to create a personal support plan which will identify safety measures and procedures for the protection of the individual.

### **Violence Risk Assessment**

CBB will conduct a risk assessment of the work environment to identify any issues related to potential violence that may impact the organization and its employees and will institute measures to control those risks.

When conducting the risk assessment CBB will take into consideration specific areas that may contribute to the risk of violence including:

- Working in a community-based setting
- Interaction with the public and/or working with unstable or possibly volatile clients.
- The exchange of money
- Working alone or in small numbers
- Working at night
- Working in a high crime area

As part of its assessment the organization may review records and reports (incident reports, health and safety inspection reports, etc.).

### **Violence Investigation Procedure**

The investigation process will be initiated upon receipt of a formal complaint from an employee or at the discretion of the employer where workplace violence is known or is suspected to be occurring.

The organization will endeavor to complete investigations within 90 calendar days or less once the process has been initiated; unless extenuating circumstances warrant a longer investigation (for example where more than five witnesses must be interviewed or in the event that a witness, Complainant or Respondent is unavailable due to illness).

Once initiated, the investigation procedure will generally adhere to the following steps/guidelines:

1. The organization will appoint an internal or external investigator(s) to promptly conduct and document an investigation into the incident in which all facts are examined in a manner that is timely, fair and impartial.
  - a. No person shall be appointed to the role of investigator where they have been named within a complaint.
  - b. Any allegations against the Executive Director will be investigated by a neutral third party investigator.
2. The investigator(s) will review this policy, the submitted complaint and supporting documents, and will meet with the Complainant to gather additional details and information regarding the incident(s).
3. Individual(s) named in the complaint (known as Respondents) will be advised via written notification of the complaint that has been filed against them. The notification will inform the Respondent of the alleged offensive action(s)/behaviour(s) made against them.



4. The investigator will then meet with the Respondent to allow the individual to respond to the presented allegations and to gather facts and information.
5. Where warranted, the organization may issue a paid administrative leave to the Respondent, Complainant and any other party deemed necessary until the investigation is completed.
6. Employees on paid administrative leave pending the results of the investigation must remain available to meet with the investigator and to return to work as requested.
7. The investigator may also individually meet with witnesses and any other individual deemed necessary to provide additional evidence or context/information pertinent to the investigation.
8. Once the investigator is satisfied with the amount of factual information collected from all parties, he or she will make a determination as to whether or not the allegation(s) are substantiated based on a balance of probabilities and where substantiated, make recommendations on any remedial action to be taken.
9. The investigator will provide an investigation report which must include a summary of the steps taken during the investigation, the complaint and allegations of the Complainant, the response from the Respondent(s), the evidence of any witnesses, any additional evidence gathered, findings of fact, the conclusion of the investigation and any recommendations made.
10. If the investigator deems a breach of the policy has occurred the organization will take necessary corrective action where deemed appropriate to do so.
11. If the results of the investigation do not substantiate that a breach of this policy has occurred, the allegations will be disregarded in any subsequent employment decision affecting the parties involved. This is the case except where there is repetition of the same allegation from the same or different parties, and in that case, further investigation and progressive corrective action may occur. However, if after investigating any complaint the organization determines that the complaint is not genuine or that an employee has deliberately provided false information regarding the complaint, disciplinary action may be taken against the Complainant or the individual who gave the false information.
12. If the Complainant disagrees with the outcome of the investigation they will have the option to pursue recourse through the applicable legislation (i.e. the *Human Rights Code* or the *Occupational Health and Safety Act*).
13. CBB will provide the Complainant and Respondent (where the Respondent is an employee) with a written outcome letter summarizing the investigation findings and any disciplinary action to be taken as a result of the investigation.
14. All parties involved in the investigation process, including the Complainants, Respondents, and witnesses are responsible for fully cooperating with the investigator(s) throughout the investigation process.

### **Prohibition Against Retaliation/Reprisal**

CBB strictly prohibits any form of retaliation against an employee for filing a genuine complaint under this policy or for participating in the investigation process.

Specifically, no employee shall be demoted, dismissed, disciplined, or denied a promotion, advancement or other opportunity because they have lodged a complaint in good faith or have participated in an investigation.

### **Disciplinary Action**



Any employee who is found to have breached this policy by engaging in violence or a form of reprisal; who breaches confidentiality expectations; fails to cooperate with an investigation; makes a complaint in bad faith or supplies falsified information will be subject to appropriate disciplinary action.

Disciplinary action may range from training, counselling, written warning, suspension, work transfer and termination of employment, depending on individual circumstances. Additionally the organization may pursue criminal charges where warranted.

### **Confidentiality**

CBB will ensure that information and documents regarding a complaint or incident will not be disclosed except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.

All parties involved in a workplace violence complaint, including Complainants, Respondents, witnesses, management and support persons are expected to treat the matter and any information they become aware of as confidential. No party shall discuss the matter or associated details with other employees or witnesses. An employee may face disciplinary action if it is determined that they have failed to adhere to these confidentiality expectations.

All investigation notes and full reports will be retained in a separate file and are not to be saved in employee personnel files. Investigation outcome letters and disciplinary action will be saved in applicable employee files only when the complaint has been verified and is found to be in breach of this policy.

### **Record Keeping**

CBB will securely retain records of all complaints or incidents of harassment including copies of:

- The complaint or details about the incident;
- Records of the investigation including notes;
- Witness statements, if taken;
- The investigation report, if any;
- Results of the investigation that were provided to the Complainant and Respondent; and
- Any corrective action taken to address the complaint or incident of workplace harassment.

### **Reports of Violent Incidents - Workplace Expectations**

The Organization Shall:

- Promptly investigate all reported acts and incidents of violence.
- Consult with other parties (i.e. legal counsel, Health and Safety Consultants, Health and Safety Committee Members, Employee Assistance Providers, Human Rights and local Police Services) as deemed necessary to address, resolve and mitigate incidents.
- Take all reasonable measures to identify and eliminate risks and root causes resulting from the incident.
- Comply with WSIB and OHSAA violent incident reporting obligations by:



- Immediately notifying the Ministry of Labour, and the JHSC (where relevant) of any incident resulting in the death or critical injury of an employee and providing the Director of the Ministry of Labour with a written report detailing the circumstances of the incident within 48 hours of its occurrence.
- Providing written notification to the JHSC within four days of any violent incident which leaves an employee disabled from performing their job duties or which requires medical attention.
- Providing notification to the WSIB within 24 hours of any violent incident in which an employee sustains a lost-time injury past the day of the incident or an injury that requires health care.



## WORKPLACE HAZARD PREVENTION

CBB is committed to identifying, assessing, and removing or controlling any hazards it can in order to safeguard the health and safety of all of its employees. CBB will take appropriate action on any recommendations put forward by the health and safety committee to control or eliminate any known hazards. In addition to those recommendations, CBB will proactively identify hazards whenever possible in order to prevent them from becoming a danger to employees or to visitors to the workplace.

### DEFINITIONS

A “hazard” is any practice, behaviour, substance, condition, or combination of these that can cause injury or illness to people, or damage to property. Source: Canadian Centre for Occupational Health and Safety (CCOHS).

“Musculoskeletal disorders” are a group of painful disorders of muscles, tendons, and nerves (CCOHS).

Hierarchy of controls:

1. Elimination or substitution;
2. Engineering controls (including substitution, isolation, or ventilation);
3. Administrative controls (including changes in job schedules or maintenance practices); and
4. Personal protective equipment (PPE) (Source: Ontario Ministry of Labour).

### POLICY

CBB will ensure that its workplace is assessed for any of the following hazards. In the event that a hazard is identified that could cause injury to an employee, CBB will ensure to either eliminate the hazard at its source or identify another way to perform the work that would not result in injury. In the event that the hazard cannot be corrected or removed, the appropriate personal protective equipment (PPE) will be provided by CBB.

#### Possible Hazard Health Effects

If any hazards at CBB could result in any of the following adverse health effects, they shall be controlled as per the hierarchy of controls. These health effects could include:

- Disease
- Bodily injury
- Change in the way the body functions, grows, or develops
- Effects on a developing fetus
- Inheritable genetic effects
- Decrease in life-span
- Change in mental condition



- Effects on a person's ability to accommodate additional stress (Source: CCOHS)

### Workplace Hazards

The following list represents hazards that may exist at CBB. In the event that one of these hazards is present and poses a risk, CBB will work towards its elimination as is feasible in the workplace, following the steps of the hierarchy of controls.

Note that this list is not exhaustive of every hazard that could be present; CBB will reassess the workplace for additional hazards following a schedule of every quarter.

### Biological Hazards

Biological hazards could involve any of the following:

- Bacteria
- Viruses
- Insects
- Plants
- Birds
- Animals
- Humans
- Mould

As any of these biological hazards may result in negative health effects, including allergies and skin irritation, CBB will ensure to control any of these biological hazards at the source and provide PPE when it is not possible to completely eliminate the hazard through the hierarchy of controls.

### Ergonomic Hazards

The assessment of ergonomic hazards relates directly to the employee and the job that they are doing (specifically the manner in which they are completing the duties of their job). Ergonomics refers to matching the job to the employee completing the work. Ergonomic hazards can include simple actions such as:

- Lifting
- Pushing
- Carrying
- Pulling
- Lighting
- Hearing
- Sitting
- Standing

When these actions are performed in a way that contorts the body in an unnatural way, or in a persistent way which puts strain on muscles or tendons, workplace injuries could result. CBB will perform periodic ergonomic checks to verify that employees are able to complete the actions required of their position without putting undue physical strain on themselves.



As needed, CBB will make appropriate modifications to the workplace, including providing tools to help with manual lifting; ensuring that the lighting is adequate for the work being completed; modifying workstations to prevent musculoskeletal disorders, etc., to prevent employee injuries.

### Physical Hazards

Physical hazards are elements which could affect an employee's physical health and safety if they are outside of tolerable ranges or persistent to the point of being detrimental to health. Some physical hazards could include:

- Temperature (hot or cold)
- Indoor air quality, including scents
- Noise levels (possible damage to hearing)
- Radiation (including through sunlight, UV lamps, etc.)

CBB will assess the workplace for any of these physical hazards and ensure that all levels are within the acceptable ranges to ensure the health and safety of employees; taking needed action to correct the hazard if it is not.

### Safety Hazards

Safety hazards in CBB's workplace could consist of the tools required to perform job duties, as well as the prevention of basic slips, trips, and falls. Tools could refer to machinery, materials, transportation, forklifts, etc. These tools shall be assessed for safety on a regular schedule and repairs will be made to them once the need is known. Machinery such as forklifts will have daily checklists completed to ensure that they can be operated safely.

Ladders are another safety hazard present at CBB. Employees will be provided with health and safety training on the safe operation of ladders, including three-point contact and the proper storage of ladders.

For the prevention of slips, trips, and falls, CBB will ensure that either non-slip mats or carpet is available where rain or snow may be tracked into the building and that all steps are a standard height with any changes in elevation clearly visible.

### Chemical Hazards

CBB will follow the GHS-WHMIS 2015 regulations concerning any chemicals in the workplace and will ensure that SDS sheets are available for any chemicals present. Further, all regulations concerning the appropriate labelling, transportation, and storage of chemicals will be followed.

### Psychosocial Hazards

Hazards that may be present in the workplace could consist of more than physical hazards and/or danger to the body; hazards may exist that can adversely affect an employee's mental health. CBB has zero-tolerance for any bullying, violence, or harassment in the workplace. Further details can be found in the Anti-Harassment Policy.





CBB will also provide supports for any employees under undue stress that is affecting their ability to complete their job duties. In some cases this may involve a reassessment of priorities; in some cases, an elimination of conflicting job demands, etc.

#### Employee Responsibilities

CBB employees have the responsibility of notifying the health and safety committee, or their supervisor, of any known hazards in the workplace and then working together towards a solution.



## WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEMS (WHMIS)

CBB is committed to protecting the health and safety of its employees and will take all measures needed to safeguard its workers from the hazardous products that are found in the workplace. CBB will uphold its duties and responsibilities under WHMIS 2015 to correctly identify and label hazardous products and educate and train its employees.

### DEFINITIONS

The following definitions were taken from the Canadian Centre for Occupational Health and Safety.

“Globally Harmonized System of Classification and Labelling of Chemicals (GHS)” – an international system that defines and classifies the hazards of chemical products and communicates health and safety information on labels and SDSs in a standardized way.

“Hazardous product” – a product, mixture, material, or substance that meets the criteria to be classified in one or more of the hazard classes of the HPR.

“Safety Data Sheet (SDS)” – a document that contains specified, required information about a hazardous product, including information related to the hazards associated with any use, handling, or storage of the hazardous product in a workplace.

“WHMIS” – WHMIS stands for Workplace Hazardous Materials Information System. WHMIS is Canada’s national hazard communication system for hazardous products in the workplace. It applies to suppliers, importers, and distributors of hazardous products that are sold in or imported into Canada and intended for use, handling, or storage in Canadian workplaces, as well as to the employers and workers who use those products.

### POLICY

CBB recognizes the importance that identifying hazardous products in the workplace can have on keeping employees safe. As such, CBB will implement WHMIS regulations as outlined in the *Canada Occupational Health and Safety Regulations*, and the Canadian Centre for Occupational Health and Safety (CCOHS).

CBB will comply with the requirements of WHMIS 2015, the most up-to-date version of WHMIS in Canada, which has been updated to integrate the world-wide labelling standards of the GHS.

#### Employer Responsibilities

CBB recognizes it has certain responsibilities under WHMIS 2015 and will comply with its duties by:



- Providing education and training to all employees who may come into contact with a hazardous product about: WHMIS legislation, how to read labels and safety data sheets, and how different types of hazardous products could affect them negatively.
- Making sure the containers of hazardous products found in the workplace are correctly identified and labeled, using the latest standards
- Ensuring up-to-date Safety Data Sheets (SDSs) are available for workers to find and read

Further, CBB will ensure:

- It is aware of the hazardous products in the workplace, how they are used and where they are located or stored
- Keep accurate records about the hazardous products located in the workplace
- Develop procedures for:
  - the safe use, handling, storage, and disposal of hazardous products,
  - how to protect workers (such as utilize personal protect equipment or create specific safety plans where necessary), and
  - what to do in an emergency

#### Employee Responsibilities

Employees of CBB also have responsibilities under WHMIS 2015. Specifically, employees must:

- Complete WHMIS training and education if assigned by the employer
- Follow the instructions and safe work procedures as outlined to protect self and others
- Be familiar with the hazardous products they may come into contact with
- Only use products that have a label *and* that they have received training on
- Understand SDS information and know where SDS sheets are located
- Ask for help if needed and report any concerns to the appropriate member of staff immediately



# Key Common Law/Company Specific Policies

## ATTENDANCE AND ABSENTEEISM

CBB is committed to ensuring that all of its employees are appropriately compensated for their hours of work. This Attendance and Absenteeism policy outlines our expectations for employees with regards to their time and attendance.

### POLICY

CBB employees have the responsibility of attending work at their scheduled time or providing as much notice as possible in the event that they are unable to arrive for the start of their shift. Employees are to call or email their direct supervisor if they will not be present. If employees need to leave their shift early, they must provide as much notice as possible to their supervisor.

#### Prolonged Absences

In the event that an employee requires an absence for a prolonged period of time, CBB may request additional information from an employee's medical provider regarding the projected length of their absence. CBB will not request confidential medical information, including any diagnosis, etc., from the medical provider.

#### Three Consecutive Absences

Any case where an employee misses at least three consecutive shifts without providing notice to their supervisor, this is considered job abandonment and the employee's relationship with CBB will be severed. If an employee can provide adequate reasoning behind their absence, their employment may be continued at the organization's discretion.

#### Absenteeism

Absenteeism refers to a deliberate pattern of absences or late-arrivals that need to be corrected in order to ensure that CBB is able to adequately staff its premises and achieve its organizational goals. Employee absences without reasonable cause affect the company's ability to achieve those goals. Repeated absences or tardiness considered as absenteeism refer to absences or tardiness because of:

- Sleeping in late;
- Having personal social plans when scheduled for work;
- Leaving early every Friday without reasonable cause;
- Arriving late every Monday morning without reasonable cause;
- Failing to catch a regularly-scheduled method of public transportation such as a bus; and/or
- Extending a weekend without approval (e.g., not attending work on a Monday or a Friday for unjustified reasons.



This is not a comprehensive list; employees are expected to attend work unless an emergency situation arises or they are ill and cannot present themselves.

### Disciplinary Steps

In the case of an excessive number of absences, late shift arrivals, shifts left early, or if a pattern of absenteeism presents itself, CBB will first meet with the employee to determine whether there is a workable solution to the attendance exceptions. Employees have a responsibility to do their part to work towards a solution and abide by the terms of the attendance agreement. If the attendance exceptions continue without reasonable cause and/or notice, CBB will institute the progressive discipline process following these four steps:

1. Verbal warning
2. Written warning
3. Final written warning
4. Termination of the employment relationship

Each of these steps will be documented and copies will be provided to the employee to read and understand during the disciplinary meeting. For further guidelines on the progressive discipline process, CBB will refer to the Progressive Discipline Policy.



## CODE OF CONDUCT

CBB believes in honesty, integrity and respect and requires all employees working on behalf of the organization to uphold these values at all times. The purpose of this policy is to outline the organization's expectations when it comes to the behaviour and conduct of its employees.

### POLICY

CBB is committed to doing business in a respectful and ethical manner. Employees of CBB are expected to behave in a professional and courteous manner toward the organization, fellow employees, our clients, and the general public at all times.

This means employees will adhere to the following guidelines for working with integrity:

- Report for work on time and put their best effort forward each day
- Assist clients and fellow colleagues to the best of their ability
- Take responsibility for their choices and actions
- Treat others with dignity and respect
- Represent the organization and its clients or affiliates in a positive manner
- Keep confidential information private
- Use company resources and property as intended
- Ask for clarification and guidance when unsure about an action or decision

CBB will not tolerate:

- Discrimination, harassment, bullying or violence of any kind
- Illegal or criminal behaviour including but not limited to stealing, damaging property, or possessing illegal substances or items
- Any type of lewd behaviour or unethical conduct
- Showing up for work under the influence of any substance that impairs judgement or hinders safety, whether that substance is legal or not
- Insubordination
- Competing with the organization or using company information or intellectual property for personal gain
- Intentionally behaving in any untrustworthy manner such as misrepresenting the company or its products, services or prices to clients or to the public whether in person or via social media channels

CBB will provide education and training to ensure employees understand their obligations and responsibilities when it comes to respectful behaviour.

Employees who do not comply with the expectations set out in this code of conduct will be dealt with through progressive discipline, that may include termination of employment.



## COMPANY-PROVIDED DEVICE POLICY

The purpose of this policy is to govern the acquisition, usage, and management of company-provided devices for Counteract Balancing Beads, Inc. (CBB)'s business use by the organization's employees. In addition, this policy outlines appropriate standards, guidelines, and procedures for appropriate use. CBB expects respectful and professional use of company-provided devices.

Note: "device" may include cellphones, laptops, tablets, or any other electronic devices provided by CBB.

### POLICY

Possession and use of a company-owned device is a privilege, not a right. Employment at CBB does not ensure eligibility. Any employee requiring the use of a device must receive prior approval from their supervisor. At times, employees may use their own devices for work purposes; this must be done with the knowledge of their supervisor so that confidentiality expectations can be outlined.

Employees with company-provided cellphones should ensure that their device is charged and ready for the workday. There is an expectation that employees can be reached during their work hours on the device (unless they are in a meeting with a client), and so employees must ensure that their cellphone is ready to receive calls.

- Employees are to contact Mishelle LeBlanc in the event that their device is not charging or is not holding a charge for the entire workday.

### Acceptable Use

Company-provided devices intended for business use may not be used to conduct illegal transactions or any other unacceptable behaviour, as defined in CBB's Workplace Harassment Policy, Code of Conduct, and Human Rights Policy.

- This includes the use of the devices to make, repost, or share any comments, memes, or images that contravene the Ontario *Human Rights Code* by mentioning any of the protected grounds, including: age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status (including single status), gender identity, gender expression, record of offences, sex (including pregnancy and breastfeeding), and sexual orientation.

All client interactions involving the use of a company-provided device must be professional. This includes any conversations via Messenger, text message, email, or any other form of communication.

### Care of Company-Provided Devices

It is expected that employees who are in possession of a CBB-provided device take all reasonable precautions to secure, maintain, and protect the equipment.



Employees may be held responsible for wilful damage or loss of a company-provided device. Failure to take reasonable care of company-provided devices will result in disciplinary action.

### Driving

Employees may not make or receive business calls on a company-provided or personal cellphone while operating a motor vehicle, whether that vehicle is personally-owned, company-owned or leased or rented by the company.

Note: Exceptions to this may arise in an emergency.

### Confidentiality

As CBB employees may use their company-provided cellphones or devices to conduct company business, any such information must be retained as strictly confidential. Employees are required to put a lock screen on their phones; this could consist of a pattern password or a fingerprint/facial recognition lock.

Should unauthorized access occur with their device, employees are required to inform Mishelle LeBlanc that the device's security was breached so that any affected employees or clients can be notified.

Employees may not record clients on their company-provided devices or during the course or any phone or video calls.

### Personal Use

It is understood and accepted that reasonable personal use of a CBB-provided device may occur by employees. This use must take place on the employee's break or lunchtimes, or after work hours. Employees are prohibited from excess downloading of data that could result in overage charges.

### Records of Provided-Devices

At CBB, Mishelle LeBlanc will retain records of all devices loaned to employees. These records will be updated with any necessary repairs or returns of company-provided devices. Any personal information contained in these records will be maintained as per privacy legislation.

### Termination of Employment

Prior to termination of employment or job duties requiring device use, employees are required to:

- Reconcile all charges on their device account (or provide the bill to CBB); and
- Return the device to their supervisor.





## DRUGS AND ALCOHOL

CBB recognizes impairment as a serious health and safety issue in the workplace as it can reduce the abilities and judgement of employees. We also recognize that substance abuse and dependency are medical issues that certain employees may struggle with. CBB is therefore committed to:

1. Creating a safe and healthy workplace by prohibiting the unsafe use of drugs and alcohol in the workplace; and
2. Providing support to any employees with dependency issues.

### DEFINITIONS

**Medical Marijuana:** Cannabis that is used for a medical purpose. The *Ontario Human Rights Code* “protects people who use cannabis for a medical purpose related to a disability from discriminatory treatment in employment”.

**Substance Abuse:** The *Code* also prohibits discrimination against people who have or are perceived to have an addiction to drugs or alcohol [including cannabis] based on the ground of disability.

### POLICY

To protect our organization, employees, clients, and the public at large, CBB prohibits the use of any substances that lead to impairment such as drugs or alcohol, whether legal or illegal, while in the workplace or representing CBB, unless they have been authorized in writing for use by management for medical reasons or in special circumstances such as a company event.

Employees may not be impaired while working, whether on-site, off-site or while working from home. Employees who are unfit to report to work for any reason should notify their supervisor using their regular process. Safety is our number one priority at CBB.

Employees who fail to comply with this policy may face disciplinary action, including termination, or the involvement of the authorities, where necessary.

#### Safety Concerns with Machinery or Equipment

Driving or operating machinery, including work vehicles, while under the influence is also strictly prohibited.

Should an employee who operates machinery or equipment, including company vehicles, report to work and inform their supervisor/manager of their current state of impairment, their supervisor/manager is required to take immediate action, which may include sending the employee home in a taxicab or other commercial vehicle, and pursuing disciplinary action at a later date when the employee is no longer impaired.

#### Solicitation or Possession of Illegal Substances



Solicitation, or possession of illegal substances within the workplace is strictly prohibited at all times. There are no exceptions to this rule.

### Work Events

Certain work situations (work parties, events, etc.) may allow for consumption of legal substances. These exceptions to company policy will be communicated by management and employees will be expected to use appropriate judgement and reasonable consumption levels while in these situations.

### Duty to Accommodate

CBB is committed to providing disability-related accommodation up to the point of undue hardship to employees who come forward with an addiction issue, or to employees who require cannabis for a medical purpose related to a disability under *Ontario's Human Rights Code*.

Employees with substance abuse or dependency concerns are encouraged to share these challenges with their manager/supervisor or HR team member so proper and appropriate accommodations can be organized. They may do so without fear of negative consequences. All employee medical information will be treated as confidential.

### Medical Use of Cannabis

As per the *Ontario Human Rights Code*: "An employee can consume edible cannabis for a medical purpose related to a disability in an enclosed workplace, as long as it does not interfere with workplace health and safety or performing essential job duties."

In accordance with smoking and human rights laws:

- Employees may not smoke or vape cannabis for a medical purpose related to a disability in places where laws or rules prohibit smoking or vaping cannabis and tobacco for public health reasons. For example: "Ontario prohibits smoking or vaping cannabis for a recreational or medical purpose in an enclosed workplace."
- Where there is medical need to smoke or vape cannabis, CBB will allow an employee who smokes cannabis for a medical purpose to smoke outside in places where smoking is permitted by law.

### Employee Responsibilities

Employees are responsible for:

- Following the procedures outlined in this policy
- Informing their supervisor/manager in the event that they are under medical care and require the use of a prescription drug which may impair their abilities
  - Employees are not to share their diagnosis or prognosis with the supervisor/manager; the information regarding their medication is precautionary only



- Employees must also inform their supervisor/manager in the event that they arrive at work impaired
- If an employee should observe the suspected impairment of another employee, they have a responsibility for informing their supervisor/manager to ensure the health and safety of all others attending the workplace
- Using their judgement in the case of work events, either taking place off-site or at CBB's premises

#### Supervisor/Manager Responsibilities

First and foremost, where a manager or supervisor “observes or otherwise obtains knowledge of a worker’s impairment that could give rise to a hazard in the workplace the supervisor is required to communicate this to any worker that may be in danger and to take every precaution reasonable in the circumstances for the protection of the worker(s).” (Ontario Ministry of Labour)

Supervisors/Managers are also responsible for:

- Informing employees about and enforcing the company’s drug and alcohol policy
- Ensuring employees under their direct supervision are fit for work
- Alerting the authorities should an employee attempt to drive while under the influence of a legal or illegal substance
- Providing job accommodation to employees who require it
- Providing clear instructions to employees for special events such as company parties to ensure employees clearly understand what they are and are not allowed to do



## PROGRESSIVE DISCIPLINE

CBB is committed to maintaining a work environment and atmosphere where all employees are afforded the opportunity to learn, grow, and thrive. The Progressive Discipline Policy outlines the framework for addressing inappropriate behaviours within the workplace and ensuring a fair and consistent approach is in place to address situations quickly.

### DEFINITIONS

“Progressive Discipline” is the process for dealing with job-related behavior and/or conduct that does not meet expected and communicated performance standards.

### POLICY

The Progressive Discipline Policy outlines a fair and consistent approach to discipline within the workplace in the event CBB sees conflicting behaviours to the desired workplace atmosphere. CBB is committed to addressing these situations promptly and appropriately following these guidelines. The Progressive Discipline Policy applies to all employees of CBB and employees will be made aware of this Policy at the time of hire.

#### **Progressive Discipline Principals**

CBB will apply progressive discipline to address employees’ performance and/or workplace issues. Progressive discipline uses increasingly serious measures to correct performance, conduct, and/or unacceptable workplace behaviours.

Disciplinary action may be warranted in the following instances such as, but not limited to:  
Performance issues:

- Workplace misconduct
- Breach of workplace policies or procedures
- Off duty conduct that has detrimental impact on the workplace

Through progressive discipline, CBB will:

- Communicate the workplace expectations for performance and/or conduct
- Provide appropriate support to rectify the issues or concerns
- Provide the employee the opportunity to improve their conduct or performance issues

Management, depending on the situation, will determine the most appropriate form of disciplinary action when evaluating the performance or misconduct. Serious offences may result in immediate suspension or dismissal without progressing through the verbal or written warnings.



*CBB reserves the right to move to any level of discipline as seen fit by management based on the severity of offence.*

### **Progressive Discipline Levels and Procedures**

1. *Verbal Warning* – Where warranted, an employee will be issued a verbal warning regarding a behavior and/or action that contradicts desired workplace conduct and/or performance. When a verbal warning is issued, management will provide the employee with an explanation of the inappropriate conduct or performance issue, why the verbal warning was issued, and what the expectations are of the employee moving forward. Management will document the conversation that has taken place and add the documentation to the employee's file.
1. *Written Warning* – Where warranted, an employee will be giving a written warning regarding undesirable workplace behaviour. This warning could be about performance that was previously discussed in a verbal warning that has not been rectified or a behavior or action that was considerably severe in nature and requires more than a verbal warning. The employee will be provided with a letter that outlines the situation being discussed, what the concerns are, and what is expected of the employee within a specific timeframe for rectification. The employee and manager will both signoff on the document and one copy will be provided to the employee and a second copy will be placed in the employee file.

If the employee does not rectify their behaviour after a written warning has been issued, Management may provide a subsequent written warning (example: second written warning, final written warning), or move to a higher stage of progressive disciplinary action as outlined below.

1. *Suspension* – an employee will be given written documentation regarding suspension in the event they have displayed an undesirable behaviour or action within the workplace that has either been discussed previously in a written warning and has not rectified or that is so severe in nature that a suspension is warranted. Written documentation will be provided which will outline the offence, why it resulted in a suspension, length of suspension, and the expectations upon the employee's return to work. Both the manager and employee must sign the documentation. One copy of the signed document will be provided to the employee and a second copy to be placed in the employee's file.
1. *Termination* – an employee will be provided with written documentation regarding their termination outlining why the termination is being completed, any actions or disciplinary measures previously taken to rectify the situation that was not met and the justification for the for-cause termination as outlined in the Termination Policy. In severe instances, management may choose to move directly to the termination of employment when warranted.

### **Responsibilities**

#### Employees

Employees must:

- Ensure they understand and fulfill work expectations



- Ask management for help in the event they do not understand what is expected of their performance in the workplace
- Consistently act in a respectful manner towards colleagues, superiors, and clients
- Adhere to CBB's policies and procedures
- Follow all health and safety measures put in place within the workplace

### Managers

Managers must:

- Ensure employees are aware of all workplace expectations for conduct and performance
- Manage employees effectively, providing ongoing and constructive feedback on work performance and workplace conduct
- Ensure employees are aware of and consistently enforce workplace policies and procedures
- Follow and enforce the Progressive Discipline Policy with respect to employee performance and workplace concerns
- Maintain appropriate documentation for disciplinary actions

### **Appeals**

Where an employee feels they have been unfairly disciplined under the progressive discipline framework, they may appeal the decision within 30 days of the disciplinary meeting. Employees must provide solid evidence of the unfair disciplinary measures enacted or provide proof that the concern being disciplined for did not occur as described. Management will review all appeals within a timely manner and provide the employee with a written response to the appeal, including the outcome of the appeal.

### **Employee Files**

All written documentation in relation to progressive discipline will be maintained within the employee files. Disciplinary documentation will remain active within an employee file for 18 months from the date the document was signed or as otherwise specified in writing.



## SOCIAL MEDIA

CBB strives to maintain a positive image on our social media platforms. We are committed to preventing any harm to the organization, its employees, clients or other involved parties that can arise if social media channels are misused, misrepresented or abused in a way. The purpose of this policy is to outline the expectations we have of our employees when it comes to social media use that is associated with our organization.

### DEFINITIONS

“Social media” means any online websites, communities or social networks that allow users to create and share content, opinions, interests and other information such as Twitter, Facebook, Instagram.

### POLICY

The organization and its employees must work together to ensure CBB is represented in a positive manner on social media. As such only designated representatives are permitted to speak on behalf of CBB on social media.

The following guidelines have been established to protect CBB, and must be adhered to by employees at all times:

- CBB has a zero-tolerance policy for any form of discriminatory comments based on gender identity, race, age, religion, ethnicity, sexual orientation, disability, or any other legally recognized protected status.
- Sensitive financial, operational, legal or client data or information is not permitted to be shared on social media.
- Employees must recognize that this policy applies to not only company directed social media actions but also personal use of social media in regard to anything that may harm or damage the organization.
- Employees are encouraged to associate themselves to the organization on social media but may not act as official representatives (or speak on its behalf) unless authorized by the organization or management.
- Utilizing company social media to promote personal blogs, websites or services acts as a conflict of interest and is not permitted.
- Use common sense when posting. When in doubt about the appropriateness of a post and how it may be viewed by others alongside your position within the organization, do not post.

### Non-Compliance

Failure to adhere to the guidelines set out in this policy may result in disciplinary action, including suspension and termination.



## WORKING ALONE

CBB is committed to ensuring that all reasonable precautions are taken for the safety of its employees. As such, CBB will ensure that all employees are able to perform their duties in a safe manner, including when working alone. As there may be instances of employees being on their own in CBB's workplace, the following procedure has been created to ensure that employees have a check in process.

### DEFINITION

An employee is "alone" at work when they are on their own; when they cannot be seen or heard by another person (Canadian Centre for Occupational Health and Safety).

### POLICY

While CBB uses every reasonable precaution to avoid having employees working alone, there may be instances where employees are alone for a period of time. In the event that working alone occurs, CBB has put into place the following procedures to ensure the health and safety of employees.

At CBB, any employee working alone for any period of time must check in:

1. At the start of their time working alone,
2. At intervals of 1 hour during their time working alone, and
3. As their time working alone ends.

Employees who are working alone are required to ensure that their cell phone is charged and that they have a charging cable with them in the event that the phone requires charging. If an employee has a pre-existing medical condition which could affect their health while working alone, they must inform management prior to working alone.

At the start of their time working alone, employees are required to perform a safety check of their surroundings to check for any hazards, including water damage, electrical damage, possible break-ins, or any other circumstance which may qualify as hazardous to their safety and wellbeing. In the event that any hazards are noted, employees are required to report them to management who will determine, along with the employee, if working alone is still possible.

Employees must check in using Teams or via email to [matt@counteractbalancing.com](mailto:matt@counteractbalancing.com) or [mishelle@counteractbalancing.com](mailto:mishelle@counteractbalancing.com).

In the event that an employee working alone needs immediate assistance, the phrase to be used is Code Red. Upon Hearing or seeing, either by phone or email, emergency services will immediately be called to the employee's location.

Employees should avoid performing any work on ladders or step stools while they are working alone. Employees should also avoid performing any duties involving hazardous products/chemicals while working alone.





In the event that a workplace safety incident or accident occurs while an employee is working alone, or any near-misses occur, employees are directed to contact management immediately so that a report can be created and an investigation then follows.

CBB will note any instances of danger to employee safety that occur while an employee is working alone and will make changes to the workplace as needed to ensure the safety of any employees working alone.



## WORKING FROM HOME

Some employees of CBB participate in telework or working from home arrangements. The intention of this policy is to outline parameters of working at home to ensure safety and success for both the employee and the organization.

### DEFINITIONS

“Teleworking/telecommuting” means working from a home or from another location rather than being required to go to the physical workplace or the employer.

“Intellectual property” includes intangible creations of the human intellect such as copyrights, patents, trademarks, and trade secrets. For the purposes of this policy it also refers to any content, project or idea created for the employer by an employee.

### POLICY

CBB understands the unique challenges and benefits faced by the organization and our employees when employees are working from home. CBB has safeguards in place to ensure the safety and well-being of our employees and the protection of company and client information.

Employees may only work from home with prior approval of their supervisor or manager.

#### Employer Responsibilities

- Provide relevant health and safety information and plans to ensure the employee’s safety while working from home including but not limited to ergonomic safety, fire safety, and working alone, and ensure employees are following these expectations.
- Set clear expectations surrounding duties, expectations and deadlines as well as the importance of taking scheduled breaks
- Provide the necessary information and equipment the employee requires to complete their duties and maintain client and company information safely and confidentiality

#### Employee Responsibilities

Employees are expected to:

- Be working during the times set out in their employment contract, taking breaks as outlined
- Maintain contact with the office and keep managers informed about the status of projects and any issues that arise
- Behave in a professional, respectful and courteous manner at all times when representing the organization, whether by phone, email, or any other internet platform or communication channel



- Follow the health and safety guidelines provided from the employer for setting up a safe working environment at home including but not limited to office ergonomics, fire and electrical safety, and violence and harassment
- Immediately report any health and safety accident or incident to the employer, just as they would at the office so that it can be followed up on and investigated as required
- Ensure all computers, devices and operating systems are set up according to the specifications of CBB
- Ensure all confidential or proprietary information is secured using appropriate online security features such as closed internet connections, firewalls or encryption, or in locked filing cabinets. Employees must report any security breaches to their supervisor immediately
- Ensure all physical property loaned by the company is maintained in good working order and notify management immediately in the event that any equipment is broken, damaged, lost or stolen

All property of CBB, including physical property and intellectual property, remains the property of the organization and must be returned to CBB at the end of the teleworking arrangement or the end of the employment relationship, whichever occurs first.

Any employee who fails to comply with the responsibilities outlined in this policy may have their teleworking privileges revoked, or be subject to disciplinary action, including termination of employment.



## RIGHT TO DISCONNECT POLICY

Counteract Balancing Beads (CBB) is committed to taking every precaution reasonable in the circumstances for the protection of the health and safety of workers from hazards, as required by the *Occupational Health and Safety Act*. This includes hazards associated with an employee's mental health. CBB is committed to providing a supportive workplace that promotes and supports stress-reduction and mental health; and a workplace free of violence, harassment, bullying, and discrimination, as outlined in our core policies.

Furthermore, CBB is committed to ensuring that its employees are able to maintain an appropriate work/life balance and/or fulfill family responsibilities.

This policy is effective as of Dec 9<sup>th</sup> 2021.

### SCOPE

This policy applies to all employees of CBB, whether their primary location of work is in the workplace, at home, on the road, or a combination of any or all of the above.

As an organization of more than 25 employees, CBB is subject to the terms of the Bill 27, Working for Workers Act, 2021. While this Bill has yet to receive Royal Assent, the Ontario government has passed the Bill.

### DEFINITIONS

"Disconnecting from work" is defined as: not engaging in work-related communications, including emails, telephones, video calls or the sending or reviewing of other messages, so as to be free from the performance of work.

"Remote work" means working from a home or from another location rather than being required to go to the physical workplace or the employer.

"Mental Health" refers to the employees' state of mental well-being where they can optimize their full capacity, maximize their abilities, work productively, cope with stresses, and successfully contribute to the goals of CBB.

### POLICY

#### Email Expectations

Employees are expected to follow the below guidelines regarding the use of CBB's email systems. These guidelines also apply if an employee needs to use their personal email in the event of an emergency or an unforeseen circumstance.



Employees are expected to respond to emails during their designated working hours only. CBB does not have an expectation that employees will respond to emails during their off-work time and employees will not be penalized in any way for responding to emails during their working time only.

To ensure that these guidelines are not compromised, CBB needs to be aware of when employees are on work time and when they are not. This means that employees need to update teams calendar, email their supervisor, put on an out-office on their email, when they will not be working during CBB's core hours of M-F, 8:30 – 5.

#### *Response Time for Emails*

- E.g., Employees are expected to respond to emails received during the workday, up to 30 minutes prior to the end of the workday, on the same day whenever possible.
- E.g., Emails received during after-hours Monday through Thursday are expected to be replied to within 24 hours of their receipt.
- E.g., Emails received after-hours on Friday, Saturday, or Sunday are expected to be replied to on the Monday following, unless the employee is not working, in which case they may be replied to on the next working day.

In the event that an employee is unable to reply within these guidelines, they are expected to speak with their supervisor to discuss their workload and set updated expectations.

#### *Out of Office Expectations*

Employees are expected to regularly update their out-of-office automatic emails so that the most up-to-date information will be communicated to those who are emailing outside of their work hours.

#### *General Email Guidelines*

- Employees should use company email systems primarily for business purposes.
- All email usage must be in accordance with the CBB's policy on ethical behavior and data security.
- All email usage must be in accordance with normal business procedures and relevant to job duties.
- CBB's email addresses or systems may not be used to create, distribute, or access any offensive or illegal material, including but not limited to material containing offensive remarks regarding gender, race, age, sexual orientation, or religious views.
- Any inappropriate email must be reported to the management as soon as possible.
- Personal use of company-owned email addresses and systems should be kept to a minimum and incidental usage.
- Commercial and business-related uses of company-owned email accounts or systems that are not relevant to the CBB's business are prohibited.
- Emails received at CBB's email addresses may not be automatically forwarded to email addresses not owned or maintained by the company.
- Creating or forwarding chain or joke letters from Company email addresses or systems is not allowed.



- CBB may not always monitor all email activities, although it reserves the right to do so.
- Employees are not allowed to let other people access their company email addresses.
- CBB discourages inappropriate use of email addresses including but not limited to:
  - sexist, racial, or otherwise offensive content
  - material that is derogatory
  - content with copyright protection
  - links to inappropriate content
- For email security, employees should:
  - Make a strong password (current recommendation is 3 random words)
  - Never give out email passwords to anyone, not even coworkers
  - Refrain from making a note of their password.

## Phone Expectations

### *Out of Office Expectations*

Employees are expected to regularly update their voicemail with their expected schedule so that the most up-to-date information will be communicated to those who are calling outside of their work hours.

### *General Guidelines*

The following are the basic principles for proper employee cell phone use during work hours at CBB. Cell phones should not be used in general when they may constitute a security or safety concern, or when they distract employees from work responsibilities:

- Cell phones should never be used while driving.
- Never use a cell phone when operating heavy machinery.
- Cell phones should not be used for internet browsing or gaming during working hours.
- Use of business cell phones for personal purposes should be avoided.
- Personal cell phones should not be used for work-related purposes.
- Cell phones should not be used during meetings.
- Cell phones should not be used to record sensitive information.

### *Personal Cell Phones*

CBB recognizes that personal cell phones can be valuable tools for our employees. Thus, we encourage employees to use cell phones in the following situations:

- Making or receiving work calls in the proper location and situation.
- In appropriate places and conditions, for additional work-related communication, such as text messaging or emailing.
- To plan and keep track of appointments.
- To conduct work-related research.
- To keep track of job assignments.



If a client or colleague communicates with an employee on their personal cellular phone during their off work hours, employees do not need to answer or reply until they are within their working hours the following business day.

Employees are encouraged to turn off cell phone notifications when they're away from the office.

#### Employee Responsibilities

Employees are expected to:

- Follow the guidelines outlined within this policy, such as notifying management and using applicable technologies to notify others when they are off duty
- Otherwise, be working during the times set out in their employment contract, taking breaks as outlined
- Not pressure fellow employees for taking the downtime afforded to them by law

#### Concerns/Complaints

Employees who have concerns about their supervisor/manager respecting their time away from work should first speak with their supervisor/manager to resolve the issue. In the event the issue is not able to be resolved at this level, employees are directed to bring the issue forward to either Vice president.

#### Updates to this Policy

This policy may be updated or amended based on direction from the Government of Ontario.