



<b>POLICY AND PROCEDURE</b>	
Title: Time and Attendance Policy	Category: Human Resources
Approved by FHT: April 29, 2019 Revised April 21, 2021	Next Review: April 2023
Author: Executive Director	Reviewing Body: Board of Directors FHT,

**Purpose**

This policy encourages regular attendance of all employees in order to carry out the mission and operations of the Niagara North Family Health Team (NN FHT).

**Scope**

This policy applies to all employees of the Niagara North Family Health Team.

The provisions of this Policy apply only to the extent that such provisions (or any one of them) are not prohibited by law. If any provision in this Policy is held to be invalid, void or unenforceable by court, arbitrator, or government agency, then the remainder of the Policy, as the case may be, shall not be affected, impaired, or invalidated, and all provisions not invalidated, void, or rendered unenforceable shall be valid and enforceable.

**Compliance**

The NNFHT Executive Director and the FHT Manager or their designates (“the management team”) are responsible for maintaining compliance with this Policy. For clarity in the Policy when management team is referenced, employees only need to report and/or seek approval from one of the two members. Approval should be obtained from the management team member the employee most often and directly works with unless that individual is not available. The management team may implement practices to confer with each other prior to commenting on certain requests.

The Executive Director has the authority to authorize a Policy exception. All policy exceptions must be reported to the Board of Directors at least annually.

**Hours of Operations**

Hours of operation may differ by location and will be communicated by the management team on a site by site basis.

### **Employee Normal Hours of Work**

Employee hours of work may vary depending on function, location, and need. Employees are expected to be punctual when reporting to work. Lateness may result in disciplinary action, including dismissal. Employee's hours of work will be determined by the management team. All employees will receive a one-hour lunch break. Employees will only be paid for verified hours worked in accordance with their contract, this Policy and additional hours approved in writing by the management team.

### **Reporting Absence**

Employees unable to report to work for any reason must notify the management team as soon as possible. For further direction see Sick Leave Policy.

### **Absence for Appointments**

Time off for known appointments scheduled during working hours must be submitted to and pre-approved by the management team a minimum of 24 hours in advance. Employees can choose to take the time as vacation, sick/personal time or as lieu time.

### **Overtime**

Overtime premiums are paid as per the Employment Standards Act.

Hours worked above contract can either be paid or banked and taken as time in lieu subject to established policies and procedures.

The maximum number of hours that can be earned without prior approval from the management team is two hours per pay period. Additional hours are subject to approval by the management team.

Activities that are eligible for overtime/lieu time include:

1. Completion of patient related activities that unexpectedly extend beyond regular work hours i.e., late patient.
2. Completion of programs/classes for patients of the FHT that are offered off regular hours or on weekends to meet patients' identified needs and that are approved by the Executive Director and that can not be accommodated by adjusting hours worked.

Activities that are Not Eligible for lieu time include:

1. Attendance at continuing education events/meetings held during work hours
2. Activities listed as part of your job duties as outlined in your job description
3. Activities that have not received prior approval from the ED
4. Hours in excess of 2 per pay period that have not received prior approval
5. Meetings held during work hours including rounds, lunch meetings, lunch and learns, PBSG

Staff may shift their lunch break to accommodate mandatory meetings. Use of lieu time must be approved by the ED and subsequently entered into the scheduling system.

Overtime cannot be earned for pursuing educational activities outside of hours of operation.

Banked lieu time must be taken within three months of the week in which it was earned. Any banked lieu time taken must be used on a date mutually agreed upon between the management team and employee. Banked time must be used by the end of the calendar year and may not be carried over to the next calendar year without the prior written approval of the management team.

### **Statutory Holidays**

Statutory holidays are provided as per the Public Holidays listed in the Employment Standards Act. For illustrative purposes (and subject to change should the Employment Standards Act change) these dates include:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day (December 26)
- Civic Holiday (not a statutory holiday but paid as one)

In addition, employees are entitled to either Easter Monday or their Birthday. Regular pay will be provided on this holiday.

If an employee is required to work on a statutory holiday they will be paid as per the Employment Standards Act.

### **Vacation**

All vacation time should be requested using the vacation request tab in the HR Solutions software for electronic approval by the management team, giving no less than four weeks' notice. Unused vacation time is lost at the end of the calendar year and may not be carried over to the next calendar year.

In approving vacation schedules, due consideration must be given to the effective operation of the FHT as well as the vacation requests of others within the workgroup. Employees are

encouraged to communicate with one another their vacation plans to ensure patient coverage. Approval of vacation is at the management team's discretion.

During high volume vacation periods, vacation requests for periods of more than two weeks consecutively will be considered on an individual basis based on the management team's discretion.

Probationary Period: Vacation requests will not be granted during a full-time employee's three-month probationary period.

Full-time employees: Vacation entitlement is based on contract. For every year accumulated, an additional day of vacation is earned to a maximum of 30 days (6 weeks). A vacation day is equal to a regularly scheduled day unless otherwise stipulated by contract for both full and part time permanent employees.

Part-time employees: Vacation entitlement is 4% of gross earnings per pay period or as stipulated in the employment contract. For every year worked, staff will be entitled to an additional day equivalent (adjusted to FTE) of vacation.

On leaving the FHT, full-time employees are entitled to vacation pay accrued from the beginning of the calendar year less any vacation already taken.

Unpaid Time Off- Employees who wish to take unpaid time off may request it through the HR system. The provision of unpaid time off, above that provided by the Personal Emergency Leave days, is at the discretion of the Executive Director. Additional, unpaid time off will only be considered after all of the employee's vacation and sick time has been taken.

### **Leave of Absence**

The FHT acknowledges that from time-to-time employees may request an unpaid leave of absence (LOA) from work.

The management team will consider, at their sole discretion, requests for leave of absence subject to the Employment Standards Act. Factors taken into consideration may include previous leaves of absence, availability of suitable replacement staff, time of year, length of service, and purpose of leave.

Employees should make requests in writing to the management team 30 days prior to the needed absence. If multiple purposes and/or consecutive leave of absences are requested (i.e. Maternity and Parental) the requests should be made at the same time.

For illustrative purposes (and subject to change should the Employment Standards Act change) some reasons for a LOA are:

- Personal Emergency Leave
- Family Caregiver Leave
- Family Medical Leave

### ***Pregnancy and Parental Leave***

The Niagara North Family Health Team will grant pregnancy, parental and adoption leave in accordance with the Employment Standards Act. Employees should make requests in writing to the management team consistent with the Leave of Absence provisions in this policy. If an employee requires a leave of absence as a result of sick leave or pregnancy leave prior to their anticipated leave start, a doctor's note will be required. The doctor's note should be provided to the management team within five working days of the first day of the leave of absence.

During a pregnancy and parental leave, the employee shall continue to participate under any employee healthcare or retirement plan in place and the FHT will continue to pay premiums or make contributions to those plans for that purpose. However, except as required under the Employment Standards Act, the employee shall not be entitled to receive pay or any other payment (including any payment in lieu of benefits) during the period of the leave.

An employee who intends to resume employment at the end of the pregnancy leave and/or parental leave shall advise the NNFHT at the time of requesting the leave of absence. Upon returning to work, the employee will be reinstated to the position most recently held, if it still exists, or to a comparable position if it does not. All permanent employees who filled vacancies as a result of the absence shall likewise return to their former positions.

The Niagara North Family Health Team will pay the employee who is reinstated from this leave of absence the wages that are at least equal to the greater of the following:

- i) The wages the employee was most recently paid by the NNFHT
- ii) The wages that the employee would be earning had the employee worked throughout the leave

Years of service and vacation time shall continue to accrue during maternity and/or parental leave.

In addition to the standards as set out in the Employment Standards Act, the following provisions exist for employees of the FHT:

### ***Court Leave***

The FHT recognizes there may be times when employees will be required to attend legal proceedings. Any employee absence for that purpose will be addressed under this policy.

1. If you are required to serve as a juror or attend as a witness in a legal proceeding, the FHT will grant you the necessary leave of absence with pay for a maximum of 10 working days.
2. Entitlement to leave with pay (as set out in paragraph 1 above) only applies if you are required to participate as a juror or witness in a case involving the public interest. It does not apply if it is a private or personal matter to which you are a party. If you are required to participate in a legal proceeding to which you are a party the leave, if granted, would be without pay.
3. The employee is required to immediately notify the FHT as soon as she/he receives a subpoena or summons. To support any request for a leave, the employee will be required to provide proof (i.e. copy of the subpoena or summons).

4. If a paid leave is granted, the employee is required to repay the FHT any amounts received for court duty for up to 10 days (except any mileage, travel or meal allowance received).

5. The FHT expects that the employee will return to work or attend work on any day in which her/his attendance in a legal proceeding is required for fewer than half of her/his regular working hours.

### ***Bereavement Leave***

Upon the death of an employee's family member the employee is entitled to leave on any normal working day that falls within the allotted period immediately following the day the death occurred. This bereavement leave is on top of leave provided for as Personal Leave.

The FHT will provide employees paid bereavement as outlined below:

- The employee shall be granted (5) paid bereavement days for loss of an immediate family member: spouse, common law partner, children, or children of spouse/common law partner.
- The employee shall be granted (3) paid bereavement days, for loss of father, mother, brother, sister, or the spouse's /common-law partner's father, mother, brother, sister.
- The employee shall be granted (2) paid bereavement days, for loss of their grandmother, grandfather, grandchildren, niece, nephew, uncle, aunt and any relative of the employee who resides permanently with the employee or with whom the employee permanently resides.

Common-Law Partner: a person who has been cohabiting with an individual in a conjugal relationship for at least one year, or who had been so cohabiting with the individual for at least one year immediately before the individual's death.

### ***Education Days***

The FHT endeavors to equitably support all employees in pursuing education for the purpose of professional development that will benefit the FHT. Specifically, the education request must relate to either the position the employee currently holds, or a job category in the FHT.

All permanent, full time employees will receive five (5) days of education leave per year unless otherwise specified in the employment contract. Permanent part-time employees will receive education time that is prorated to their FTE. While the Niagara North FHT supports educational endeavours both the FHT and the employee recognize both parties benefit from continuous education. For this reason, education taken outside of normal hours of operation will not be paid or provided with time in lieu including transportation time if required. Employees pursuing education during their regular working hours are expected to remain current with their daily activities to ensure the on-going and successful operations of the FHT.

From time to time, participating in an education or training programs that fall outside of regular work hours may be mandated by one of the management team. In this case, the employee will be provided with time in lieu for these education hours.

All requests must be submitted using the HR solutions software electronic request form and must include detailed information regarding the nature of the program as well as any request for financial support. This must be done prior to registering and attending the educational opportunity. The submission must include the course outline, location, time, cost reimbursement (if any), length, and its relevance to the FHT.

Approval or refusal will be given electronically by the management team.

Additional Requirement: On-Line courses will be completed at the employee's work-place and during regular work hours.

### **Dress Code**

The NNFHT requires that occupational health and safety standards for personal attire be adhered to by all staff in order to provide a safe working environment. Employees that are performing procedures, including administering injections and foot care procedures, shall wear closed toe shoes at all times.

The NNFHT expects that the personal appearance and grooming of all employees is appropriate throughout the working day, thereby reflecting a professional image within staff and inspiring the confidence of patients, families, other staff and visitors. Employees who are inappropriately dressed will be sent home by the management to change into acceptable attire and return to work. The time away will be considered personal, unpaid time off.

Uniform allowance is not available, and is the responsibility of each individual employee, including the laundering thereof.

### **Contact Information**

Employees are required to provide an up-to-date address and contact number to the management team of the FHT as well as a contact in case of emergency.