Staff Policy Manual

Mamele'awt Qweesome/To'o Housing Society

Staff Policy Manual

PERCEIVE – BELIEVE – ACHIEVE

BUILDING THE STEPS TO UNITY & PRODUCTIVITY

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Welcome!

As a valued employee of Mamele'awt Qweesome/To'o Housing Society (the "Society" or "MQ/THS"), you are part of a team dedicated to providing safe, secure and affordable housing for low to moderate income First Nations and other families living within the Lower to Central Fraser Valley. Our secondary, and unofficial, mandate is to create capacity building amongst our families and to encourage our First Nations people to become self-reliant and to provide the stepping-stones to a better life. Perhaps it is best explained in the following phrase, introduced to MQ/THS by our past Executive Director, Gordon Gong (1995):

****** PERCEIVE – BELIEVE – ACHIEVE ******

Perceive your potential – **Believe** you can attain your potential – **Achieve** your potential!

We recognize that we are a diverse group of people, with varying skills and abilities to contribute to the team and that each employee has a unique and important role to play. Our diversity is our strength and makes us a better organization. By ensuring that the workplace is a welcome and safe place to work, we hope you will be encouraged to do the best.

Welcome to the Mamele'awt Qweesome/To'o Housing Society family!

Introduction

This Staff Policy Manual has been developed for all employees of the Society. Policies contained in the Manual apply to all full-time, part-time, and salaried employees and contract workers who are collectively referred to as "employees" unless otherwise stated.

The Staff Policy Manual is intended to be used as a reference guide to help all employees become better acquainted with the Society and provide a clear and consistent understanding and application of the policies, procedures, rules and benefits.

No manual can anticipate every circumstance or address every question. As the Society continues to grow, the need may arise to change or add policies to the manual. MQ/THS, therefore, reserves the right to revise, supplement, rescind or make exceptions to any policy or portion of the manual from time to time, as it deems appropriate, in its sole and absolute discretion. Employees will be notified of such changes when they occur. This manual supersedes policies and material that have been written and distributed previously.

All employees must read, understand and comply with the manual and are required to return a signed Acknowledgement Form to the CEO upon hiring. Failure to abide by the policies detailed in the Staff Policy Manual could result in disciplinary action, including termination of employment.

Hiring

Recruitment and Selection

As an Society, we are committed to the fundamental principles of equal employment. We are committed to treating people fairly, with respect and dignity and offer equal employment opportunities based upon qualifications and performance, free from discrimination.

Every effort will be made to employ staff and workers from the First Nations Community but, where a particular skill is required for a job, the CEO may hire from other sources to fill the job, if necessary. Temporary, training and volunteer employees will be hired by the CEO and relevant personnel. The CEO may not hire his/her immediate family as a staff member (i.e. child(ren), brother, sister, mother, father, uncle, aunt, first cousins, etc.), which would be construed as a Conflict of Interest (see Appendix C).

Offer of Employment

All employees are employed under the terms and conditions set out in their written Employment Agreement. Each staff member will fulfill the responsibility to their positions with the credibility for which each employee was hired. All members of the staff are responsible to the Chief Executive Officer of Operation. No person will qualify as an employee until they have read, understood, agreed to and signed the Employment Agreement, Job Description, Code of Ethical Conduct Agreement (Appendix D), Conflict of Interest Agreement (Appendix C), and satisfied all of the preconditions of employment.

Probation

The probationary period will be detailed in the Employment Agreement and is used to evaluate the employee's capabilities, job performance and suitability. The probationary period may be extended if additional time is needed to thoroughly evaluate the employee.

During the probationary period, the employee may be terminated at any time and for any reason. The employee will not be entitled to benefits until after the probationary period.

Orientation

New employees will be provided with orientation designed to acquaint them with the Society and to familiarize them with the basic information needed to successfully carry out the duties and responsibilities of their position.

Compensation and Conditions

Wages and Benefits

Wages are determined as per your job offer letter and/or your annual salary review.

Paydays and Pay Cheques

1. CPP, EI and Income Tax are withheld from every cheque when a contract of service exists. (Employee-Employer relationship)

Benefits

Upon successful completion of the probation period as outlined in the staff member's Letter of Offer, full- and part-time employees may be eligible for MQ/THS's extended benefits package and/or pension plan.

Salary Adjustments

Any staff requesting an increase or an adjustment to their salary must make this request in writing and direct it to the Chief Executive Officer. Remember, however, that all wages are established during the Budget "fiscal year". Any requests after April 1 will be reviewed for the following fiscal budget.

Budget-based Surpluses

Where MQ/THS has, through prudent fiscal management, created a budget surplus in the wage line items:

1. The CEO may, at his/her discretion and in a manner that the CEO deems equitable and appropriate, distribute a bonus to MQ/THS employees.
2. The Executive Board may, at their discretion and in a manner that the Executive Board deems equitable and appropriate, distribute a bonus to the CEO.

Hours of Work

Office Hours

The *Mamele'awt Qweesome/To'o Housing Society* office, located at 137 – 34110 Lougheed Hwy, Mission, BC, V2V 6N9, is open Monday to Friday, 8:30 am to 4:30 pm (Pacific Time).

Standard Work Hours

All employees will be on time for work each working day commencing at the time outlined in the staff member's letter of offer. The hours of work will be eight (8) hours unless so authorized by the CEO for more or less hours of work. Overtime beyond regular business hours must be clearly documented on appropriate time

sheets, and earned time taken must be utilized within the month the time has been accrued, and is subject to approval by the employee's supervisor. Employees who cannot justify their absence or lateness will be subject to an adjustment in their pay during their next pay period. Continued absences and/or lateness will result in termination of employment.

Many of the positions require extensive travel, weekend commitments and evening commitments. To balance the demands of the work, staff are encouraged seek a balance and maintain an average work week of 35 hours.

Workplace Accommodation

Provided that an employee with a disability is able to perform the essential duties for the position for which they are hired, the Society will make its best effort to accommodate the employee's limitations.

Employees who need accommodation should submit a written request to the CEO outlining the following:

1. the limitation or medical restriction causing the accommodation request,
2. identify in detail what accommodation is needed.

In order to properly assess the request, the employee may be asked to provide medical information relating to their disability including doctor's prognosis of when an employee may be able to return to full duties, if applicable. Employees seeking accommodation are expected to provide their full cooperation in providing any information, including medical information, relevant to the determination of the accommodation request.

The Society reserves the right to request that the employee participate in a formal Needs Assessment by a qualified medical practitioner or other trained professional in order to determine what accommodation is required and how it can best be provided, if possible. The employee will be required to fully participate in the Assessment and to provide the Society with any relevant medical information.

Confidentiality

It is expected of staff members not to disclose any Confidential Information pertaining to the Society to any outside Associates, Clients, Friends or Family. To do so will be in breach of their Contract with the Society and can be cause for termination of Employment.

All employees are expected to sign a Confidentiality Waiver form on a yearly basis (usually at their performance reviews).

Any enquiries of the Press or the General Public pertaining to confidential matters must be directed to the Chief Executive Officer, who will consult the entire Board of Directors if necessary to acquire a 'collective' response.

Additionally, during the course of an employee's employment, the employee may receive, develop or otherwise acquire various kinds of information which is confidential in nature or specific to the not-for-profit housing industry. Except when authorized by the MQ/THS, employees may not disclose or use directly or **indirectly**, either during or subsequent to their employment, any information of the MQ/THS obtained during their employment including agreements, contracts, best practices material, volunteer training and recruitment material, board orientation and recruitment material, HR material, Health and Safety training material, marketing material or any material otherwise concerning the MQ/THS, its related entities and (other properties/locations).

The best interests of all are served only when confidentiality is maintained and information is not disclosed relating to the MQ/THS, its related entities and (other properties/locations). If an employee becomes aware of any breaches regarding security/confidential information, they are obligated to report it to the CEO.

Privacy

MQ/THS is committed to protecting the privacy of its employees and is accountable for compliance with all privacy requirements. Confidentiality will be employed by the MQ/THS to protect the details of staff members and personnel files, as well as that of the tenants or clients addresses, phone numbers etc.

Personal information shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as permitted by law.

Dress Code

Staff members are expected to dress in a manner which conveys an appropriate and professional image and are expected to maintain a high standard of personal hygiene and grooming. The general dress code is "Business Casual."

MQ/THS's objective in establishing a business casual dress code is to allow employees to work comfortably yet, still project a professional image when representing the Society.

Because all casual clothing is not suitable for the office, these guidelines will help you determine what is appropriate to wear when attending to MQ/THS business.

Guide to Business Casual Dressing for Work

This is a general overview of appropriate business casual attire. Items that are not appropriate for business casual are listed as well. Neither list is all-inclusive and both are open to change.

Even in a business casual work environment, clothing should be cleaned and pressed, not wrinkled, torn, or dirty. Any clothing with words, terms, or pictures that may be offensive to others is unacceptable. Inappropriate pants include sweatpants, exercise pants, shorts, including Bermuda, bib overalls, leggings, and any spandex or other form-fitting pants (such as is worn for biking), short tight skirts, tank tops, strapless tops, and sundresses.

In general, clothing that reveals too much cleavage, back, chest, stomach or underwear is not appropriate for a place of business.

Examples of acceptable business attire for men include: slacks, dress pants, casual pants (similar to Dockers), sports jacket, sweaters, collared dress shirts, polo shirts, etc.

Examples of acceptable business attire for women include: dress pants, dressy capri pants, casual pants, blouses, dressy shirts, sweaters, blazers, dresses or skirts with a modest hemline. Leggings are appropriate for women if worn under a skirt, dress or tunic.

Cosmetics and accessories should be in good taste, with limited visible body piercing or tattoos. Remember that some people you work with may be allergic to the chemicals in perfumes and make-up, so wear with restraint.

Respectful Workplace Policy

Mamele'awt Qweesome/To'o Housing Society employees are representatives of the Society and, therefore, are expected to conduct themselves in a courteous and business-like manner when dealing with Business Associates and the General Public both during and outside business hours.

Workplace Health and Safety Policy

MQ/THS is committed to promoting a safe and healthy workplace for all employees. The Society understands the importance of safety to the well-being and productivity of its staff, and strives to safeguard the workplace from injury and malfeasance through dereliction of duty towards safety.

MQ/THS management will act in compliance with all local, Federal, and Provincial workplace health and safety legislation.

Employer Responsibilities *(Management - CEO/COO)*

- Create appropriate strategy for the management of occupational health and safety concerns.
- Ensure that necessary resources are made available.
- Foster a workplace culture of safety, leading by example.
- Review and revise policies on an annual basis, and/or as necessary.

- Develop, implement, and enforce policies and procedures as appropriate.
- Promote health and safety awareness.
- Ensure that all staff members under their direction are provided with appropriate general and job-specific health and safety training as appropriate.
- Conduct hazard identification, risk assessment and incident investigation processes as appropriate.
- Ensure safe working conditions, and that staff utilize safe work practices and procedures.
- Conduct health and safety meetings to communicate hazards and safe work practices and procedures.

Employee Responsibilities

- Attend and successfully complete all required health and safety training, as appropriate.
- Comply with occupational health and safety policies and procedures.
- Report any hazards or other health and safety concerns.
- Follow safe working procedures.

Accident and Incident Reports

Staff are required to complete an Accident and Incident Report (Appendix A) in the event of a health and safety violation that the employee has either caused or witnessed.

Accident and Incident Reports should be completed and submitted to management promptly to ensure the safety of other employees, and to rectify the problem as quickly as possible.

Failure to report health or safety violations may be viewed as gross negligence, and may result in disciplinary action up to, and including, termination.

Failure to comply with health and safety guidelines, or engage in conduct which creates risk for an employee will be met with disciplinary action and/or termination of employment.

Definitions

A workplace injury is any injury that occurs while carrying out your duties as identified in your job description.

First-Aid includes one-time treatment and care for injuries, including but not limited to:

- Cleaning of minor cuts, scrapes, or scratches with anti-septic.
- Treatment of minor burns.
- Application of bandages and/or dressings.
- Application of ice bags, or other similar devices.
- Application of splints for breaks / sprains.

Health-Care includes:

- Services requiring the professional skills of a health care practitioner (e.g. doctor, nurse, chiropractor, or physiotherapist).
- Services provided at hospitals and health care facilities.
- Prescription drugs.

Requirements for Reporting Workplace Accidents

MQ/THS Society must report a work-related accident to WorkSafe BC if a worker requires health care as defined above and/or:

- Is absent from regular work.
- Earns less than regular pay for regular work (e.g. part-time hours).
- Requires modified work at less than regular pay.
- Requires modified work at regular pay for more than seven calendar days following the date of accident.

MQ/THS will not report a work-related accident in the event that a worker:

- Receives only first aid.
- Receives first aid and requires modified work at regular pay for seven calendar days or less, following the date of accident.
- Does not receive first aid, but requires modified work at regular pay for seven calendar days or less, following the date of accident.

The safety information in this policy does not take precedence over Occupational Health and Safety legislation. All employees should be familiar with the Occupational Health and Safety Act.

MQ/THS is specifically registered with WorkSafe BC in the Province of British Columbia.

Requesting Time Off

Vacation

Mamele'awt Qweesome/To'o Housing Society provides full-time staff with the following paid vacation time:

- After successful completion of probation period (length may vary) – 1.25 days per month.
- After 5 years – 20 days paid vacation.

An employee is eligible for one (1) additional Annual Vacation Day for each full year of employment after five (5) years on the job, to a maximum of 30 days (equating to 15 years of employment).

Vacation time is based on a fiscal eligibility accrual basis. Employees may be forced to schedule and apply vacation time as it is not legal to forfeit accrued vacation time.

Temporary or term employees accrue Vacation Time off at 4%, paid bi-weekly,

included in their payroll.

A minimum of two weeks' notice is required from the employee prior to taking Annual Vacation time off.

Approval Criteria

In general, no more than two *directors* may be on vacation at the same time and no more than one *administrative support* staff can be on vacation at a time.

In certain situations, exceptions may be permitted by the CEO and must be confirmed to you, in writing.

Vacation scheduled by March 31st will be approved based on seniority. Vacation and days off requested after March 31st will be considered on a first come first serve basis.

Staff should submit their Vacation Requests to the Director of Finance or direct supervisor for approval. You will receive a confirmation email that your request has been approved and your vacation time will be entered in the Society Staff Calendar.

Managing Workloads and Vacations

The onus is on individual staff members to organize and manage their workload prior to and after their vacation. If you need assistance arranging coverage for your responsibilities or meeting deadlines that may occur when you are away, please talk to your immediate supervisor. Staff should provide a worklist prior to leaving on vacation, preferably with notes, so that other staff are aware of the various projects or areas of concern, so there are no surprises.

Staff are required to turn on their 'Out of Office' feature when on vacation and should be encouraged not to respond to email. Cell phones should also be set to direct callers to the appropriate alternate staff person.

Personal/Sick Days

Sick Day Accrual & Eligibility

1. Occasional sickness will be covered by the Society for eligible employees (employees with more than one-year continuous service), provided the employee does not misuse this privilege, to a maximum of eight (8) days, each full year of employment. Excessive use or misuse of this policy may result in withdrawal of Society support to pay sick days and/or corrective disciplinary actions. The manager, in conjunction with HR, will determine excessive use or misuse of sick days.
2. Employees do not accrue sick leave during unpaid leaves, including extended medical leave.
3. Short Term Sickness: where an employee is absent from work with a non-work related injury or sickness for five (5) or more consecutive days, a doctor's note

may be required (at the employee's expense). The doctor's note must be an original copy and signed by the doctor. The note must specify the date of the appointment and specific recommendations from the doctor for recuperation and estimated return to work date.

4. Eligible employees (as above) will receive salary continuation for up to thirty (30) days in a fiscal year (April 1 – March 31) for continuous sickness, supported by medical documentation and approval from the manager in conjunction with HR.
5. Sick days taken beyond the eight (8) days, without supervisory approval, will be time off without pay.
6. Casual employees working less than twenty hours per week are not entitled to sick leave.
7. Employees hired on a temporary or contract basis are not entitled to sick leave.
8. Any employee who, for any reason, leaves the employ of the Society shall not be entitled to payment for accumulated sick leave.
9. In the event employment is terminated for any reason and sick leave used is over and above that to which the employee is entitled, the accrued difference shall be deducted from the employee's last paycheck.

Sick leave is to be reported to the Chief Executive Officer. Sick leave required by the Chief Executive Officer will be reported to any one of the three Executive Board Members and will also be subject to the above policies.

Discretionary Personal Leave

Full time staff are provided with up to 5 personal days with pay per fiscal year for reasons beyond annual vacation or sick leave requirements. Employees wishing to utilize these days must receive approval from their immediate supervisor. Approval is at the discretion of the immediate supervisor and/or Chief Executive Officer.

Appointment Time Off

MQ/THS permits that each staff member will be eligible for one (1) hour of time off with pay per month to attend an appointment for personal reasons. It is expected that staff will keep the number of appointments, and therefore, requests for time off within reason. MQ/THS recommends that staff take this one-hour during the last hour of work to avoid interruptions to our daily functions.

Notice to Employer

1. Employees who are unable to attend work due to illness, are required to notify their immediate supervisor personally before the start of the business day. If their supervisor is unavailable, the employee must contact the Chief Executive Officer. The office shall be notified via broadcast email notifying of staff

absence.

2. Employees taking leave without personal communication with their supervisor will be deemed to have taken a leave without pay.

Statutory Holidays

Full time staff are entitled to take all Statutory Holidays as follows:

- New Year's Day, Family Day, Good Friday, Easter Monday, Canada Day, Civic Holidays, Labour Day, Thanksgiving, Christmas Day, Boxing Day.

When a Statutory Holiday falls on a Saturday or a Sunday, the following Monday shall be observed as the Holiday, or as otherwise arranged by mutual agreement between the employer and employee(s).

To be eligible for statutory holiday pay an employee must:

- Have been employed for 30 calendar days before the statutory holiday, and,
- Have worked or earned wages on 15 of the 30 days immediately before the statutory holiday.

An employee who is not eligible for statutory holiday pay is not entitled to be paid an average day's pay. If an ineligible employee works on a statutory holiday he or she may be paid as if it were a regular work day.

Should an eligible employee be travelling or working during any of the above-noted Statutory Holidays, the employ is entitled to compensation at employment standards rates.

Maternity Leave

Maternity benefits, provided by Employment Insurance, are available to mothers after the birth of their child. Parental benefits provided by Employment Insurance are available to the birth parents or adoptive parents.

Compassionate Leave (up to 5 days)

Mamele'awt Qweesome/To'o Housing Society understands that staff should have time off work to attend funeral services, grieve in private, and deal with family issues in the event of the death of an immediate family member. It is our intention to ensure that our employees are provided the time they need to properly take care of their family obligations and while maintaining their employment.

For the purposes of the Compassionate Leave Policy, "immediate family", as defined under 1.1 of the Employment Standards Act of BC and as of the printing of this manual, consists of:

- Spouse
- Child
- Sibling (Brother or Sister)
- Parent
- Guardian
- Grandparent
- Grandchild

- Any person who lives with an employee as a member of the employee's family.

If the bereavement leave is for a Deceased Employee, the Office shall be closed for that half day.

Policy and Procedures

Staff are expected to notify their immediate supervisor and request Compassionate Leave as soon as possible when a death occurs in their family.

Compassionate Leave time is granted such that an employee may have time to attend a funeral, grieve, and deal with family issues in the event of the death in the immediate family as defined above. Days of paid Compassionate Leave do not have to be consecutive. Staff are entitled to up to 3 days of paid leave. Vacation time may be used to extend the time off, if needed. An employee may choose to take less than 3 days' leave.

In the event of a dispute, it would be reasonable for an employer to request that an employee provide proof of death and the nature of the relationship. Use of Compassionate Leave for any purposes other than the reasons listed above, is inappropriate.

Court Leave/Jury Duty

Any Employee who is required to serve on a Jury or to attend Court as a Witness on any proceedings before a court Judge, justice of the Peace, Magistrate or Coroner, shall be given leave of absence with pay, with proof of court order.

Leave Without Pay

Any employee requesting Special leave without pay shall submit a written request to their immediate Supervisor two weeks prior to actual leave of absence. Any staff member not reporting a leave of absence and who does not return to work for a period of three (3) days or more, without notification to their immediate Supervisor, will automatically be released from their employment.

Performance and Salary Review

All employees of MQ/THS are subject to Annual Performance Reviews by the Chief Executive Officer or immediate supervisor, which will generally take place in January or February of each year. Ongoing evaluation of employee's performance will determine promotion, disciplinary action or dismissal. The Chief Executive Officer will also be subject to Annual Performance Reviews by the Board of Directors.

Staff will be evaluated before the end of their three (3) month initial probationary period, where applicable. Staff placed on probation due to oral reprimand or written warning, as outlined in Disciplinary Procedure, will be subject to evaluation before

the end of their probationary period, with additional steps to be determined based upon the outcome of the evaluation.

The CEO will meet individually with each staff member, either in person or by telephone, to discuss the performance review. The review will consist of a written evaluation of work, discussion of the staff member's work experience, and, as applicable annually, a review of remuneration and other factors. Each staff member will receive a copy of the performance review. Staff will be given opportunity, in writing, to present any comments or concerns regarding the performance review.

Annual salary reviews will be done in February/March of each year, with applicable pay increases (if any) effective April 1. All wages are established during the budget fiscal year and any salary increase requests received after April 1 will be reviewed for the following fiscal budget. An employee must have worked for six consecutive months prior to requesting a salary adjustment.

Any requests for salary increases or adjustments should be submitted in writing to the Chief Executive Officer immediately following the staff member's annual performance review. Wages are subject to FUNDER(S)/BCHMC guidelines and are directly related to the Operating Budgets. For further information, please consult the FUNDER(S) salary scale.

Disciplinary Procedure

All employees are expected to meet all performance and conduct requirements of the job. However, employees who do not meet the requirements will receive appropriate disciplinary action up to and including termination. Discipline will, in normal circumstances, be imposed according to the following procedure. However, none of the steps below shall be a prerequisite for the one following, nor shall the procedure be a prerequisite for the imposition of any form of discipline, including termination of employment.

Stages of Correction/Discipline

Step One – Verbal Warning/Oral Reprimand

If, after an information discussion and/or further training, an employee's performance or conduct does not meet the requirements of the job, he or she will receive a verbal warning by an immediate superior in charge of the employee. The employee will be given the opportunity to correct the problem and will be told that failure to do so will result in further disciplinary action. This conversation will be documented, for future reference, in the employee's file.

Step Two – Written Warning

If the employee does not correct the unsatisfactory performance or conduct within a reasonable period of time after receiving the verbal warning or the conduct for which the reprimand was given is repeated, the immediate supervisor will give the employee a written Letter of Reprimand, with copies for the Executive Board of Directors. The written warning may include required and/or suggested training or mentorship and

when this training is to be completed. There will also be follow up dates which will be documented and must be adhered to. A copy of this warning will go in the employee's file.

Step Three – Suspension Without Pay

Suspension without pay will be imposed where the employee has not heeded the oral and written warnings of the employer, specifically, the employee's:

i) Performance has not improved or the conduct for which the previous oral and written reprimand(s) had been given has not been carried out, or

ii) Has performed a serious misconduct, or

iii) More than one oral and written reprimand has been given and not heeded.

Step Four – Termination of Employment

Mamele'awt Qweesome/To'o Housing Society has the right to dismiss any employee at any time for Just Cause. The following would be included as Just Cause:

- Should any employee receive both verbal and written warnings and not respond.
- Dishonesty, fraud, or embezzlement.
- Breach of confidentiality.
- Breach of harassment policy.
- Breach of other policies and statements.

Grounds for Correction / Discipline

No list of rules can include all instances of misconduct which may result in disciplinary action and the disciplinary action taken in each case will be handled according to the severity and impact of the occurrence. The stages noted above may be skipped, repeated, or accelerated depending on the circumstance and are at the discretion of the CEO. The following is a non-exhaustive list of some behaviors and conduct which may lead to disciplinary action being taken:

- Attending work or *MAMELE'AWT QWEESOME/TO'O HOUSING* related events while under the influence of drugs or alcohol, or the possession, consumption, or sale of such substances while performing your work duties.
- Stealing or attempting to steal assets or property of the Society or other employees.
- Falsifying time records, expense reports or other documents required of you by the Society.
- Use of profane, abusive or threatening language toward fellow employees.
- Excessive absenteeism or repeated absences without notice or permission; unauthorized absences.
- Unauthorized disclosure of confidential information.
- Violation of policies.
- Insubordination; failure to follow supervisory instructions.

- Unsatisfactory performance review.

Termination

Layoffs

Mamele'awt Qweesome/To'o Housing Society will make every attempt to avoid any interruption in the employment relationship with its employees. However, from time to time, economic or other business conditions may require the Society to place employees on a temporary layoff. All employees acknowledge and agree that such temporary period of layoff, so long as it is in accordance with the prevailing British Columbia employment standards legislation, shall not constitute a termination of the employee's employment.

Resignation

A resignation is a voluntary termination initiated by the employee. If an employee decides to resign their employment, the Society requests at least two (2) weeks written notice of resignation for employees and four (4) weeks written notice of resignation for management roles. The Society has the right to accept the employee's resignation as effective immediately. Once accepted, a resignation is ordinarily deemed to be final. A minimum of two (2) weeks' notice is mandatory. A letter of recommendation will be withheld if this procedure is not followed.

Termination without Cause

MQ/THS may terminate an employee's employment, without cause, by providing the employee with working notice or payment in lieu of working notice at the Society's option, in accordance with the termination provisions set out in the employee's Employment Agreement and in accordance with applicable provincial law.

Termination for Cause

Employees may be dismissed for Just Cause and for any other reason upon giving the following notices or Pay in lieu. Therefore, the following misconduct or Cause shall be deemed for termination of employment, as well as the Disciplinary Procedure above.

1. Probationary period of three months, if the staff member's time of employment is not satisfactory to the Society.

2. Any grave act of indiscretion which would cause adverse repercussions to the Society; i.e. criminal acts and conviction would warrant immediate dismissal.

3. An act of intentional contravention against the interest of the First Nations Peoples and the Society can be cause for dismissal of employment.

4. Inability to execute the duties and responsibilities as outlined in the employee's job description or contract.

5. Repeatedly neglects his/her duties and is found to be incompetent or incapable of performing the duties and policies as set out by the Board of Directors in the job description/contract and policies of the Society.

6. The Employee becomes permanently incapacitated due to mental illness/ physical illness or prolonged illness. A doctor's certificate is necessary.

7. If cause relates to alcoholism or drug use and the employee is given time for recovery but the employee continually does not do so, which directly interferes with his/her daily performance, this is cause for dismissal.

8. At least two (2) reviews of the employee's performance is conducted by immediate Superior or the Personnel/Selection Committee, with recommendations to be reviewed by the whole Board before dismissal.

Return of Society Property

Upon cessation of employment, howsoever caused, an employee is required to surrender to the Society, all property of any kind belonging to the Society that may be in the employee's possession including, but not limited to: keys, credit cards, business cards, Society car, computer equipment, cell phone, pager, iPad, manuals, lists (i.e. employee lists, volunteer lists, contact lists, etc.), documents (including all electronic documents), correspondence, money, supplies, office equipment and computer software, and all items issued to the employee at the commencement of their employment and for duty performance.

In the event that the Society's property is not returned, the Society may withhold from the employee's final pay an amount equal to the value of the item(s) not returned.

Outstanding Debt

If an employee is indebted to the Society at the time of termination of employment, howsoever caused, you agree that the Society shall be entitled to deduct such amount from any outstanding pay, reimbursable expenses, bonus, vacation, severance or termination pay which is owing to the employee or which may subsequently become due to the employee.

Should it be necessary to part ways, here are some additional items you should know and do:

- Unearned vacations that the employee has taken will be deducted from the final payroll cheque.
- Make sure the Society has your current contact information so that your T4 slip can be mailed to you and your Record of Employment has your correct

contact information.

All employees are expected to meet all performance and conduct requirements of the job or receive appropriate disciplinary action up to and including termination. Please review *Respectful Workplace Policy – Discipline Procedures (e)*.

Workplace Practices

Education Allowance – Training & Personal Development

MQ/THS encourages the continuing education and development of its staff. Further, training and development may be noted on your annual review. Therefore, each staff member may be eligible for some funding to pay for course fees and textbooks if the course is deemed relevant to your current job position.

i) Training is necessary and plays a key role in effective production and proficiency in the operations of the Society.

ii) Training is identified through the employee's performance review and evaluation process.

iii) Training for a staff member must be recommended by the immediate supervisor.

iv) Staff is expected to take part in the training process.

Prior to enrolling in a course, staff should advise their supervisor of the course and the cost and get approval for reimbursement. Approval will be based on the following criteria:

1. The course is given by an accredited or reputable institution or organization.
2. The course will assist the staff member in fulfilling their role and duties.
3. The course will increase the effectiveness of the staff member in his or her role.

The general procedure requires that you register and pay for the course on your own and that you successfully complete the course before requesting a reimbursement. MQ/THS recognizes that this may not always be possible and, as such, you are encouraged to discuss this with the Chief Executive Officer. Alternative payment options may be available depending upon your position at that time.

Expense Report Policy

A completed Expense Report with all receipts must be submitted for reimbursement. Partially completed Expense Reports may not be processed. Please submit accurate, complete and defensible reports.

The following guidelines will ensure accurate and prompt reimbursement:

- A legible, completed Expense Report must accompany all receipts.

- Entertainment costs will not be covered by *MQ/THS* unless there is an express reason for the expense.
- Receipts for airline fares or rental vehicles must be submitted with the expense report.
- Please ensure your receipts show the appropriate tax (GST/HST, PST) breakdown.
- It is recommended that you note what event the receipt relates to (i.e. Board Orientation, Staff Meeting, AGM).
- Group your receipts in similar groupings (e.g. gas, flights, hotel, meals).
- Remember that office expenses over $100 must have pre-approval. This includes office equipment, computer equipment, and office supplies.
- Personal items will not be reimbursed. This includes luggage, travel needs, and incidentals such as snacks and/or alcoholic beverages.

Travel Expenses

Mileage and Expenses Policy

It is sometimes necessary for staff to travel to attend meetings or conferences on behalf of MQ/THS. This policy is designed to provide guidelines to staff prior to incurring expenses involved in attending such meetings.

All transportation will be conducted in the most economical manner possible.

All travel expenses must be properly documented for approval and reimbursement. Any exceptions to the policy must be submitted to the MQ/THS administration for approval.

Air Travel

- Air travel is required when traveling in excess of 500 km / 300 miles.
- Whenever possible, airline tickets should be booked at least fourteen (14) days in advance to benefit from any discounts offered by the carrier.
- Economy class shall be used as the standard in the interests of cost-savings unless costlier than Business Class. Upgrade to business class is permitted at your own expense or with frequent flyer points.
- Reimbursement for the cost of one piece of luggage will be approved.
- In some cases, transportation from airports to event venues may be arranged for staff in advance. Check with MQ/THS admin staff if you are not certain. Should you need to arrange your own transportation, please keep copies of receipts for reimbursement.

Public Transportation

- The cost of public transportation, i.e. taxis, buses or subways, will be reimbursed contingent on production of receipt. Expenses related to personal travel (visiting family or friends or sightseeing) will not be reimbursed.

Vehicle Transportation

- Parking, tolls, and ferries required will be reimbursed. A receipt is required.
- Any traffic violations, including parking tickets, will not be reimbursed by MQ/THS.

Private Vehicle

- Staff may use their own vehicle if it is deemed less expensive than using a rental car. (Typically, 300 km round trip is a good estimate.)
- Employees with cars will be reimbursed at current provincial government rates for business use only. This takes into account all actual expenses including fuel, oil, maintenance, insurance, depreciation, etc. A mileage sheet must be filled to identify travel.
- Any costs associated with the maintenance, fuel, vehicular breakdown, or damage incurred while driving a personal vehicle are covered in the standard mileage rate, and will not be reimbursed.
- Staff are responsible to make sure that adequate car insurance is in place for a vehicle that is used for business purposes, if available. Employees with vehicles will be reimbursed for the Business portion (only) of their car insurance. A copy of the Insurance Coverage must be submitted to the Chief Executive Officer before reimbursement can be made.

Rental Cars

If you are travelling more than 300km (round trip), it is recommended that you use a rental vehicle.

- Compact or economy models will be used for cost-saving purposes, if available.
- Exceptions may be made regarding vehicle size in the event of two or more passengers, or load requirements. Any exceptions must have written approval prior to their reservation.
- Personal liability and physical damage insurance is required on all rented vehicles, either pre-arranged through Society negotiations or through standard renting from a non-preferred vendor.
- In the event of damage to a rental car, contact the rental company immediately.
- Renting of vehicles will be booked through a preferred vendor, if one exists.
- Fill the gas tank prior to returning the rental car.
- Pre-purchase of gas at the rental counter is discouraged.

MQ/THS Owned Vehicles

- Staff provided with a Society vehicle, may submit receipts for gas used while travelling on *MQ/THS* related business. The reimbursement according to current provincial government rates does not apply.

- Staff are permitted to use the Society vehicle for personal use, but must keep record of the mileage and reimburse the Society at a rate according to current provincial government rates

Meal Expenses

Meal allowances for Out of Town Travel is at current posted per diem rates.

These include the cost of tax and tip and are for the purchase and consumption of meals and non-alcoholic beverages only.

The purchase of alcoholic* beverages and snacks will be the responsibility of the staff member.

If a staff member is attending a function where meals are provided, there is no reimbursement for alternate meals purchased and no meal allowance can be claimed.

Further expectations regarding general employee conduct can be found in Appendix C – Code of Ethical Conduct Guidelines

Business Meals and Hosting Expenses

Meals provide an important opportunity for informal discussion with *MQ/THS* Board Members, Managers and volunteers, and play an important role in building long-term relationships. All Business Meals or Hosting expenses must conform to guidelines set out under Meal Expenses. When submitting expenses for a business meal or hosting, clearly identify on the Mileage Sheet who you were with and the specific purpose of the meeting.

Hotel Expenses

The following hotel booking guidelines are provided for staff while travelling on MQ/THS related matters:

- Use MQ/THS group rates when available. Contact MQ/THS admin for a list of hotels and locations.
- When possible, try to secure a reasonable rate per night. (Holiday Inn Express, Hilton Garden Inn, Marriott Courtyard are good choices.)
- Incidentals, such as movie rentals, and snacks will not be reimbursed.
- When accommodations are predetermined for staff (i.e. staff meetings, conferences) alternate accommodations will not be reimbursed.

Conflict of Interest Policy

Employees are expected to adhere to the highest standards of personal and professional integrity and shall protect the interests of the Society Therefore, MQ/THS has developed a comprehensive Conflict of Interest Policy, currently available as **Appendix C**.

Staff Meeting Attendance Policy

Employees will meet together as scheduled and are required to attend the meetings, unless special permission has been granted.

Staff should be prepared to engage in the meetings and review any material provided prior to the meeting.

Computer Use Policy

Overview

To remain competitive, better serve our customers and provide our employees with the best tools to do their jobs, MQ/THS makes available to our workforce access to one or more forms of electronic media and services, including computers, e-mail, telephones, voicemail, fax machines, external electronic bulletin boards, wire services, online services, intranet, Internet and the World Wide Web.

All employees and everyone connected with the organization should remember that electronic media and services provided by the Society are Society property and their purpose is to facilitate and support Society business. All computer users have the responsibility to use these resources in a professional, ethical, and lawful manner.

To ensure that all employees are responsible, the following guidelines have been established for using e-mail and the Internet. No policy can lay down rules to cover every possible situation. Instead, it is designed to express the Society's philosophy and set forth general principles when using electronic media and services.

Internet Use Policy

The Society's policy for employees' use of the internet ensures that they:

- comply with current legislation,
- use the internet in an acceptable way, and
- do not create unnecessary business risk to the Society by their misuse of the internet.

Unacceptable Behavior

In particular, the following is deemed unacceptable use or behavior by employees:

- visiting internet sites that contain obscene, hateful, pornographic or otherwise illegal material;
- visiting internet sites or downloading programs that are used for online gambling of any kind;
- using the computer to perpetrate any form of fraud, or software, film or music piracy;

- using the internet to send offensive or harassing material to other users;
- downloading commercial software or any copyrighted materials belonging to third parties, unless this download is covered or permitted under a commercial agreement or other such license;
- hacking into unauthorized areas;
- publishing defamatory and/or knowingly false material about *MQ/THS*, your colleagues and/or our volunteers or board members on social networking sites, 'blogs' (online journals), 'wikis' and any other online publishing format;
- revealing confidential information about MQ/THS in a personal online posting, upload or transmission - including financial information and information relating to our Strategic Plan, policies, manuals, staff and/or internal discussions;
- undertaking deliberate activities that waste staff effort or networked resources;
- introducing any form of malicious software into the corporate network.

Society-owned information held on third-party websites

If you produce, collect and/or process business-related information in the course of your work, the information remains the property of MQ/THS. This includes such information stored on third-party websites such as webmail service providers and social networking sites, such as Facebook and LinkedIn.

Monitoring

MQ/THS accepts that the use of the internet is a valuable business tool. However, misuse of this facility can have a negative impact upon employee productivity and the reputation of the Society.

In addition, all of the Society's internet-related resources are provided for business purposes. Therefore, MQ/THS maintains the right to monitor the volume of internet and network traffic, together with the internet sites visited. The specific content of any transactions will not be monitored unless there is a suspicion of improper use. Therefore, the following conditions should be noted:

MQ/THS does routinely gather logs for most electronic activities or monitor employee communications directly, e.g., telephone numbers dialed, sites accessed, call length, and time at which calls are made, for the following purposes:

1. Cost analysis;
2. Resource allocation;
3. Optimum technical management of information resources; and
4. Detecting patterns of use that indicate employees are violating Society

policies or engaging in illegal activity.

MQ/THS reserves the right, at its discretion, to review any employee's electronic files and messages to the extent necessary to ensure electronic media and services are being used in compliance with the law, this policy and other Society policies.

Employees should not assume electronic communications are completely private. Accordingly, if they have sensitive information to transmit, they should use other means.

Sanctions

Where it is believed that an employee has failed to comply with this policy, they will face MQ/THS's disciplinary procedure. If the employee is found to have breached the policy, they will face a disciplinary penalty ranging from a verbal warning to dismissal. The actual penalty applied will depend on factors such as the seriousness of the breach and the employee's disciplinary record.

Email Policy

The purpose of this policy is to ensure the proper use of MQ/THS email system and make users aware of what MQ/THS deems as acceptable and unacceptable use of our email system. MQ/THS reserves the right to amend this policy at its discretion. In case of amendments, users will be informed appropriately.

Legal Risks

Email is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner. Although by its nature email seems to be less formal than other written communication, the same laws apply. Therefore, it is important that users are aware of the legal risks of e-mail:

- If you send emails with any libelous, defamatory, offensive, racist or obscene remarks, you and MQ/THS can be held liable.
- If you forward emails with any libelous, defamatory, offensive, racist or obscene remarks, you and MQ/THS can be held liable.
- If you unlawfully forward confidential information, you and MQ/THS can be held liable.
- If you unlawfully forward or copy messages without permission, you and MQ/THS can be held liable for copyright infringement.
- If you send an attachment that contains a virus, you and MQ/THS can be held liable.

By following the guidelines in this policy, the email user can minimize the legal risks involved in the using e-mail. If any user disregards the rules set out in this Email Policy, the user will be fully liable and MQ/THS will disassociate itself from the user as far as

legally possible.

Legal Requirements

The following rules are required by law and are to be strictly adhered to:

- It is strictly prohibited to send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks. If you receive an e-mail of this nature, you must promptly notify your supervisor.
- Do not forward a message without acquiring permission from the sender first.
- Do not send unsolicited email messages.
- Do not forge or attempt to forge email messages.
- Do not send email messages using another person's email account.
- Do not copy a message or attachment belonging to another user without permission of the originator.
- Do not disguise or attempt to disguise your identity when sending mail.

Best Practices

MQ/THS considers email an important means of communication and recognizes the importance of proper email content and speedy replies in conveying a professional image and delivering good customer service. Therefore, MQ/THS wishes users to adhere to the following guidelines:

Writing emails:

- Write well-structured emails and use short, descriptive subjects.
- MQ/THS's email style is informal. This means that sentences can be short and to the point. You can start your e-mail with 'Hi', or 'Dear', and the name of the person. Messages can be ended with 'Best Regards'. The use of Internet abbreviations and characters such as smileys however, is not encouraged.
- Signatures must include your name, job title and Society name. A disclaimer will be added underneath your signature (see Disclaimer).
- Use the spell check before you send out an email.
- Do not send unnecessary attachments.
- Compress attachments larger than 200K before sending them.
- Do not write emails in capitals.
- The person or persons who you are directing the email to and may require a response, should be in the "To" line.
- Use the "CC" line for individuals who may need to be aware of the content of the email, but do not need to respond to it.

- Do not use "BCC" (blind carbon copy) unless recipient is aware that you will be copying a mail to him/her and knows what action, if any, to take.
- If you forward emails, state clearly what action you expect the recipient to take.
- Only send emails of which the content could be displayed on a public notice board. If they cannot be displayed publicly in their current state, consider rephrasing the email, using other means of communication, or protecting information by using a password (see confidential).
- Only mark emails as important if they really are important.

Replying to emails:

- Emails should be answered within one business day, but users must endeavor to answer priority emails as soon as possible.
- If you cannot take action on the email or provide the answer within one business day, you should at least acknowledge that you received the email and provide a reasonable time line when you will respond fully to the matter.

Maintenance:

- Create archive folders to store copies of required emails.
- Delete any unnecessary email messages.

Personal Use

Although MQ/THS's email system is meant for business use, MQ/THS allows reasonable use of email for personal use if certain guidelines are adhered to:

- Personal use of email should not interfere with work.
- Personal emails must also adhere to the guidelines in this policy.
- Personal emails are kept in a separate folder, named 'Private'. The emails in this folder must be deleted weekly so as not to clog up the system.
- The forwarding of chain letters, junk mail, jokes and executables is strictly forbidden.
- Do not send mass mailings.
- All messages distributed via the MQ/THS email system, even personal emails, are MQ/THS's property.

Confidential Information

Avoid sending confidential information by email. If you do, you must secure the information by including it in a Microsoft Word or Excel file and protecting it with a password. Then provide the recipient with the password by means of other communication, for instance by telephone.

Disclaimer

The following disclaimer will be added to each outgoing email:

> *"This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the system manager. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the Society. Finally, the recipient should check this email and any attachments for the presence of viruses. The Society accepts no liability for any damage caused by any virus transmitted by this email."*

Email Accounts

All email accounts maintained on our email systems are property of MQ/THS. Passwords must not be given to other people. Email accounts not used for 60 days will be deactivated and possibly deleted.

Social Media Policy

Blogs, Facebook and Twitter are popular and powerful tools. Like most tools, they can be helpful if used correctly or dangerous if used inappropriately.

The internet is a public forum, and writing something is the same as speaking from a stage. Even if you delete a post, RSS feeds will still contain your post. Once something is published, it's impossible to take it back. You are responsible for what you write, so think carefully before you write.

MQ/THS will not tolerate any derogatory, deprecating or offensive remarks made in a public forum against the Society, or against any employee, volunteer, or board member of the Society made by any person employed by MQ/THS. Reprimand could include dismissal of employment and/or legal action.

Tips for using social media:

- All personal blogs should contain a disclaimer such as "This is my personal blog and does not necessarily represent the views of my employer or any groups mentioned here."
- Do not post any advertisements, solicitations and/or market and/or promote any business or commercial interest, chain letters or pyramid schemes.
- Follow copyright rules. If you give information that did not originate from you, be sure to give credit. Cite and link when appropriate.
- If a member of the media contacts you about your place of employment, contact the CEO.
- Do not write about potentially embarrassing situations that could cast a negative light on MQ/THS or any fellow employees.
- Do not write about sensitive things like private conversations, finances or future plans.
- Do not attack fellow employees, volunteers, board members or other businesses. Keep your tone respectful.

- Be nice. Be positive. Like it or not, people will equate you and what you say with the Society you represent.
- Don't create something if you are not going to use it. An abandoned blog or Twitter account could do more harm than good.

Whistle Blower Policy

MAMELE'AWT QWEESOME/TO'O HOUSING SOCIETY Whistleblower Policy requires directors, officers and staff to observe high standards of business and personal ethics in the course of their duties and responsibilities. As staff and representatives of MAMELE'AWT QWEESOME/TO'O HOUSING SOCIETY, we strive to practice honesty and integrity in fulfilling our responsibilities and to comply with all applicable Canadian laws and regulations.

Reporting Responsibility

It is the responsibility of all directors, officers, volunteers and staff members to comply with the Policy and to report violations or suspected violations in accordance with this Policy.

No Retaliation

No director, officer, volunteer or staff member who, in good faith, reports a violation of the Policy shall suffer harassment, retaliation or adverse employment consequence. A staff member who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Policy is intended to encourage and enable staff and others to raise serious concerns within the Society prior to seeking outside resolution.

Reporting Violations

The Policy suggests that staff share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, a staff member's supervisor is in the best position to address an area of concern. However, if someone is not comfortable speaking with their supervisor or if someone is not satisfied with their supervisor's response, they are encouraged to speak with either the CEO or the Board Chair, whomever they are more comfortable approaching. The CEO or Board Chair are required to report suspected violations of the Policy to *MAMELE'AWT QWEESOME/TO'O HOUSING*'s Compliance Officer, who has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, or when someone is uncomfortable or not satisfied with the response, please contact the Compliance Officer directly.

Compliance Officer

MAMELE'AWT QWEESOME/TO'O HOUSING's Compliance Officer is responsible for investigating and resolving all reported complaints and allegations concerning violations of the Policy and shall advise the CEO and/or Audit and Risk Committee at

their discretion. The Compliance Officer is also responsible for accurate recordkeeping. The Compliance Officer has direct access to the Audit and Risk Committee of the Board of Directors and is required to report to the Audit and Risk Committee at least annually on compliance activity. MAMELE'AWT QWEESOME/ TO'O HOUSING SOCIETY's Compliance Officer is the CEO. If the Compliance Officer is unavailable or is implicated in the complaint, the alternate Compliance Officer will then be the Board Chair.

Accounting and Auditing Matters

The Audit Committee of the Board of Directors, or the Board of Directors themselves if such a committee has not been established, shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. The Compliance Officer shall immediately notify the Audit and Risk Committee of any such complaint and work with the committee until the matter is resolved.

Acting in Good Faith

Anyone filing a complaint concerning a violation or suspected violation of the Policy must be acting in good faith and have reasonable grounds for believing that the information disclosed indicates a violation of the Policy. Any allegations that prove not to be substantial and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality

Anyone bringing forward allegations of violations or suspected violations may submit them, on a confidential basis or anonymously, to MAMELE'AWT QWEESOME/TO'O HOUSING SOCIETY's Compliance Officer. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Policy Oversight and Responsibility

MAMELE'AWT QWEESOME/TO'O HOUSING SOCIETY's Compliance Officer will confirm receiving the reported violation or suspected violation within five business days to the reporting individual. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

Employee Policy Handbook Acknowledgement Form

I acknowledge that I have been provided with a copy of the MAMELE'AWT QWEESOME/TO'O HOUSING SOCIETY Employee Policy Handbook along with any appendices and that I have read and fully understand the policies contained therein.

I understand that from time to time the Society may, at its sole discretion change, modify, supplement, revise, rescind or add to any of the policies, benefits or practices described in the Policy Handbook.

I hereby agree to abide by the policies set out in this Policy Handbook as it may be amended from time to time and I understand that such compliance is a condition of my employment.

I understand that non-adherence to the policies set out in this Policy Handbook or other rules will result in discipline up to and including the termination of my employment for cause.

DATED: _____

EMPLOYEE SIGNATURE: _____

CEO or COO SIGNATURE: _____

Appendixes

Appendix A – Workplace Accident Report

Date and Time of Accident: _____

Name of Employee: _____

Location Where Accident Occurred:

_____

_____

_____

Persons Involved in Accident:

_____

_____

Details of Accident (including how you were transported to hospital, if applicable):

_____

_____

_____

_____

_____

_____

_____

_____

Name of Witness: _____

Contact Information of Witness: _____

Witness Statement (what the witness saw):

_____

_____

_____

_____

_____

_____

_____

_____

Employee's Signature_____

Witness' Signature _____

Appendix B – Employee Agreement on Use of Email and the Internet

I have read, understand, and agree to comply with the foregoing policies, rules, and conditions governing the use of the Society's computer and telecommunications equipment and services.

I understand that I have no expectation of privacy when I use any of the MQ/THS telecommunication equipment or services.

I am aware that violations of this guideline on appropriate use of the email and internet systems may subject me to disciplinary action, including termination from employment, legal action and criminal liability.

I further understand that my use of the email and internet may reflect on the image of MQ/THS to our customers, competitors and suppliers and that I have responsibility to maintain a positive representation of the Society.

Furthermore, I understand that this policy can be amended at any time.

Dated: _____

_____
[Signature of Employee]

_____
[Printed Name of Employee]

_____
[Employee's Computer Account]

_____
[Chief Executive Officer Signature]

_____
[Printed Name of Chief Executive Officer]

Appendix C – Conflict of Interest Policy and Agreement

Employees are expected to adhere to the highest standards of personal and professional integrity and shall protect the interests of the Society.

Conflict of Interest is defined as:

"When an employee or delegate of Mamele'awt Qweesome/To'o Housing Society (referred to hereafter as the Society), or someone related to this person, receives a benefit beyond the usual compensation for the position."

"Benefit" shall mean direct or indirect financial or personal gain.

"Delegate" shall mean any employee, volunteer, director or person granted authority to represent the Society in the conduct of its business.

A conflict also occurs when:

A relationship to a Director, Employee or Delegate of the Society affects this person's ability to act impartially on the Society's behalf.

AND/OR

A transaction related between the related person and the Society would benefit the said Director, Employee or Delegate of the Society.

Employees and related firms or suppliers are not precluded from selling goods, materials, or services to the Society provided this activity is consistent with generally accepted competitive commercial practices.

No employees or delegates of the Society, including someone related to such delegates of the Society, will derive any direct or indirect financial or other benefit from any transactions within the Society and where the employee could influence or appear to be able to influence any decision on that matter by the Society. Examples include acceptance of personal gifts beyond moderate courtesy, purchasing decisions for personal gain and/or written or public statements that conflict with the Society.

Employees' and delegates' business or personal interests must not be in a conflict of interest, or appear to have a conflict of interest, with their duties or responsibilities to the Society. All staff are responsible for declaring any potential or actual conflict of interest.

Where situations arise, in which there could be a possible Conflict of Interest, the involved person(s) shall declare such a conflict in writing and not participate in any discussions or decisions affecting the transaction. The CEO is responsible for final decisions on any potential or actual conflicts of interest.

When any delegate of the Society has declared a Conflict of Interest, such declaration shall be documented in the minutes of the meeting or held on file for future reference.

Where a Conflict of Interest has been declared and the involved person(s) have

appropriately excused themselves from the discussions, decisions and final transactions, the person's subsequent actions and any potentially gained benefit, however direct or indirect, shall cease to be deemed a Conflict of Interest.

Where a Conflict of Interest situation has occurred and a benefit is obtained through a Conflict of Interest situation, the involved parties must declare it immediately in writing and forfeit any such gains.

If the benefits gained through a Conflict of Interest situation cannot or will not be forfeited by the involved person(s), the Society must demand the immediate dismissal of the involved person(s).

Conflict of Interest - Employee Agreement

It is the policy of the MQ/THS Board that employees and delegates of the Society uphold the highest standards of ethical and professional behaviour. To that end, employees and delegates of the Society shall declare any situation that would put them in a Conflict of Interest as outlined above.

I, _____, have read, understand and accept the Conflict of Interest policy as outlined above, and declare that I am currently not in Conflict of Interest with any of the proceedings of the Society.

_____ _____

Signature *Date*

_____

Print Name

Appendix D – Code of Ethical Conduct Policy and Agreement

Policy Statement

The Society, represented by its Board of Directors, Managers and employees, recognize that we are obligated to conduct ourselves in an ethical manner. The intention of this policy is to enhance public confidence in the integrity of the Society and its employees by establishing specific actions for employees and Board Members in order to give the Code of Ethical Conduct effect.

This Code has been developed in recognition of the fundamental responsibility of Board of Directors and its employees to act honestly and in good faith with a view to the best interests of the Society. This policy recognizes the importance of enhancing confidence in the integrity and activities of the Society and establishes rules for the appropriate standards of conduct.

The provisions found in this Code of Conduct apply to the Society's members of the Board of Directors, its volunteers, its employees, and any other formal relation with the Society.

Definition

Customary and traditional Aboriginal "ethics" have been represented in oral traditions and ways of life, to create safeguards and to prevent illegal, unethical or questionable practices. The purpose of this Code of Ethics is to ensure the Society pursues its Vision and Mission in accordance with a Code of Ethics that includes among other things, respect for Aboriginal approaches to holistic decision making processes. This Code of Ethics attempts to set out minimal standards for Aboriginal-based ethical conduct in the area of governance and service delivery.

Ethics are sometimes referred to as the fundamental ground rules by which we live our lives. What becomes an ethical guideline today is often translated to a law, regulation or rule tomorrow. Values that guide how we ought to behave are considered moral values. Among others, moral values include respect, honesty, fairness and responsibility.

Guidelines

As the Society is committed to ethical conduct in the area of Aboriginal governance, the Board and staff have an obligation to abide by this Code and therefore agree to:

(a) Support Aboriginal customs, traditions, and traditional knowledge in the work and operations of the Society.

(b) Work together to advance the Society's goals in a way that respects and is inclusive of all Society members whether they be, Elders, women, men, youth or those living in urban centers.

(c) Maintain the integrity and trustworthiness of the Society by ensuring Board Members and employees follow the Code of Conduct and do not engage in conduct that would bring the Society into disrepute and/or internal or external

hardship such as legal disagreements.

(d) Support only ethical research in areas of Aboriginal health and well-being, traditional healing practices, and traditional knowledge that will be courteous, considerate, and respectful of privacy.

(e) Affirm fundamental human rights, dignity and worth of the human person, and the equal rights of women and men.

(f) Advocate for recognition that the health and well-being of the people is a matter of vital concern and is therefore a core area for serving the Society's mission.

(g) Provide open access to as much information concerning the decisions, actions and policy positions of the Society, including but not limited to sharing of information and widely distributing the work and research supported by the Society.

(h) Pursue excellence in all endeavors of the Society and in that process be accountable to all Aboriginal people, tolerant and respectful of our diversity in an equitable and inclusive manner.

(i) Conduct any professional activity, program or relationship in ways that are honest, responsible and appropriately open while encouraging accountability, fairness and transparency.

(j) Value the confidentiality of information, which means the non-divulgence of confidential information pertaining to counseling services, other health and social service programs, confidential financial records and other sensitive legal and programming documents.

(k) Establish fair business practices, ensuring mutual understanding and agreement about services to be performed and remuneration to be received.

(l) Undertake activities that are only within the Society's capacity to deliver in order to foster credibility with the Society membership, funding organizations and all Aboriginal people.

(m) Pursue management policies, procedures and practices that reflect the ethical guidelines listed above.

Code of Ethical Conduct – Employee Agreement

The Society acknowledges that:

> *Staff, volunteers and Board Directors of the Society conduct themselves in a responsible and caring manner and to consistently work for the good of the communities.*

I, _____, have read the ***Code of Conduct Policy***. I understand and agree to its terms.

I understand and agree that in my involvement with Society I must conduct myself in a manner reflective of the values of the Society and in compliance with the by-laws and policies governing the Society.

I understand that I am responsible to maintain high standards of conduct, to use good judgment, to encourage client independence and to contribute to client well-being. Finally, I agree to ensure no personal bias or personal political agenda overshadows the interests of the Society. (See attached guidelines).

Any violation of the Society's Code of Conduct policy and ethical conduct expectations during my association with the Society shall constitute grounds for disciplinary action equal to the seriousness of the violation, and may include cessation of connection/ employment with the Society.

By evidence of my signature I acknowledge that I have been provided, have read and agree to adhere to the Society's Code of Conduct policy.

Signature:_____Date: _____
Employee

Signature:_____Date: _____
Chief Executive Officer