

# **Part-time Staff Handbook**

## **Recreation & Culture Department 2024**



**Oakville Recreation and Culture Department  
Part-time Staff Handbook  
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# **INTRODUCTION**



## **1.1 MESSAGE FROM PROGRAM SUPERVISORS AND COORDINATORS**

Program staff recognize the need to clarify the town's and department's expectations of its part time employees and have prepared this hand book to establish clear and reasonable standards of conduct expected of all employees and provide guidance in the determination of appropriate conduct in the workplace.

This is a compilation of principles contained in various town documents and departmental policies, plans and practices. It is meant to support, but not replace, the use of good judgment regarding personal and professional conduct. In the absence of a specific policy or regulation does not relieve any employee from the responsibility to exercise the highest standards in those situations.

Specific procedural action related to policies and daily operations will be covered in depth during training and orientation sessions.



## 1.2 OAKVILLE'S COMMUNITY VISION

The Town of Oakville strives to maintain the highest level of public confidence in all aspects of the organization. The Town is also proud of its heritage and the services it provides to members of the Oakville Community. Underlying all that the town does and strives to do are its guiding principles of **leadership, inclusivity, fiscal responsibility, excellence, sustainability and quality of life**. It is only through the commitment and effort of our staff that excellent quality of services and achievement of our guiding principles can be maintained in this level of government.

As the Town's most valuable and significant resource, our employees are expected to demonstrate the highest standards of personal and professional competence, integrity and impartiality and must perform our duties in a manner that recognizes a fundamental commitment to the well-being of the community.

### **VISION STATEMENT:**

A vibrant and livable community for all

### **GUIDING PRINCIPLES:**

**LEADERSHIP:** We will strive to innovate and set a positive example

**INCLUSIVITY:** We will create a welcoming and inclusive community

**FISCAL RESPONSIBILITY:** We will make decisions driven by economic sustainability

**EXCELLENCE:** We will commit to quality in the delivery of public services to residents and businesses

**SUSTAINABILITY:** We will act on environmental sustainability and natural spaces

**QUALITY OF LIFE:** We will provide vibrant culture, heritage, and community amenities for all stages of life

### **TOWN MISSION STATEMENT:**

Serving the community in a responsible, inclusive way, dedicated to building environmental, social, and economic sustainability

# **CORPORATE AND DEPARTMENT**

# **GUIDELINES AND EXPECTATIONS**



## 2.1 RESPECTFUL WORKPLACE (REFERENCE: HR-MNG-005-002)

The town is dedicated to creating an environment where there is a sense of belonging and where employees consistently meet our values of accountability, dedication, honesty, innovation respect and teamwork. We all have a responsibility to create a respectful working environment by:

- Respecting the town's policies and procedures that create safe and secure working environments
- Demonstrating the town's values of honesty and respect
- Showing courtesy and self-discipline in action and words
- Seeking solutions to problems
- Acting in a manner which results in a positive and supportive atmosphere

We each play a positive role in making all town workplaces safe, healthy and respectful by preventing, identifying and reporting discrimination, harassment and workplace conflict. The town's Respectful Conduct Policy includes the following procedures:

Respectful Conduct Procedures	(HR-MNG-008-002)
Rzone Procedure	(HR-MNG-008-001)
Accommodation Procedure	(HR-MNG-008-003)

***\*Refer to: EMPLOYEE CODE OF CONDUCT (Appendix A)***

## 2.2 VIOLENCE IN THE WORKPLACE (REFERENCE: HR-MAN-005-002)

In keeping with the Occupational Health and Safety Act and Bill168, the town has updated our Occupational Health and Safety Policy to include a Workplace Violence Procedure. The purpose of the new procedure is to address threats, personal harassment or violence between employees, and employees and the public, as well as protect employees from domestic violence if it enters the workplace.

Violence in the workplace is not tolerated for any reason. Violence may include any act against an employee which: creates a hostile work environment; negatively affects the employee either physically or psychologically; includes physical or verbal assault, threats, coercion, intimidation and all forms of harassment.

There are four types of violence: stranger violence (robbery or assault by an outside person), client/service provider violence (assault of a worker by a member of the community), employee violence (assault by fellow employee/former employee) and domestic violence (assault by a family member).

### **DEFINITIONS**

#### **Harassment**

Workplace Harassment includes offensive, intimidating, demeaning, hurtful, malicious or threatening comments or conduct towards another person. It is the impact of the behaviour on the recipient that determines the existence of harassment (as prohibited by the Code). Any person who behaves in a manner which he or she should reasonably know (or is told) is unwelcome may be guilty of harassment in accordance with the Policy and the Code.

## **Discrimination**

Includes but is not limited to unequal treatment based on one or more of the prohibited grounds, except where conduct is permitted under the Code (i.e., undue hardship). Discrimination also includes failure to provide appropriate employment accommodation. Discrimination can be intentional or unintentional, direct or indirect, but the result has an adverse impact on the prohibited grounds.

## **Sexual harassment**

Occurs when an employee receives unwelcome sexual attention from another employee, and such comment or behaviour is known or should reasonably be known to be unwelcome, or an employee is threatened or penalized by a loss of job, or by a denial of advancement, monetary raise or other employment benefit for refusing to comply with sexual demands by a person in a position of authority who knows or should reasonably know that the sexual attention is unwelcome.

## **2.3 CUSTOMER CONDUCT (REFERENCE: G-COM-003-003)**

As staff we provide the best customer service possible and are empowered to make decisions to ensure that each customer experience is meaningful, fair and respectful.

Equally, our customers are responsible for behaving in a respectful manner. However, you may have experienced customers who crossed the line because their behaviours or demands are unacceptable.

In response, we put together a Customer Conduct Procedure to deal with unacceptable conduct by customers to staff and a new internal online form to report and track issues. The procedure gives staff a process to deal with customers whose conduct is unacceptable and includes escalating actions, as appropriate.

### **WHAT IS UNACCEPTABLE CUSTOMER CONDUCT?**

Examples include:

- Verbal: threats, harassment, inappropriate language
- Physical: aggression, throwing articles in a deliberate manner, hitting another person
- Illegal: consumption of alcohol/drugs; theft; weapons; vandalism
- Violating town permits, policies, by-laws
- Persistently demanding responses within unreasonable timeframes
- Repeatedly refusing to accept the town cannot provide a particular service/action on an issue
- Persistently contacting the town about the same matter when it has been considered and dealt with
- Repeatedly sending phone calls, emails, visits, letters, after being asked not to do so
- More examples are in the Customer Conduct Procedure.

The key difference between a difficult customer and unacceptable conduct is whether the behaviour or demand, because of its nature or frequency, is having a negative impact on staff's ability to provide programs and services to others and/or is causing distress or disruption without proper cause.

### **HOW TO REPORT UNACCEPTABLE CUSTOMER CONDUCT?**

Submit a Customer Conduct Report form located on the main page of Portico. The form is internal. Include the key details and facts. Stay objective when reporting the issue.

The form automatically routes to your supervisor/manager for follow-up. Their follow-up could include:

- Talking to you to find out more details about the issue
- Asking your team to monitor any future issues
- Limiting the customer's communication (ex. assigning one contact person)
- Your supervisor/manager will let you know the outcome

### **WHAT ABOUT RZone?**

The RZone procedure was used to deal with some of these issues in the past, but it didn't go far enough to handle all types of unacceptable customer conduct. The RZone procedure has been updated and now applies only to unacceptable conduct between members of the public. Reporting incidents can be done through an online form on the town's website. We will still use the RZone logo as a visual reminder that we are committed to a respectful environment for everyone.

### **R ZONE (ZERO TOLERANCE) (REFERENCE: HR-MNG-008-001)**

In order to ensure a safe work, play and recreation environment for staff and the public, the Recreation and Culture Department has zero tolerance for violence, vandalism and inappropriate behaviour in its programs, facilities or properties. It will take appropriate action where necessary to deal with these incidents. The R Zone program provides staff and users specific guidelines and procedures to follow in order address the above behaviour. This procedure should be used when inappropriate behaviour occurs between members of the public.

This procedure applies to all users of Parks, Recreation and Culture programs, facilities and properties including but not limited to patrons, guests, spectators, fans, coaches, players, and parents. It covers structured (i.e. permit issued) and unstructured (i.e. no permit issued) activities.

Inappropriate behaviour and violence for the purpose of this procedure includes, but is not limited to, the following behaviours:

- Loud verbal assaults directed at participants, officials, members of the public deemed to be aggressive or intimidating or having the potential of inciting violence;
- Threats and/or attempts to intimidate;
- Throwing of articles in a deliberate or aggressive manner;
- Aggressive approaches to another individual (physical/verbal assault);
- Physical striking of another individual;
- Attempts to goad or incite violence in others;
- Theft of property;
- Possession of weapons;
- Vandalism to building or property owned or leased through the Parks and Open Spaces or Recreation and Culture Departments;
- Refusal to follow the rules outlined by the Town of Oakville;

- Racial or ethnic slurs;
- Illegal consumption of alcohol or drugs;
- Harassment (“engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome” as defined by the Ontario Human Rights Code);
- Contravention of Town by-laws or policies.

The town’s primary concern is the safety of the service users and its staff. If at any time users or staff feels personally threatened, they are to call the police immediately. It is **NOT** the expectation that staff or users put themselves at risk or jeopardize one’s safety in dealing with any perceived or real situation.

Patrons of town facilities are to report acts of violence, vandalism or inappropriate behaviours using the inappropriate Behaviour Reporting form within 24 hours, which can be done online, through email, in person or by phone.

If at any time members of the public feel personally threatened, they are to call the police immediately.

### **REPORTING AN INCIDENT – by staff that has witnessed an incident**

- Report acts of inappropriate conduct to the most senior staff person present at the incident
- Without jeopardizing anyone’s safety, advise the individual or user group to stop the activity immediately or they will be asked to leave (verbal warning)
- If the individual or user group does not cooperate, inform them they are now trespassing and the police will be called
- If they refuse to leave, call the police, and wait for them to arrive while ensuring that you and any others in jeopardy, are in a safe location
- Complete the Inappropriate Behaviour Reporting form within 24 hours of the incident.

Organizations dealing directly with incidents are required to inform the department of a resolution within 30 days.

### **CONSEQUENCES OF NON-COMPLIANCE**

Individuals who engage in any unacceptable behaviour, as defined in this procedure, may, depending on the severity, be removed immediately from the premises and if necessary, a suspension for a period of time. The suspension may apply to all programs, facilities and properties, if warranted. Length of suspension will be determined by a committee and will depend on the severity of the situation.

All incidents that result in a suspension or barring from programs, facilities and properties will be followed up in writing by both the Recreation and Culture and Parks and Opens Space departments, outlining the details of the suspension.

The final decision related to the details of the suspension or barring will be made by the director of Recreation and Culture and/or director of Parks and Open Spaces or their

designate. All correspondence related to discipline will be written under the signature of the director of Recreation and Culture and /or Parks and Open Space or their designate.

Appropriate staff in facility sections and or geographic areas will be notified of individuals who are barred or individuals who received a letter of trespass from Town properties and facilities. Appropriate organizations may be notified of the situation where appropriate.

Incidents may be reported to the Halton Regional Police Service, and charges may follow.

In addition to any other measures taken, where vandalism or theft has been perpetrated, the individual(s) responsible will be required to reimburse the Town for all costs associated with any repairs as well as any lost revenues or where appropriate be asked to repair the damage.

## **DEFINITIONS**

**Vandalism:** the malicious, willful, and deliberate destruction, damage or defacing of property owned or permitted through the Parks and Open Space or the Recreation and Culture departments.

## **RESPONSIBILITIES**

**The Parks and Open Spaces staff and Recreation and Culture staff** are the key personnel responsible for the implementation of this procedure.

**Departments** are responsible for ensuring that preventative measures are in place so that incidents of violence, vandalism and inappropriate behaviour do not occur in its programs, properties or facilities.

**Visitors** to the Town of Oakville's recreational programs, facilities or properties are responsible for behaving and acting in a manner that respects the rights of others in order for the services to be used and enjoyed by all.

**Organizations and users or recipients** of Parks, Recreation and Culture programs, facilities and properties are primarily responsible for the behaviour of everyone associated with them including participants, officials, spectators, patrons, parents, guests, etc.

**Major user groups** by virtue of their signed agreements for use of Town facilities, programs and properties, are expected to promote, support and endorse the departmental operating procedures within their organizations. In addition, it is the responsibility of the signator to sign a code of conduct and to ensure all those involved with the group (including out of town groups) are aware of the departmental operating procedures.

**Casual users** (non-permitted) are expected to abide by, support and endorse the departmental operating procedure.

**The town** shall work in partnership with community organization groups to ensure their members have the opportunity to volunteer in a safe and positive environment.







## **2.4 CUSTOMER SERVICE EXCELLENCE**

Council approved the ServiceOAKVILLE initiative in February 2008 as a strategy to enhance the town's customer service delivery. ServiceOAKVILLE is now answering all inquiries for Parks Maintenance, Works Operations and Traffic Operations using a new Knowledge Base and Customer Relationship Management tool called Active Citizen Request.

The public can call the main switchboard at 905-845-6601, where general questions and queries will be fielded by ServiceOAKVILLE and answered, or forwarded to the appropriate department or person.

As a town staff, your customer service role is to:

- Provide a positive customer service experience.
- Represent the Town of Oakville.
- Maintain a professional image.
- Reflect the town values of accountability, dedication, honesty, teamwork and respect.

### **CREATING A POSITIVE CUSTOMER EXPERIENCE FOR EVERYONE**

- Consider everyone as a customer.
- Focus on the customer.
- Be available, accessible and make the first move.
- Be sincere, friendly and positive.
- Be patient, speak clearly.
- Be respectful.
- Maintain a professional image.
- Reflect the Town values.

### **311 – ONE CALL DOES IT ALL**

- Anyone within Halton Region can now dial 311 for easy access to city, town and regional services, for school board inquiries and for non-emergency police services.
- 311 is an easy-to-remember, three digit, non-emergency telephone number that offers a single window of direct access to Halton government services.
- 311 service is available in over 150 languages.
- 311 allows citizens to request a service or receive general information.

## **2.5 ACCESSIBILITY POLICY (REFERENCE: MS-ACC-001-001)**

The town is committed to eliminating barriers and improving accessibility for persons with disabilities to afford equal opportunities and the provision of integrated programs and services where possible, in a manner that respects dignity and independence.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires that all public and private sector organization identify, remove and prevent barriers to accessibility. Barriers include but are not limited to physical, technological, systemic, and architectural, communication and most important attitude.

The original five Standards (customer service, transportation, information and communication, employment and built environment) have evolved. On January 1, 2010, Accessibility Standard for Customer Service (Ontario Regulation 429/07) became law ensuring that people with disabilities are able to access goods or services provided by the town.

Excellent accessible customer service considers the customer's dignity, independence, respect and equity plus understanding the use of assistive devices and interactions with support workers and/or service animals.

Built Environment has been incorporated into the Ontario Building Code effective Jan. 1, 2013. Transportation, Communication and Employment standards have been combined and are currently under review as an amalgamated standard.

The Town of Oakville Accessibility Plan can be viewed at:  
<http://www.oakville.ca/residents/accessibility.html>

## **2.6 COMMUNICATION DEVICES (REFERENCE: A-ISS-002-002)**

### **WIRELESS DEVICES AND SOCIAL MEDIA (REFERENCE: A-ISS-002-002)**

Except in emergency situations, personal communication devices (i.e. cell phones, smart phones, Blackberry, iPhones) are not to be used during work.

Cell phone calls, texting, tweeting, etc. are NOT allowed while on the job, including while in transport to and from the work site or in any town owned vehicle. Media players and gaming devices (i.e. iPads, mp3 players, iPods, video devices) are NOT to be used during work.

Social Media (Facebook, Twitter, Wiki, Pinterest etc.) are NOT to be accessed during working hours. Posts with descriptions, photographs, video and other forms of communication depicting or reflecting work, fellow employees, yourself, program participants or any other references that could be construed as representing the town or workplace activity are strongly discouraged.

Inappropriate posts may result in disciplinary action up to and including dismissal of all parties depicted or represented, regardless of whether they are knowingly or unknowingly involved.

**TOWN-ISSUED CELL PHONES AND DEVICES (REFERENCE: A-ISS-001, A-ISS-001-003)**

Employees who are issued a cellular phone or wireless device shall:

- Use devices prudently and cost effectively.
- Use devices only when cost effective alternative telecommunications devices are not readily available (e.g. Using office desk phones or computers prior to using devices particularly for long distance.
- Comply with all applicable municipal, provincial and federal laws.
- Reimburse the department for personal use as required.
- Maintain the security and safekeeping of the devices assigned to them and protect it against loss, theft and unauthorized use.
- Immediately report the loss or theft of a device under their responsibility to the immediate supervisor or designate as applicable to arrange to discontinue service and coordinate replacement.
- Ensure the integrity and security of town information while using devices for telephone conversations, email and data transmission.
- Use proper etiquette and courtesies when in a meeting, dealing with staff and/or the public.
- Be mindful of the sensitive and/or confidential nature of departmental or town business while using a device in public.

**2.7 MEDIA RELATIONS**

The media play an important role in providing the public with news and information about the town, and in reporting on the public's views and opinions of the town. Media inquiries should be referred to Strategy, Policy and Communications who will respond directly on behalf of the town or refer the individual to the appropriate departmental spokesperson.

**2.8 MUNICIPAL FREEDOM OF INFORMATION AND PRIVACY ACT**

When collecting information, such as name, phone number and/or other personal information, from program participants, the Municipal Freedom of Information and Protection of Privacy Act requires notification be given of the collection. It does not need to appear if you request a person's address or for the purposes of an award.

Please remember that any personal information collected from participants is considered confidential and is not to be released to other members of the public.

**2.9 DUTY TO INFORM**

As providers of public service we have a responsibility to ensure that any programs we operate to all pertinent municipal provincial and federal legislation. This applies to not only the content of the program but to staff and participants as well. If you have any reason to believe that a violation has occurred, inform your immediate supervisor as soon as possible.

## **2.10 FRAUD AND MISCONDUCT (REFERENCE HR-MNG-007-001)**

Employees are not to become involved in acts that are considered to be fraudulent or dishonest. This applies to town employees, elected officials, local boards, agencies and commission over which Council has authority to require general procedures to be followed, as well as any business or individual doing business with the town. Employees who knowingly or negligently make false accusations may be subject to disciplinary action.

## **2.11 RECREATION AND CULTURE DEPARTMENT – RECREATION SERVICES**

### **DEPARTMENT MISSION STATEMENT**

The Oakville Recreation and Culture department is committed to ensuring a diverse range of cultural, leisure and open space opportunities that preserve and enhance the quality of life to present and future generations. We will accomplish this by protecting our heritage and environment, facilitating community partnerships and providing effective services through a dedicated professional staff. Programs and services offered by the recreation and culture department strive to be accessible and inclusive to all members of our community.

### **HIGH FIVE PROGRAM ACCREDITATION**

We are committed to the HIGH FIVE principles of healthy child development and the concept that life-long learning begins with child's play. As a HIGH FIVE Accredited Organization, we have achieved the highest standard of excellence in the delivery of sport and recreation programs for children.

The goal of the Recreation and Culture department is to ensure that all our programs and services are delivered in a way that respects and nurtures children and helps them to be the best they can be. Our goal is to create an environment where children can experience and learn creativity, cooperation, commitment and confidence and comply with the provincial accreditation standards. We put children first with a focus on quality and healthy child development.

## **2.12 PROGRAM ADMINISTRATION**

### **REGISTRATION PROCESS**

Registrations are processed at the main office of the Recreation and Culture department. Registrations can be made online, IVR (integrated voice recognition system), mailed, faxed, delivered in person, dropped off at the night depository, or delivered to River Oaks Community Centre, Glen Abbey Recreation Centres, Queen Elizabeth Park Community and Cultural Centre, Sixteen Mile Sports Complex, Iroquois Ridge Community Centre, Trafalgar Park Community Centre, Oakville Trafalgar Community Centre, Sir John Colborne Recreation Centre.

Registrations for future programs are not to be accepted by program staff at program locations unless directed by their supervisor.

Registration concerns should be directed to the Coordinator, Support Services at 905-815-2000 or 905-845-6601 ext. 2078.

Registration information can be found in the current Recreation and Culture section on the town website.

Senior Services (50+) programs require a participant to have a Seniors Services (50+) membership. Membership can be purchased at the senior's centres or at the Recreation and Culture department at town hall.

### **REFUND POLICY**

1. A full refund will be issued for all programs cancelled by the department.
2. Requests for refunds or withdraw from a program online up to four days prior to the course start date without penalty.
3. Requests for refunds after the start of the 3rd class are not permitted. Transfers and withdrawals can not take place after these deadlines unless the participant is transferring or withdrawing due to dissatisfaction with the program, and dissatisfaction has been thoroughly investigated by the appropriate program staff and manager and found to be justified.
4. Requests for prorated refunds will be accepted up to the last business day prior to
5. Refund requests that are not of a medical nature will be subject to an \$11.30 administration fee per person, per program. The administration fee can be waived if the refund remains on account with the department.
6. Refund requests can also be requested online through the IRIS account by the client.

### **PROOF OF AGE**

The department reserves the right to request proof of age from any program participant.

### **LATE REGISTRATIONS - AQUATIC PROGRAMS**

Once wait lists have been accommodated, they will be prioritized by date received and will be accepted into available spaces.

Only the Pool Coordinator or their representative may accept late additions.

### **PROGRAM CANCELLATION**

Programs are subject to cancellation if there is insufficient registration. Participants of cancelled programs will be notified in advance for alternate class or refund options.

### **FREEDOM OF INFORMATION ACT**

Personal information on this form is collected under the authority of the Municipal Act, 5.02001 c25 and will be used for the purpose of communication and statistical reporting. Questions about this collection may be directed to:

The Recreation and Culture Department  
1225 Trafalgar Road  
Oakville, ON L6H 0H3  
905-338-4250

## 2.13 RECREATION AND CULTURE DEPARTMENT FACILITY CONTACT LIST

### **GENERAL INQUIRIES**

Town of Oakville	1225 Trafalgar Rd	905-846-6601
Recreation and Culture	1225 Trafalgar Rd	905-815-2000

### **INDOOR POOLS**

Glen Abbey	1415 Third Line	905-845-6601 ext. 3564
Oakville Trafalgar	325 Reynolds St	905-338-4728
Queen Elizabeth Park	2302 Bridge Rd	905-815-5979
White Oaks Pool	1330 Montclair Dr	905-815-5975
Iroquois Ridge	1051 Glenashton Dr	905-845-6601 ext. 3727

### **OUTDOOR POOLS**

Bronte Pool	2184 Hixon Street	905-827-9531
Brookdale Pool	1215 Bridge Road	905-827-1475
Falgarwood Pool	1349 Gainsborough Dr	905-844-4862
Lions Pool	159 Felan Avenue	905-845-3281
Wedgewood Pool	351 Cairncroft Road	905-845-9177

### **COMMUNITY CENTRES**

Iroquois Ridge Community Ctr.	1051 Glenashton Dr	905-338-4255
River Oaks Community Centre	2400 Sixth Line	905-338-4186
Glen Abbey Community Centre	1415 Third Line	905-815-5950
Oakville Trafalgar Community Centre	325 Reynolds St	905-338-4728
Oakville Seniors' Centre	263 Kerr Street	905-815-5966
Sir John Colborne Recreation Ctr.	1565 Old Lakeshore Rd	905-815-5960
Queen Elizabeth Park CCC	2302 Bridge Rd.	905-815-5979
Trafalgar Park Community Centre	133 Rebecca St.	905-338-4406

### **ARENAS**

Glen Abbey Arena	1415 Third Line	905-815-5950
Kinoak Arena	363 Warminster Drive	905-338-4191
Maple Grove Arena	2237 Devon Road	905-338-4193
Trafalgar Park Arena	133 Rebecca Street	905-338-4406
River Oaks Arena	2400 Sixth Line	905-338-4186
Joshua's Creek Arenas	1663 North Service Road E	905-815-6111
Sixteen Mile Sports Complex	3070 Neyagawa Blvd.	905-815-6177

### **OTHER**

Summer Program Operations	1150 Cornwall Road	905-815-5993
Oakville Museum	8 Navy Street	905-338-4400
Oakville Centre Box Office	130 Navy Street	905-815-2021
Oakville Centre Administration		905-338-4161





# **TERMS OF EMPLOYMENT**



## **3.1 YOUR EMPLOYMENT WITH THE TOWN OF OAKVILLE**

### **WHAT TO EXPECT**

In your employment relationship with the Town of Oakville, you will be treated with professionalism. Under the town's recruitment policy, a town employee, member of Council or member of a local board may not advocate for the employment of any individual. This includes simply putting a name forward so that an application is viewed above the rest.

As an employee, the Town of Oakville will deal directly with you, not with your family. This is both a legal obligation and is an important part of your personal development.

We recognize that family plays an important role in helping you to succeed in all aspects of your life. Although we are not permitted to tell your family about your performance and/or employment status, we can tell you and your family what you can expect while working for us.

### **EMPLOYEE CONFIDENTIALITY**

Access to information about work performance and employment status is confidential. We are required by law to protect each employee's confidentiality and will communicate directly with you. We recognize that this may be a shift in expectation for some.

### **GUIDELINES ON ACCESS TO EMPLOYMENT RECORDS**

Information that municipal employers keep about employees is regulated by government legislation. Employees have the right to confidentiality. Only you, as the employee, can access information on your employment record.

We will not report any problems to other family members (if, for example, you are not attending work on time) nor can we discuss any details of your employment record or performance with your family members. We encourage you to be candid with your parents about your progress so that your family members can be supportive and helpful.

### **ORIENTATION AND ON-THE-JOB TRAINING**

The town and department are committed to ongoing training in order to maintain a high quality of staffing, programming and safety. All training/orientation sessions are mandatory and paid. Staff must attend all staff training sessions pertinent to their positions and location. Records of attendance are kept for all sessions. Failure to attend training sessions and/or perform skills to established standards will result in disciplinary actions which may include loss of scheduled hours and review of employment status.

### **PERFORMANCE EXPECTATIONS**

The Town of Oakville strives to maintain the highest level of public confidence in all aspects of the organization. As the town's most valuable and significant resource, our employees are expected to demonstrate the highest standard of ethical behaviour, being above reproach, trustworthy and able to withstand public scrutiny.

Staff must adhere to the highest standard of personal and professional competence, integrity and impartiality and must perform our duties in a manner that recognizes a fundamental commitment to the well-being of the community.

Specific details and clarification of performance standards for town positions will be provided during orientation and training to ensure employees are well aware of their role and responsibilities. Supervisory staff will provide on-going feedback and direction to staff to ensure standards are being met and poor performance is being corrected.

## **CONDUCT EXPECTATIONS**

Part-time employees are expected to practice and adhere to the following guidelines for conduct at all times while employed by the Town of Oakville.

- The general public must be treated in a courteous manner.
- Town, school and community association representatives must be treated with respect.
- Inquiries and concerns from parents, caretakers, other staff and the public must be dealt with immediately to the best ability of the employee.
- Comments made by employees must reflect the philosophy of the Recreation and Culture department as opposed to personal opinion.
- Profane language and offensive behaviour is prohibited at all times.
- No Smoking in any Town facility or vehicle.

## **HEALTH AND SAFETY**

The health and safety of all our staff is a priority for the Town of Oakville. Workplace safety is a shared responsibility of all town employees.

Managers/supervisors/coordinators are responsible for ensuring that employees are aware of any potential work hazards, are trained in safe work practices and comply with safety and health laws, rules and regulations of Ontario.

All employees are to take every reasonable and necessary precaution to ensure their personal safety and health as well as that of their colleagues and the public.

## **3.2 EMPLOYMENT PROCESS**

Available part time positions and application deadlines will be posted on [www.oakville.ca](http://www.oakville.ca).

Applications for positions must be submitted online by the deadline date. Paper, faxed or emailed applications will not be accepted for any positions. There are no employment guarantees.

### **AQUATICS**

Summer Employment: All new and returning staff are required to submit their application(s) online for summer positions prior to the deadline. There are no employment guarantees.

The summer contract expectation is to fulfill the entire employment period. A maximum of 7 consecutive working days' vacation may be granted based on satisfactory program coverage. If the 7 days fall over a 10 day instructional block the instructor must replace themselves for the entire session of instructing.

Vacation requests must be submitted to [aquaticservices@oakville.ca](mailto:aquaticservices@oakville.ca) by May 15 and are approved on a case-by-case basis.

Vacation requests not submitted by the deadline will be reviewed on a case-by-case basis. Approval will depend on the number of vacations already confirmed for the dates requested. The Aquatics Coordinator/Assistant at each Hub must approve any vacation request.

Fall/Winter/Spring Employment: Staff schedules will be given out prior to the fall session. The fall schedule will run the same in the winter session. Any changes needed must be submitted in writing to the appropriate Aquatic Coordinator/Assistant and are not guaranteed. Before the spring schedule is created there will be an hour's request form sent out to all staff. This will be the opportunity to request a schedule change. Schedules will only be changed if appropriate coverage is available.

## **SUMMER PROGRAM STAFF**

All new and returning staff are required to submit their application(s) online for summer camp positions prior to the deadline. There are no employment guarantees.

Camp staff are committed to a Summer contract for up to 10 weeks. During this time, vacation requests will only be considered for up to a maximum of five (5) days under the following circumstances:

Vacation requests will be approved on a first come first serve basis and will only be granted for extenuating circumstances such as:

- Medical Leave
- Development opportunities (volunteering, leadership courses, etc.)
- Pre-booked family vacation (must be submitted prior to signing a summer camp contract).

Requests that meet these requirements may be granted providing sufficient coverage of the programs can be arranged. The Recreation Coordinator/Supervisor or Manager at each Hub must approve any vacation requests.

## **FITNESS**

Applications for Fitness Instruction and/or Personal Training must include copies of current certifications. Applicants are required to perform a practical audition.

Please remember to read all contract application information carefully and to include all necessary prerequisites and current award copies. Incomplete applications or applications with expired prerequisites will not be considered for employment.

If you have any questions about the employment process or would like information on the status of your application, contact your appropriate supervisor.

### **PROGRAM INSTRUCTIONAL STAFF**

For fall/winter/spring sessions, staff working the preceding or prior sessions will receive an updated employment contract for upcoming sessions. New positions opening will be posted.

### **3.3 PAYROLL INFORMATION**

In order to be paid the following documents must be completed and returned prior to the start date of employment:

- Letter of agreement
- Tax Forms (provincial and federal)
- Banking Information for direct deposit
- Driver's Abstract (if position requires)
- Current and satisfactory Criminal Reference Check including Vulnerable Sector Screening
- Proof of any valid certifications required by position

Part-time staff are paid every second Friday by direct deposit. Check with your supervisor for how to access your Work Spaces account to view your banking online. Pay cheques cover a two-week period ending Saturday prior to the Friday upon which the payroll is deposited.

When reporting a discrepancy, consult your supervisor with your pay stub and a record of daily hours for the pay period. This will aid the supervisor in establishing any errors in the cheque amount and make the adjustment process quicker.

The following codes appear as explanations beside the number of hours worked on your pay slip for various situations:

Repsc - Regular hours worked during the two-week period. The number of hours stated beside this code will be stated each different pay rate you receive.

4.0 - Vacation pay. Every part time staff person is entitled to 4% vacation pay based on the total amount of earnings for the given pay period.

1.5 - Overtime at 1.5 times regular rate. This rate premium is paid for hours worked on a statutory holiday. See Public Holiday Policy for details.

005 - Statutory Holiday Benefit. See Public Holiday Policy for details regarding qualification for this benefit.

I-Tax Income Tax Deducted. Income tax may be deducted depending on the information you provided on your T1. If you requested tax exemption and are having tax deducted, contact the Payroll Department.

EI - Unemployment Insurance, Depending on the amount of earnings you have made, payment of Unemployment Insurance Premiums may be required.

### **RATE OF PAY**

The rate of pay received upon the duties performed, and will reflect the principal responsibilities for a given shift. Rates of pay are outlined on employment contracts.

### **MILEAGE**

Mileage is paid for staff using their personal vehicles for Town of Oakville business purposes based on pre-approval of immediate supervisor. Before mileage expenses will be considered, the employee is required to have an employee number and the appropriate Supervisor must approve claims. Mileage claims should be submitted at month end to your Supervisor, when claims exceed fifty dollars or at the completion of your work term.

## **3.4 PUBLIC HOLIDAYS – PART TIME AND STUDENTS**

### **PUBLIC HOLIDAY POLICY**

Part-time and student employees will be paid for the following designated holidays in accordance with the Employment Standards Act:

New Years' Day  
Canada Day  
Christmas Day

Good Friday  
Labour Day  
Boxing Day

Victoria Day  
Thanksgiving Day  
Family Day

January 1, 2023 Calculation of Holiday Pay for Part time staff

Public holiday pay is the amount of money a qualified employee is entitled to receive for a public holiday. The amount of public holiday pay an employee is entitled to varies between employees. It is based on the regular wages the employee earned in the pay period prior to the public holiday, divided by the number of days the employee worked in that period.

Part-time and student employees who do not work on a Public Holiday will qualify for holiday pay provided they work regularly scheduled shifts before and after the holiday. Failure to show up for a previously agreed shift will result in non-payment.

For Example: If an employee is scheduled to work 24 hours per week with 4 days at 5 hours and 1 day at 4 hours, they will be paid stat holiday pay based on an average of 4.8 hours. If the employee works 3 shifts at 8 hours, they will receive 8 hours of stat holiday pay.

If staff have worked for the Town of Oakville for more than 5 years of continuous service, they will be entitled to be paid out a 2 week vacation 6% pay in lieu of vacation as per Bill 148 amendments.

### **WORKING DAY SUBSTITUTED FOR HOLIDAY**

Where a Public Holiday falls upon a working day for an employee, by agreement between the employee and manager, they may substitute another working day for the Public Holiday, which shall not be later than thirty (30) days from the date of which the holiday was observed and the day so substituted shall be deemed to be the Public Holiday.

### **PREMIUM RATE FOR PUBLIC HOLIDAY**

Part time and student employees who work the Public holiday shall be paid one and a half (1.5) times their basic straight time rate of pay for all time worked on such holiday, and a lieu day off with pay at their basic straight time rate of pay, such day to be granted within thirty days of the date on which the holiday was observed to be taken or a day arranged between the employee and his manager.

Any employee who does not qualify for the Public Holiday should be paid one and a half (1.5) times his/her basic straight time rate of pay for all hours worked on such holiday.

An employee who is scheduled to work on a Public Holiday and who fails to do so shall lose his/her entitlement to holiday pay.

An employee returning from the previous year, after leaving to return school/university and providing he/she worked the last regularly scheduled shift, and meets the criteria as defined in Section 3, will be deemed to be eligible for Public Holiday pay following their return providing a Public Holiday should fall within the first 30 days of their return.

### **Application**

This policy covers all part-time and student employees. It does not apply to employees covered by a Collective Agreement.

## **3.5 POSITION REQUIREMENTS**

### **CRIMINAL REFERENCE CHECKS (REFERENCE: HR-RCT-003-001)**

The purpose of establishing a Criminal Reference Check guideline is to help create and maintain a safe environment and to protect children and vulnerable persons participating in Town of Oakville programs. A criminal reference check is also a precautionary measure in the hiring process.

### **Application**

Criminal reference checks is a precautionary measure designed to ascertain whether or not employees providing direct leadership support to children and vulnerable participants have



a criminal history as these positions permit significant opportunities for individuals to interact with children.

### **Level of criminal reference check**

Employees will be required to complete two levels of criminal reference check:

#### **1. *Police Information Check (PIC)***

This check is the most comprehensive type of police check. All staff under the age of 18 years are required to submit a satisfactory PIC.

Refers to a document that indicates any criminal offences or charges for which a pardon has NOT been granted. In the region of Halton it includes information from:

- The National Repository of Criminal Records
- Local records of Halton regional police
- Any other agencies where the person has resided in the last five years.

#### **The Police Information Check will include the following information:**

- Criminal convictions from PIC and/or local databases
- Summary convictions, for five years, when identified
- Findings of Guilt under the Youth Criminal Justice Act within the applicable disclosure period
- Outstanding entries, such as charges and warrants, judicial orders, Peace Bonds, Probation and Prohibition Orders. As per PIC policy, information obtained from the Investigative Databank must be confirmed and authorized for release by the contributing agency
- Absolute and conditional discharges for 1 or 3 years respectively

The Security Clearance does not include offences in respect to any provincial enactment (e.g. offences under the Highway Traffic Act, Liquor Control Act, etc.).

#### **2. *Vulnerable sector screening check (VSS)***

All staff who are 18 years of age and older are required to obtain a Vulnerable Sector Search which should be requested at the same time as the Police Information Check.

### **Costs of Police Information checks in Halton**

There is a fee associated with obtaining a PIC and that cost is assumed by the applicant/employee.

### **Advising leadership candidates of checks**

Potential applicants are advised of the requirement to undergo a Police Information check for positions in the Recreation department during the recruitment posting. Candidates are informed at the interview that they must provide an acceptable PIC document prior to a firm offer of employment being made.

Successful candidates are provided a letter of 'Consent for a Police Information Check' and a deadline for reference submission with their offer of employment package. (See sample on last page). *It is the responsibility of the successful applicant to obtain and pay for their criminal record check. The process takes at least 10-14 days from the time of submission by the individual.*

### **Timing of Police Information checks**

A current Police Information check must be provided by all successful candidates and returning staff for positions in the department prior to the start date of program. Only PIC that are dated within the 30-day period prior to the start date of employment will be accepted.

Recreation Services staff will secure the original PIC within their part-time personnel files in the Recreation and Culture department. Staff will not be scheduled to work until the reference is submitted and reviewed.

### **Managing Police Information check submissions**

If the check is negative, the original will be placed in the part-time personnel files of Recreation Services section. If the check is positive, the application will be referred to the immediate Program Supervisor for action.

If a decision is made not to proceed with the applicant's employment, the reasons will be documented and filed securely with Recreation Services section. The applicant will be advised by a senior staff member.

### **Fitness Staff Certifications**

It is mandatory that copies of all current related certificates (instructor, personal trainer, first aid certificates and professional development credits) are submitted to the Coordinator. All certificates must be updated prior to expiry and are a condition of employment. All certifications, including re-certifications are to be paid for by the fitness staff member.

All fitness staff are required to hold a current Standard First Aid, CPR-C with AED certification. Fitness staff members attending Town of Oakville conducted certifications and re-certifications for LSS Standard First Aid & CPR C will be subsidized 50% of the registration fee. To qualify, a standard registration form must be used and submitted to a Recreation Coordinator/Supervisor for approval, prior to course start date.

## **AQUATIC STAFF QUALIFICATIONS**

All aquatic staff must have copies of their current awards on file with Aquatic Services prior to the beginning of the employment period. All awards (NL, Swim Instructor, Lifesaving Instructor,) must be current within two years. Standard First Aid, CPR 'C' with AED is current for three years.

**Please note** – all non LSS awards not listed on the LSS print out or temp cards must be verified by a full-time Recreation Coordinator or Aquatic Assistant prior to submitting photocopies. In order to “verify” your copies the Recreation Coordinator/Aquatic Assistant must see your original awards cards and sign for them on the copy being submitted

### **Aquatic services vision requirement**

Aquatic staff members must maintain a vision requirement of 20/20 corrected.

### **Changes in lifeguards health status**

Lifeguards or Assistant Lifeguards whose health status renders them unable to perform their duties, should not be assigned the role or responsibility of a Lifeguard or Assistant Lifeguard until such time that they are able to perform to the standard required by their certification.

In order to return to full duty written consent from the staff members' physician and a skills assessment will be required.

### **Aquatic staff re-certification**

Aquatic staff members attending Town of Oakville conducted re-certifications for Bronze Cross, National Lifeguard, LSS Standard First Aid & CPR C will be subsidized 50% of the registration fee. To qualify, a standard registration form must be used and submitted to an Aquatics Coordinator/Assistant for approval, prior to the date of the re-certification.

### **Staff training attendance and performance**

The Recreation and Culture department is committed to ongoing training in order to maintain a high quality in staffing and programming. All training sessions are mandatory and paid. Staff must attend all staff training sessions pertinent to their position and location. Records of attendance are kept for all sessions. **Failure to attend training sessions and/or perform skills to the NL standard could result in a suspension of hours and review of employment status.**

## **3.6 ATTENDANCE & SUBSTITUTION (REFERENCE: HR-MNG-001)**

All employees of the town are expected to report regularly and on time to work as a condition of employment as listed in your letter of agreement. It is essential that all employees attend work regularly for the efficient operation of town business. Absenteeism may have a negative impact of increasing the work load of fellow employees, interfering with the flow of business, affecting employee morale and the quality of service deliver.

## **PUNCTUALITY**

Staff are required to be at work on time and ready for all scheduled hours of work. If you know you are going to be late for work and have access to a phone, contact your Supervisor or Coordinator so alternate arrangements can be made, if necessary. Staff who are late for work will not be paid for time they have missed.

## **ILLNESS**

In the event that you should become ill, please inform your Supervisor at the earliest feasible time. Most staff are expected to find their own replacements in the event of illness; however, your Supervisor will assist you if you are having difficulty or are unable to do so. Summer Programs Coordinators will find a suitable substitute in the case of illness. Part-time staff is entitled to payment for only two occurrences due to illness.

## **TIME OFF – PROGRAMS AND AQUATICS**

If a staff member requires time off, he/she must find a qualified and equivalent replacement. Requests for time off must be submitted in writing or via email to the Coordinator/Assistant **at least 3 days in advance**.

Program staff must provide copies of all program plans to replacement staff once the day off has been authorized. Aquatic staff must provide detailed lesson plans for all classes to their replacement once the supervisor has approved the substitution.

All time off granted is at the discretion of the Corporation and will reflect the best interest of the program. Time off will not be approved unless these steps are followed.

## **SUBSTITUTIONS**

Upon accepting contract employment, staff are under an obligation to fulfill the expectations of their position and to work the hours as assigned. If an aquatic staff member requires a substitution, it must be submitted on a substitution request form and approved by the appropriate Supervisor.

Substitutions will not be permitted unless absolutely necessary for serious personal situations or family emergencies.

Substitutions will not be accepted if:

1. The substitute does not have the required qualifications and/or skills to perform the required duties,
2. The substitute is already working their maximum number of hours,
3. The staff requesting the substitution does not have an acceptable reason for substitution,
4. The staff requesting the substitution has substituted too frequently, or

5. The substitute is not a current employee of the Town of Oakville.

Staff is reminded that hours lost due to substitution will not be rescheduled.

Failure to comply will result in disciplinary action up to and including dismissal.

### **Fitness – Time Off**

Fitness staff is responsible for securing appropriate substitutes in the event of illness or other situations.

Recreation Coordinators/Supervisors must receive notification in advance by phone, email or in writing, of substitutions. As a condition of employment, all group fitness instructors are required to substitute classes periodically throughout the calendar year.

If a staff member requires time off, he/she must find a qualified and equivalent replacement. Request for time off must be submitted in writing or via email to the Coordinator or Supervisor at least **two weeks in advance**. Replacement staff must be approved by the Coordinator/Supervisor

### **Jury Duty**

A part-time employee subpoenaed for jury duty may be granted a leave of absence without pay. Documentation of such duty will be required.

## **3.7 CLOTHING AND PERSONAL PROTECTIVE EQUIPMENT (PPE)**

### **DRESS CODE**

Staff are required to abide by the town's dress code which requires neat and presentable appearance at all times. Attire must be of a respectful nature and appropriate for the work and conditions. Clothes or tattoos bearing offensive language or logos that are or could be seen by others as profane, racist, sexist, discriminatory in nature or reflect negative lifestyle (beer, alcohols ads) are not permitted.

Personal grooming, hygiene and neatness are a part of your appearance and should reflect a professional image.

Mini-skirts, spaghetti straps, bare midriffs, tank tops, torn clothing, sport sandals and beach flip flops are examples of what is not acceptable as appropriate.

Given Corporate concern for employee safety the emphasis on department image and customer service, the following dress code applies to various part time staff and volunteer positions:

**At no time should approved town uniforms be worn outside of work.**

## **General programs**

All staff must dress:

- Appropriately for the activity
- To reflect a professional image
- To be identifiable to the public and participants by the use of name tags, shirts and so forth
- To be neat and tidy in manner
- To be protected from the sun by use of clothing and/or sun block lotion as required.

## **Summer program staff**

Required dress:

- Clean staff shirt and name tag at all times
- Name tags daily
- Closed toe shoes daily
- Cleaned hemmed shorts (no cut offs)
- Adherence to the Sun Protection Policy

## **Aquatic part-time staff uniform**

All part-time aquatic staff will wear the current uniform during all hours of work.

Acceptable attire includes:

- Current t-shirt/singlet and/or sweat shirt with logo and Department identification
- Solid black shorts (male and female staff)
- Solid black athletic pants - no logos
- One piece bathing suit (female staff)
- Hat (outdoor pool staff)
- Whistle
- First aid pack
- Adherence to the Sun Protection Policy

Deck Supervisors wear the above uniform but replace the t-shirt or sweat shirt with the current Deck Supervisor shirt.

## **Facility attendants**

- Staff are required to wear the appropriate shirt provided by their Manager
- Appropriate pants are to be worn. No hip huggers or jeans
- Staff are to reflect a professional image
- To be neat & tidy in manner
- **Staff are required to wear CSA approved steel toe boots**

**Front desk reception staff**

- Staff are required to wear the appropriate shirt provided by their Manager
- Appropriate pants are to be worn. No hip huggers or jeans
- Staff are to reflect a professional image
- To be neat & tidy in manner
- No open toe shoes. No platform shoes

**The Oakville Centre**

In consideration of employee safety, Customer Service and professional image, the following dress code will apply:

- White, button down, oxford cloth dress shirt for both men and women. The shirt must be clean and pressed for each shift.
- Black dress pant. No hip huggers, jeans, flares, cargo pants, stirrup pants or leggings. Women may wear skirts that are below the knee; however, pants are preferred. Full-length skirts must be above the ankle for safety reasons.
- The theatre will supply a tie and nametag.
- Black dress shoes. No open toe shoes. No platform shoes. Black socks or nylons must be worn.
- Please keep jewellery to a minimum in size and quantity. Please refrain from wearing facial piercing during working hours.
- When working with food or drinks, long hair must be tied back. Hands must be washed before handling cups, drinks and food.
- No chewing gum or candy.
- No food or beverages in the lobby or studio theatre. Consult House Manager for break and proper location.

## **PERSONAL PROTECTIVE EQUIPMENT**

While performing maintenance functions, staff must wear appropriate attire as set out in WHIMIS and Employment Safety Legislation.

Scope of PPE includes general safety considerations as well as CSA approved equipment and apparel. For example, close toed shoes for camp leadership staff, CSA regulation safety boots in other operational areas.

Program specific requirements such as CSA approved helmets for staff and participants will be outlined in training and must be worn during shift time.

### **3.8 PERFORMANCE APPRAISALS**

Specific details and clarification of performance standards for town positions ensure employees are well aware of their role and responsibilities.

Performance appraisals provide an objective and systematic approach to improving performance through understanding and discussion of individual strength and need areas.

Performance appraisals should indicate a development plan and possible training needs for the employee as well as providing a basis for personnel actions such as promotions and transfers.

Supervisory staff will provide on-going feedback and direction to staff to ensure standards are being met and poor performance is being corrected.

See examples of performance appraisals in the appendices.

## **PROCEDURE**

Performance appraisals shall be completed by the immediate Supervisor and presented to the individual staff. A formal performance appraisal will be completed towards the end of the work contract. Appraisals may be completed more often if required.

## **FITNESS**

Performance appraisals shall be completed by the Coordinator/Supervisor and presented to the individual staff.

## **PROCESS**

In order for the performance appraisal to be effective, both the part-time employee and the supervisor each actively participate in the appraisal process.

The appraisal process should be viewed as a forum for discussion relating to individual progress on the job. Discussions should be looked upon as opportunities to learn where the employee performance is satisfactory and where improvement is required.



# **HEALTH & SAFETY**

## 4.1 HEALTH AND SAFETY

Under the Occupational Health and Safety Act and Corporate Health and Safety Policy/Procedure (HS 2.1), employers, supervisors and workers all have responsibilities to take every reasonable and necessary precaution to ensure the safety and health of their person as well as that of their colleagues, and to maintain a safe work environment. This includes maintaining a clean and orderly workspace reduces the risk of accidents and injuries.

## 4.2 JOINT HEALTH AND SAFETY COMMITTEE

In accordance with the Occupational Health and Safety Act the Joint Health and Safety Committee encourages employees to actively participate in preventing accidents and promoting health and safety in the workplace. The committee is composed of Recreation and Culture employees from the Local Union 136 and Local 1329 and Management representing the Corporation.

The function of the Committee is:

- To identify, evaluate and recommend a resolution of all matters pertaining to health and safety in the workplace. This is done through regular physical inspections of workplaces.
- To recommend adequate education and training programs in order that all employees are knowledgeable in their rights, restrictions, responsibilities and duties under the Occupational Health and Safety Act
- To deal with any health and safety matter that the Joint Committee deems appropriate
- To review Accident and Exposure Reports and to investigate and/or make recommendations to prevent recurrences of similar accidents or exposures.

Listing of Committee members can be found on Portico

A Worker and Management Committee Member must be contacted immediately by the Supervisor:

- A worker sustains a critical injury or \* serious injury \*
- A worker is involved in a work refusal situation or
- A Ministry of Labour Inspector visits the work area

## 4.3 OCCUPATIONAL HEALTH AND SAFETY POLICY

The following information has been prepared to highlight and emphasize statements of the Occupational Health and Safety Policy of the Town of Oakville that relate directly to the operations, part-time employees, and volunteers of the Recreation and Culture Department.

1. To **provide** a safe and healthful workplace.
2. To **prevent** accidents, injuries and occupational illness in order to maintain a safe and healthy workplace.
3. To **eliminate** hazardous conditions and unsafe work practices.

4. To **train** all employees and volunteers in safe work practices.
5. To **inform** employees and volunteers, and where necessary, the public, of any hazards or potential hazards to which they may be exposed.
6. To **promote** safety awareness among all employees and volunteers.
7. To **comply** with all applicable federal, provincial and municipal legislation and regulations.
8. To **develop** and **maintain** an effective Health and Safety Program

#### 4.4 SAFETY CONSCIOUSNESS

Accidents are preventable. Most workers who suffer injuries were either unaware that a hazard existed or failed to take sufficient precautions to eliminate the hazard. The safe worker is aware of the hazards inherent in his or her job and job site and works in such a way as to minimize the risk of injury to themselves and their participants.

Two important prerequisites to safety consciousness are a healthy rested body and a clear rested mind. No worker can remain alert to the many hidden hazards in the work place if drugs or alcohol have dulled the senses or the mind and body have not had sufficient rest.

Safety consciousness thrives best in a neat and tidy work place. Work in a neat and tidy manner. Clean up your work area after performing a job and at the end of every workday. Good housekeeping is a vital part of an effective accident prevention program.

Before starting any job, you should go through a mental checklist of safety precautions for yourself and your program location.

1. Am I wearing all necessary safety equipment (e.g. safety boots, safety glasses, safety vest, hard hat, gloves, harness, respirator etc.)?
2. Is my work area neat and tidy?
3. What are the hazards involved in performing this particular job?
4. Where is the nearest exit or fire escape?
5. Where is the nearest fire extinguisher or fire hose?
6. When it comes to accident prevention, the most valuable advice is **think before doing!** Before doing anything, ask yourself, "Is there a chance that someone might be injured if I do this?" If the answer is "Yes", stop what you're doing and consult with your supervisor.
7. Work in accordance with established procedures.
8. Don't take a chance that you might injure yourself another worker, or a participant.
9. Be smart and work safely.

**10. "Remember - safety first in Oakville"**

## **4.5 SAFETY RULES AND REGULATIONS**

In order to ensure safe working conditions and safe work practices, a list of Safety Rules and Regulations has been drawn up for all Town employees. These cannot cover every conceivable situation, therefore, the Town reserves the right to add to or otherwise amend them at any time.

Compliance with these safety rules is a condition of employment, paid or voluntary, and will be enforced through disciplinary action, if necessary, up to and including discharge.

### **GENERAL SAFETY RULES AND REGULATIONS**

1. Follow and obey all instructions, rules and signs.
2. Report the following to your supervisor:
  - Hazardous/dangerous condition and practices
  - Absence of, or defects in protective equipment or device; and
  - All accidents, injuries and incidents.
3. Use or wear designated and approved PPE, protective devices and equipment.
4. Use the right tools and equipment for the job.
5. Make sure you are trained and 'authorized' to use or operate equipment and machinery to perform the job.
6. Do not take chances or shortcuts follow procedures.
7. If you are not sure about something, ask.
8. Keep your work area clean and orderly.
9. Make sure you know what to do and where to go in the event of emergencies.
10. Stay alert and always ...THINK !

## **4.6 RESPONSIBILITIES of the DEPARTMENT & the FULL TIME and PROGRAM STAFF**

Senior management is committed to ensuring that safety is a consideration at every level of the decision making process.

- a) To develop and maintain an effective Health and Safety Program aimed at preventing accidents, injuries and occupational illnesses while promoting employee health.
- b) To ensure safety rules and regulations developed by the Town, the requirements of the Occupational Health and Safety Act, Highway Traffic Act and all other applicable legislation are known and practised in all work places in all municipal operations.
- c) To take every precaution reasonable in the circumstances for the protection of workers.
- d) To provide the initial safety orientation of employees and to direct the on-the-job-training of part-time employees and volunteers in health and safety.

- e) To thoroughly and promptly investigate all accidents involving injuries that require First Aid or medical aid, all accidents where injury was narrowly avoided, and all incidents involving serious property damage, and to accurately and promptly complete all required accident reports.
- f) To report compensational accidents and occupational diseases to the Workers Place Safety and Insurance Board.
- g) To provide workers, where so prescribed by law, with written instructions as to the measures and procedures to be taken for their protection.
- h) To co-ordinate the inventory, cataloguing and control of all chemicals, solvents, biological agents, and other toxic or hazardous substances in the workplace and to ensure that Material Safety Data Sheets are readily available for worker reference.
- i) To routinely check fire extinguishers in accordance with the Act and to ensure they are in working order at all times.
- j) To provide, maintain in good condition, and ensure the use of required safety clothing, equipment and devices.
- k) To provide information, instruction and supervision to all employees in order to protect their health or safety.
- l) To ensure that all supervisors and workers are adequately trained in occupational safety as it relates to job locations.

#### **4.7 RESPONSIBILITIES OF SUPERVISORY STAFF**

The onus of ensuring that safe working conditions and practices prevail in every work situation is shared by all levels of supervision, and includes the following responsibilities:

- a) To ensure that workers work in a safe and careful manner and use or wear the equipment, protective devices and clothing required by the Town and legislation and that correct unsafe acts.
- b) To inspect the work place regularly, to identify safety hazards, unsafe work practices, and poor housekeeping habits and to take appropriate corrective action to eliminate or correct them.
- c) To be aware of any actual or potential danger to health and safety in the work place and to advise all workers of the existence of such danger.
- d) To ensure that only authorized, adequate trained workers operate equipment and that equipment is properly maintained and guarded.
- e) To reinforce positive attitudes and behaviour through personal example and contact, instruction and group meetings.

#### **4.8 RESPONSIBILITIES OF THE PART-TIME EMPLOYEES**

In general, it is the part-time employee's responsibility to know, understand and comply with the rules and regulations, requirements and procedures of the Town's Health and Safety Program, the Occupational Health and Safety Act, Highway Traffic Act, Worker Place Safety and Insurance Act and other legislation, as appropriate, pertaining to occupational safety.

- a) To use safety clothing, equipment and protective devices required by the Town of Oakville, the Recreation and Culture department and by legislation.
- b) To work at all times in a safe and careful manner and to take every reasonable precaution to protect the health and safety of all workers.
- c) To notify his or her supervisor promptly of any unsafe conditions practice or equipment, or any infraction of the Town's Safety Rules and Regulations.
- d) To advise the supervisor immediately when:
  - i) a work related accident, injury
  - ii) when (i) makes it necessary to seek a doctor's attention.
- e) To secure medical attention as soon as possible after a work related accident or if requested by the town.
- f) To arrange for medical treatment as required, including transportation to a doctor or hospital, if necessary.
- g) To know and to enforce departmental and occupational safety rules, regulations, standards, practices and procedures; and the Town's safety rules.
- h) To train employees and volunteers on the procedures to follow in the event of a fire or emergency evacuation.
- i) To take every precaution reasonable in the circumstances for the protection of a worker and the public at large.

#### **4.9 FIRST AID AND SAFETY PROCEDURES**

- Adopt a proactive attitude to prevention of accident or injury.
- Follow all safety precautions.
- No medication should be given to program a participant that has not been prescribed for the participant by a medical doctor. Over-the-counter medications such as Aspirin, Tylenol or any antihistamine can cause dangerous reactions that will complicate the first aid situation.
- Program participants should provide and use their own sunscreen product since some products will cause allergic reactions in some children.
- Know how to contact emergency medical assistance.

- Regularly review and practice all first aid skills.
- Should an accident occur, treatment of the injured person(s) is of prime importance.
- Know treatment priorities.
- Document all first aid situations.

#### **4.10 W.H.M.I.S. – WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM**

##### **MEANING**

W - Workplace  
H - Hazardous  
M - Materials  
I - Information  
S - System

##### **WHAT IS W.H.M.I.S.?**

W.H.M.I.S. is a Canada-wide system designed to give workers information about hazardous materials used in the workplace. Under W.H.M.I.S. there are three ways in which information on hazardous materials is provided to workers:

1. Labeling of hazardous materials.
2. Material Safety Data Sheets (MSDS) to supplement the label with detailed precautionary information.
3. Worker workplace training programs.

The supplier of the hazardous material provides the labels and data sheets to the employer. The employer is responsible for giving this information to the workers and providing the training.

##### **WHY WAS W.H.M.I.S. DEVELOPED?**

Prior to the introduction of W.H.M.I.S. information on hazardous materials in the workplace was often incomplete, inconsistent or not available at all. This meant that employers and workers were often unaware of the hazards of a material in the workplace and of the safe handling precautions.

##### **HOW IS W.H.M.I.S. PUT INTO EFFECT?**

W.H.M.I.S. was put into effect by a combination of federal and provincial laws. It became effective across Canada on October 31, 1988. W.H.M.I.S. applies to all industries and workplaces covered by the Occupational Health and Safety Act.

## **RESPONSIBILITIES UNDER W.H.M.I.S. LEGISLATION**

### **Responsibilities of the suppliers**

- Must properly label hazardous products
- Must supply current data sheets (MSDS) for each hazardous product

### **Responsibilities of the employers**

- Must use properly labeled products
- Must make data sheets (MSDS) available to workers
- Must ensure all workers receive training on how to use this information

### **Responsibilities of the workers**

- Must attend W.H.M.I.S. training sessions
- Must apply knowledge gained to protect themselves and others when working near or with hazardous materials

## **4.11 INJURY REPORTING**

### **STAFF**

#### **Minor injury**

All injuries to staff are to be reported. Should the injury be minor in nature and not require medical treatment complete a *Town of Oakville Supervisor's Report for Employee Incident/Accident Report* (Appendix 5.7). A copy must be submitted to a Supervisor.

#### **Critical or serious injury**

In the event of a critical injury, the appropriate emergency service at 911 (**Fire, Ambulance, Police**), should be called.

Employees at the scene shall immediately call their immediate supervisor.

That supervisor shall contact the Health, Safety and Wellness Consultant at 905-845-6601 x 3246 (Monday to Friday, 8:30 a.m.-4:30 p.m.), to report the incident and to receive further site instructions.

Should the accident occur after hours, (before 8:30 a.m. or after 4:30 p.m.), call the Health and Safety Consultant at 905-330-8644 (cell).

The site where the incident occurred is to be held and left untouched by all staff (i.e. cordoned-off).

Any injury requiring medical attention requires the completion of a *Supervisor's Report of Employee Incident/Accident*. A copy must be submitted to a Coordinator/Supervisor as soon



as possible.

### **Critically Injured**

- Places life in jeopardy.
- Produces unconsciousness.
- Results in substantial loss of blood.
- Involves the fracture of a leg or arm but not a finger or toe; involves the amputation of a leg, arm, hand or foot but not a finger or toe.
- Consists of burns to a major portion of the body or causes the loss of sight in an eye.
- Consists of burns to a major portion of the body.

### **Serious Injury**

- Any injury in any broken bone or amputation of any body part
- Any head or eye injury
- Any injury requiring stitches to close a wound
- Where a worker is struck directly by moving equipment or machinery
- A vehicle accident involving a personal injury to a worker
- A fall from any elevation exceeding four feet.
- Where a worker is transported to hospital by ambulance.
- Where a worker is overcome by vapours or causes the loss of sight in any incident of fire.

**Injury reporting procedures are outlined as follows:**

#### **Employee injury reporting procedure**

Injury Occurs

Employee must report to Supervisor

1. Fill out a Town of Oakville **First aid report** for minor injuries or **Supervisor's report of employee incident/accident form** for critical injuries or when a loss of work might be the result.
2. If the employee needs medical attention, give the employee a WSIB FUNCTIONAL ABILITIES FORM FOR TIMELY RETURN TO WORK (Appendix 5.8).

The employee **MUST** take this form to the doctor who must fill out the form on the **FIRST** visit and again **PRIOR** to returning to work.

Please emphasize to the employee the **IMPORTANCE** of compliance with the procedure.

Contact a full-time supervisor.

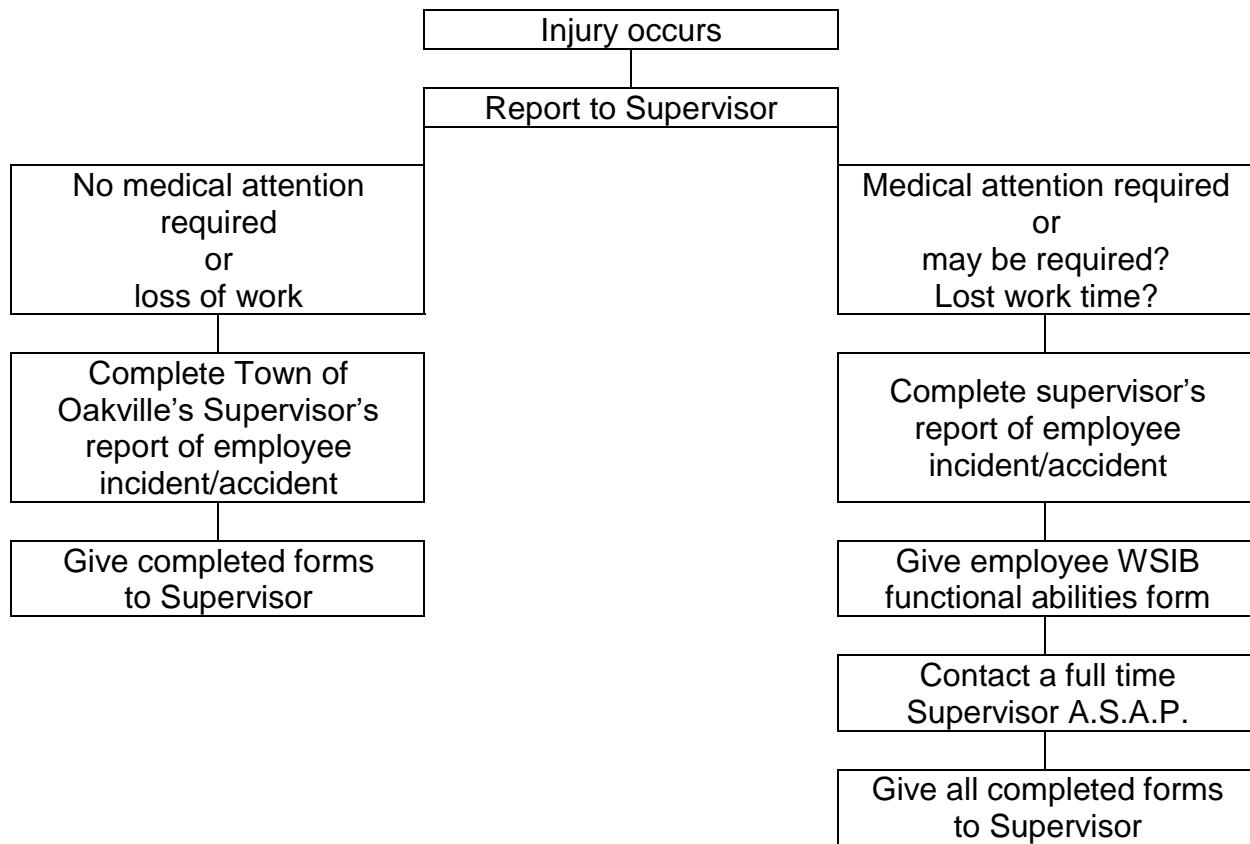
Contact at home, if necessary.

3. Give the full time Supervisor all completed forms immediately. All injury reports must be clear, concise, detailed and accurate. Date and time of injury must be on each report.

If you or the employee is not sure that the injury will need medical attention, proceed with steps 1-3.

If you and the employee are convinced that the injury will not need medical attention, proceed with steps 1 and 3 only.

### Employee injury priority checklist



**Send all completed forms to Human Resources**

#### **4.12 INJURY REPORTING – PARTICIPANTS/CLIENTS**

At any time an injury occurs, appropriate first aid care is to be given followed immediately with proper injury reporting.

For any injury, all reports should be completed, concisely and accurately. Aquatic staff is should use their own accident report forms. Other program staff should use the Participant Incident Report Form (Appendix 5.4). The top copy of the report is to be given to your Coordinator, Supervisor or Manager. If the injury is of a nature that medical treatment is needed, an Incident Report (Appendix H) is to be completed and given to your Manager.

#### **4.13 INJURY REPORTING – VOLUNTEER**

At any time an injury occurs, appropriate first aid care is to be given or provide immediate transportation of the injured volunteer to a hospital, doctor's office or the worker's home. All injuries require proper injury reporting. An Incident Report should be completed and forwarded to immediate Coordinator/Supervisor and/or Manager. If the accident results in a critical injury, the staff will notify their Coordinator or Supervisor and/or Manager. Complete a *Supervisor's Report of Employee Incident/Accident Form*. (Appendix 5.7)

#### **4.14 INSURANCE COVERAGE**

##### **LIABILITY**

All part-time and volunteer staff that are acting on behalf of, or performing job functions for, the Town of Oakville Recreation and Culture Department is covered for legal liability when in performance of their assigned duties. The maximum insurance coverage is ten million dollars.

Staff is reminded of the responsibility they assume for safeguarding program participants and prevention of negligent actions. Failure to prevent such actions could result in legal liability.

Staff is reminded that proper precautions should be taken to protect personal belongings while at work.

##### **PERSONAL INJURY**

If an employee should become injured while performing their job function they are covered by the Workplace Safety and Insurance Board and must report the injury to their immediate supervisor at the earliest possible moment so that a claim may be filed.

Staff should follow the outlined procedure for reporting injuries sustained at work. (See Section 4.11 Injury Reporting - Staff).

Injuries received travelling to and from work are not covered by the Town of Oakville's insurance policies.

## UNEMPLOYMENT INSURANCE

Staff who pay EI premiums may be eligible for EI benefits upon termination of employment. For further information on EI eligibility, contact the Human Resources Department.

### 4.15 WEATHER EXTREMES

#### AIR QUALITY ADVISORIES

The terms Smog Alert, Air Quality Advisory and Smog Advisory are used interchangeably by the media and community agencies.

Advisories are issued by the Ministry of Environment when air quality is considered poor. (i.e., air quality index reaches or exceeds 50). This means that there is a strong likelihood that elevated smog levels are forecast to occur within the next 24 hours.

A Smog Watch is issued by the ministry when there is a 50% chance that elevated smog levels are forecast to occur within the next three days.

#### HEAT ALERTS

A Heat Alert is issued when the combination of high heat, high humidity and other weather conditions can be hazardous to your health. Environment Canada issues humidex advisories when the maximum daily humidex is expected to:

- Exceed 40 degrees Celsius (104 degrees F) and/or
- Exceed 36 degrees Celsius for an extended period (3 or more days)

If a humidex advisory is issued, the Halton Health Department will issue a Heat Alert. Smog can often accompany extreme heat.

Staff will be provided with ways and means to deal with these extreme conditions for their personal safety as well as being provided with ways and means to adjust program and service delivery to keep participants safe. These sessions will be delivered during job-specific training times and in standard operating procedures manuals

#### SEVERE LIGHTNING STORMS

During a severe lightning storm, if you are outside, seek shelter in a building or depressed area such as a ditch. If you're caught in the open, crouch down with your feet close together and your head down (the "leap-frog" position). Do not lie flat – by minimizing your contact with the ground, you reduce the risk of being electrocuted by a ground charge.

Keep away from telephone and power lines, fences, trees and hilltops. **Never seek shelter under a tree.** If you are in a vehicle, stay there. Don't stop near trees or power lines that could fall. If swimming or in a boat, get back to shore immediately and again, seek shelter in a building or a depressed area. Your safety and the safety of the participants is your primary concern and responsibility.

#### 4.16 SUN PROTECTION

All Recreation and Culture summer program and aquatics staff involved in outdoor activities are to adhere to the following precautions when exposed to the sun for periods exceeding 20 minutes.

- a) Hats are to be worn, preferably with sufficient coverage to protect the face and the nape of the neck.
- b) Staff shirts are to be worn, with sleeves down, not rolled up.
- c) Sunscreen must be applied with a minimum SPF (sun protection factor) of 15 and reapplied as required.
- d) At outdoor pools, where provided, sun umbrellas must be set up and open in all guard chairs.
- e) Staff are asked as a "duty to warn", to ensure that all program participants and patrons are made aware of the dangers of sun exposure and of the precautions necessary in outdoor activities.

#### **"SUN SENSE" INFORMATION - PROGRAM STAFF AND PARTICIPANTS**

##### **How can I protect myself from UV-B?**

- spend less time in the sun
- cover up - wear a hat, long sleeved shirt and long pants
- wear sunglasses
- wear sunscreen

##### **Environment Canada's daily UV-B report**

The UV index is produced for major centres across Canada, as well as holiday destinations. The index will vary slightly from day to day with changes in the ozone layer. Much larger variations can be seen as UV-B changes with the seasons and the time of day.

UV-B is measured on a scale of 0 to 10, with 10 being a typical amount you would receive on a summer day in the tropics - where UV-B is at its highest on earth. The higher the numbers on the UV index, the more UV-B you will get, and the faster you'll sunburn.

##### **What does the UV Index mean to me?**

<b>UV Index</b>	<b>Category</b>	<b>Sunburn time</b>
over 9	extreme	less than 15 minutes
7 - 9	high	about 20 minutes
4 - 7	moderate	about 30 minutes
0 - 4	low	more than one hour

When the UV index is over 9, UV-B is extremely strong, and you will burn in less than 15 minutes. Sunburn times are for light untanned skin, the times would be somewhat longer for those with darker skin.

#### **4.17 FIRE AND POWER FAILURE PROCEDURES**

Fire and Power failure procedures are different in each program area. It is mandatory to become fully acquainted with fire procedures in the area in which you work.

#### **4.18 DISEASES IN THE WORK PLACE**

Some communicable disease, such as the flu, the cold, pink eye, etc. can be dangerous based on your age or health status, but usually they are mostly inconvenient.

There are other communicable diseases which are becoming more common and which can be more harmful.

A communicable disease is any disease where the things that cause them can be carried from one person, animal or bird to another directly or indirectly.

The ones we will focus on are: Hepatitis A,B,C and HIV (Human Immune-deficiency Virus). Follow the normal reporting of employee injury procedures.

#### **4.19 SHARPS**

The past few years has seen an increase in the number of used syringes that are being found on Town property. "Sharps" is the common name given to used needles. These are usually found in many areas including: public washrooms, parks, playgrounds, parking garages and stairwells. This term can also be used to describe needles, syringes, blades, lancets, clinical glass (glass possibly contaminated with blood, body fluids or chemicals) and any other clinical items that could cause a cut, puncture or abrasion.

#### **UNIVERSAL PRECAUTIONS**

This is a term used to describe the necessary precautions required to eliminate or reduce the chances of being exposed to communicable diseases.

If a sharp is discovered, immediately call your supervisor or delegate, who in turn will be responsible for its pick up and disposal. Specific needle disposal procedures will be reviewed in employee training sessions.

#### **4.20 PROPERTY LOSS AND DAMAGE**

At times when staff witness damage to property facilities, equipment or vehicles owned by the Town or their agents, an Incident Report must be completed and submitted to the appropriate supervisor. (Appendix 5.10)

**Note:** Staff are cautioned not to take responsibility for private property of clients or participants. Once items are taken into care, the staff involved are financially responsible for the item(s) if lost or stolen.

#### **4.21 PERSONAL PROPERTY**

Please leave valuables at home and be sure personal property is secured in a safe spot.

#### **4.22 VEHICLE AND EQUIPMENT OPERATIONS**

Employees who are required to drive or operate town vehicles or equipment shall, as part of their position, possess and maintain at all times a valid Ontario Driver's License suitable to the vehicle design driven (minimum G level). The valid license is to be on your person at all times when operating vehicles and equipment. All successful candidates are required to pass a town administered road test as a condition of employment. Failure to successfully pass this road test after two attempts and/or after undertaking a remedial program will result in the employment contract being rescinded and employee terminated.

Employees applying for such positions shall obtain (at your own expense) and provide the corporation with, prior to commencement of start date, a current to 30 days driver's abstract. Failing to provide this documentation will mean that your position is forfeited,

Staff will abide by the vehicle regulations of the Occupational Health and Safety policy of the Town of Oakville as follows.

#### **VEHICLE/EQUIPMENT/DRIVERS SAFETY RULES AND REGULATIONS**

1. Town vehicles and equipment shall be kept tidy and in good condition.
2. All drivers before taking out a vehicle shall make a circle check and ensure that lights, brakes, horn, flashers, windshield wipers, tires, etc. are in good working order.
3. Mechanical or other defects of Town vehicles, machinery, equipment or tools must be immediately reported to a full-time Supervisor.
4. Only the regular operator (s) and persons who are authorized shall use vehicles.
5. All employees shall handle the Town's vehicles, equipment, tools, materials or property, the property of another person or employee, with care.
6. All employees shall obey all Federal and Provincial laws, including those pertaining to the use of seat belts.
7. Only authorized persons shall be permitted to ride in Town vehicles.
8. Unattended vehicles and equipment must be turned off and the brake applied. The vehicle shall be locked or be rendered incapable of being started by an unauthorized person. In addition, staff will obey the posted parking restrictions at Town Hall and adhere to mutually agreed upon fuelling times.

## **SUMMER VEHICLE CARE AND MAINTENANCE PROCEDURAL POLICY**

The following procedural policy has been compiled to ensure that summer vehicle care and maintenance is attended to in a manner that considers the schedules of both part-time and full-time staff.

### **Vehicle allocation**

Supervisory staff will allocate vehicles to part-time staff.

### **Drivers abstract**

Part time staff allocated to operating rental vehicles will need to present a Driver's Abstract at their cost and cannot be affirmed into a position until satisfactorily submitted, reviewed and permission granted to operate a vehicle.

The Recreation Assistant in conjunction with the Recreation Supervisor will review the Driver's Abstract. Should permission to operate a vehicle not be approved, affirmation into a position cannot be granted.

### **Gas**

Part-time staff is responsible to maintain a gas record and fill vehicles as required.

### **After hours parking**

Part-time staff will be assigned a parking area for vehicles for after hours. Weekend parking may be assigned at the depot.

### **Driver's Handbook**

Employees holding these positions will be provide with a specific Driver's Handbook detailing the following procedures:

- Vehicle checks
- Vehicle collisions
- Collision reporting
- Anti-idling By-law
- Fueling procedure



# **APPENDICES**

# APPENDIX A: INAPPROPRIATE BEHAVIOUR FORM - ONLINE

## Inappropriate Behaviour Reporting Form

### Incident report

Format:yyyy/mm/dd

Time:Format HH:MM

Ca.m.Op.m.

Facility Type:

- Baseball diamond
- Playground
- Skateboard park
- Soccer field
- Tennis court
- Other

Location/Street intersection

Description / comments:

comments

### Contact information

We may contact you for more details. Please ensure your contact information is accurate.

First name

Last name

# CUSTOMER CONDUCT REPORT – INTERNAL USE ONLY – ONLINE

## Customer Conduct Report

Check box if you are submitting this form for another staff member.

### Incident Information

**When did it happen?**\* (Pick date and time)

**Where did it happen?\***

- In-Person
- Email
- Phone/voicemail
- Online/social media

**Who was the customer?\***

**How would you describe the unacceptable conduct?\*** (check all that apply)

- Verbal (threats, assault, harassment, bullying)
- Physical (intimidation, aggressive, confrontation, threw something)
- Racism/discrimination/sexual harassment
- Illegal (alcohol, drugs, vandalism, theft, weapons)
- Refuse to follow or accept rules
- Unreasonable or excessive demands
- Other

**Please provide details of incident/conduct\*** (add attachment if needed)

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**What immediate action was taken?\*** (check all that apply)

- Just listened and/or verbally de-escalated the situation
- Customer left/hung up
- Let customer know their contact with staff is unacceptable
- Required police/security assistance
- Co-worker assisted
- Supervisor assisted
- Other

**Include any other helpful details** (such as approx. time spent, if the customer said they were going to file a complaint or if you have a department reference/case number)




Your supervisor will follow-up with you within 48 hours if needed.



**APPENDIX B: AQUATICS CASHIER PERFORMANCE APPRAISAL**

<b>Cashier</b>					
<b>Town Value</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Accountability</b>	<p>Demonstrates knowledge of program, rules, regulations, legislation, and town policies and procedures</p> <ul style="list-style-type: none"> <li>• Arrives prepared to work on time</li> <li>• Explains and applies the admission policy</li> <li>• Enforces change room age restrictions</li> <li>• Differentiates swim types and can recommend appropriately</li> <li>• Maintains proper vigilance to ensure safety</li> </ul>	<p>Demonstrates thorough knowledge of program, rules, regulations, legislation, and town policies and procedures</p> <ul style="list-style-type: none"> <li>• Uses judgment to resolve customer inquiries</li> <li>• Explains rationale behind policies and procedures</li> </ul>			
<b>Dedication</b>	<p>Commits to personal growth and development</p> <ul style="list-style-type: none"> <li>• Actively participates in all sessions at staff training</li> </ul>	<p>Commits to personal growth and development</p> <ul style="list-style-type: none"> <li>• Obtains National Lifeguard (NL) certification</li> </ul>			
<b>Honesty</b>	<p>Competently performs duties and responsibilities associated with the slide attendant role</p> <ul style="list-style-type: none"> <li>• Upholds proper cash handling procedures</li> <li>• Capable of processing a variety of payment methods</li> <li>• Proficiency in POS and registration software</li> <li>• Completes daily paperwork</li> <li>• Rarely uses substitutes</li> </ul>	<p>Proficiently performs duties and responsibilities associated with the slide attendant role</p> <ul style="list-style-type: none"> <li>• Completes procedures for opening and closing independently</li> <li>• Takes initiative to complete additional administrative duties</li> <li>• Inventories cash supplies and communicates low stock items to supervisor</li> </ul>			
<b>Innovation</b>	<p>Actively strives to meet the community's needs</p>	<p>Actively strives to meet the community's needs</p>			

	<ul style="list-style-type: none"> <li>• Receives patron feedback and relays information to supervisory team</li> </ul>	<ul style="list-style-type: none"> <li>• Recommends additional activities or equipment to optimize the patron's experience</li> </ul>			
<b>Respect</b>	<p>Creates an enjoyable experience for each and every customer</p> <ul style="list-style-type: none"> <li>• Greets customers promptly and courteously</li> <li>• Displays positive body language</li> <li>• Answers questions to the best of their ability</li> </ul>	<p>Creates an enjoyable experience for each and every customer</p> <ul style="list-style-type: none"> <li>• Greets regular patrons by name</li> <li>• Uses available resources to assist customers</li> </ul>			
<b>Teamwork</b>	<p>Supports a positive team atmosphere</p> <ul style="list-style-type: none"> <li>• Alerts supervisor of potential concerns</li> </ul> <p>□</p>	<p>Supports a positive team atmosphere</p> <ul style="list-style-type: none"> <li>• Mentors staff new to the position</li> <li>• Seeks opportunities for growth and development</li> </ul>			

□

**APPENDIX C: AQUATICS LIFEGUARD PERFORMANCE APPRAISAL**

<b>Lifeguard</b>					
<b>Town Value</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Accountability</b>	<p>Demonstrates knowledge of program, rules, regulations, legislation, and town policies and procedures</p> <ul style="list-style-type: none"> <li>• Arrives prepared to work on time</li> <li>• Explains and applies the admission policy</li> <li>• Describes and conducts facility swim tests</li> <li>• Maintains proper vigilance to ensure safety</li> </ul>	<p>Demonstrates thorough knowledge of program, rules, regulations, legislation, and town policies and procedures</p> <ul style="list-style-type: none"> <li>• Uses judgment to resolve customer inquiries</li> <li>• Explains rationale behind policies and procedures</li> <li>• Differentiates swim types and can recommend appropriately</li> </ul>	<p>Demonstrates thorough knowledge of program, rules, regulations, legislation, and town policies and procedures</p> <ul style="list-style-type: none"> <li>• Informs supervisor when supplies are needed or equipment needs to be repaired</li> <li>• Confidently reviews facility and safety rules with user groups before rentals</li> <li>• Conveys Water Smart messages to patrons during recreational swims</li> </ul>	<p>Demonstrates thorough knowledge of program, rules, regulations, legislation, and town policies and procedures</p> <ul style="list-style-type: none"> <li>• Understands and identifies potential hazards related to water chemistry and clarity</li> <li>• Demonstrates ability to understand and interpret the Guide to Ontario Public Pools Regulation 565</li> <li>• Facilitates Water Smart activities during recreational swims</li> </ul>	<p>Demonstrates thorough knowledge of program, rules, regulations, legislation, and town policies and procedures</p> <ul style="list-style-type: none"> <li>• Identifies and minimizes or eliminates hazards where possible</li> <li>• Is familiar with all legislation surrounding the operation of public pools including, but not limited to: Amusement Devices Act, Employment Standards, Building Code, etc.</li> <li>• Encourages and recruits participation in Water Smart activities during recreational swims</li> </ul>
<b>Dedication</b>	<p>Commits to personal growth and development</p> <ul style="list-style-type: none"> <li>• Obtains LSS Swim and Lifesaving Instructor certifications</li> <li>• Knowledgeable of types of specialized rescue and safety equipment available</li> </ul>	<p>Commits to personal growth and development</p> <ul style="list-style-type: none"> <li>• Seeks opportunities to gain experience lifeguarding in a variety of situations: recreational swims, user groups, casual rentals, or locations</li> </ul>	<p>Commits to personal growth and development</p> <ul style="list-style-type: none"> <li>• Identifies areas for development and suggests potential training ideas to supervisor</li> </ul>	<p>Commits to personal growth and development</p> <ul style="list-style-type: none"> <li>• Assists the supervisory staff in facilitating a session at staff training</li> </ul>	<p>Commits to personal growth and development</p> <ul style="list-style-type: none"> <li>• Facilitates a session at staff training</li> </ul>

	<ul style="list-style-type: none"> <li>Actively participates in all sessions at staff training</li> </ul>	<input type="checkbox"/>			
<b>Honesty</b>	<p>Consistently performs duties and responsibilities associated with the lifeguard role</p> <ul style="list-style-type: none"> <li>Maintain cleanliness in facility and change rooms by completing walk-through's</li> <li>Consistently enforces pool rules</li> <li>Aware of patron to lifeguard ratio and requests additional support as needed</li> <li>Rarely uses substitutes</li> </ul>	<p>Consistently performs duties and responsibilities associated with the lifeguard role</p> <ul style="list-style-type: none"> <li>Takes initiative to complete first aid inventories</li> <li>Alerts supervisor of potential risks</li> <li>Completes change room walk-through's and independently resolves issues or concerns</li> </ul>	<p>Efficiently performs duties and responsibilities associated with the lifeguard role</p> <ul style="list-style-type: none"> <li>Quickly identifies problems and suggests potential solutions</li> <li>Uses judgment to control use of pool equipment and amusement devices</li> <li>Performs water tests and pool maintenance as required</li> </ul>	<p>Competently performs duties and responsibilities associated with the lifeguard role</p> <ul style="list-style-type: none"> <li>Communicates with facility staff outside the aquatic area</li> <li>Knowledge and understanding of pool chemistry concerns and takes appropriate steps to correct as required</li> </ul>	<p>Proficiently performs duties and responsibilities associated with the lifeguard role</p> <ul style="list-style-type: none"> <li>Promptly addresses issues and communicates with facility staff as required</li> <li>Knowledge of filtration and mechanical systems</li> </ul>
<b>Innovation</b>	<p>Actively strives to meet the community's needs</p> <ul style="list-style-type: none"> <li>Receives patron feedback and relays information to supervisory team</li> </ul> <input type="checkbox"/>	<p>Actively strives to meet the community's needs</p> <ul style="list-style-type: none"> <li>Receives patron feedback and takes initiative to respond to requests when possible</li> </ul> <input type="checkbox"/>	<p>Actively strives to meet the community's needs</p> <ul style="list-style-type: none"> <li>Assists in the implementation of new initiatives</li> <li>Makes suggestions for program improvements</li> </ul>	<p>Actively strives to meet the community's needs</p> <ul style="list-style-type: none"> <li>Recommends complementary Town of Oakville special events, programs and services within the Recreation and Culture Department</li> </ul>	<p>Actively strives to meet the community's needs</p> <ul style="list-style-type: none"> <li>Recommends complementary Town of Oakville special events, programs, and services</li> </ul>
<b>Respect</b>	<p>Creates an enjoyable experience for each and every customer</p> <ul style="list-style-type: none"> <li>Greets customers promptly and courteously</li> <li>Displays positive body language</li> <li>Answers questions to the best of their ability</li> </ul>	<p>Creates an enjoyable experience for each and every customer</p> <ul style="list-style-type: none"> <li>Greets regular patrons by name</li> <li>Refers to available support material to assist customers</li> </ul> <input type="checkbox"/>	<p>Creates an enjoyable experience for each and every customer</p> <ul style="list-style-type: none"> <li>Uses and shares available resources with customers</li> <li>Anticipates patron needs and responds proactively</li> </ul>	<p>Creates an enjoyable experience for each and every customer</p> <ul style="list-style-type: none"> <li>Shares knowledge of patron needs to allow the staff team to respond proactively</li> </ul>	<p>Creates an enjoyable experience for each and every customer</p> <ul style="list-style-type: none"> <li>Seeks opportunities to discover patron needs and communicate with staff team to respond proactively</li> </ul>
<b>Teamwork</b>	Supports a positive team atmosphere	Supports a positive team atmosphere	Supports a positive team atmosphere	Supports a positive team atmosphere	Supports a positive team atmosphere



	<ul style="list-style-type: none"> <li>• Assist with deck set up and clean up</li> <li>• Communicates with fellow lifeguards to identify potential risks or concerns</li> <li>• Alerts supervisor of potential concerns</li> </ul>	<ul style="list-style-type: none"> <li>• Takes initiative to begin deck set up and clean up</li> <li>• Supports fellow staff in rule enforcement</li> <li>• Informs deck supervisor of maintenance or cleanliness concerns</li> </ul>	<ul style="list-style-type: none"> <li>• Prompts fellow staff to begin deck set up and clean up</li> <li>• Informs operations of maintenance or cleanliness concerns</li> </ul>	<ul style="list-style-type: none"> <li>• Provides guidance to staff new to the position</li> <li>• Works with the operation staff on solutions for cleanliness and maintenance concerns</li> </ul>	<ul style="list-style-type: none"> <li>• Mentors staff new to the position</li> <li>• Resolves maintenance or cleanliness concerns and updates operations team</li> </ul>
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# APPENDIX D: CAMP COORDINATOR PERFORMANCE APPRAISAL




## OAKVILLE RECREATION AND CULTURE DEPARTMENT PART-TIME COORDINATOR PERFORMANCE APPRAISAL RECREATION SERVICES


Name: \_\_\_\_\_ Appraisal Date: \_\_\_\_\_

Program: \_\_\_\_\_ Position: \_\_\_\_\_

FACTOR	BASE REQUIREMENT	EXCEEDING	MEETING	NOT MEETING	N/A
1. Punctuality & attendance	<ul style="list-style-type: none"> <li>Is always at location on time</li> <li>Is prepared to start on time</li> <li>Rarely uses substitutes</li> </ul>				
		Comments: _____			
2. Appearance	<ul style="list-style-type: none"> <li>Appearance is neat &amp; tidy</li> <li>Wears name tag &amp;/or staff uniform as required</li> </ul>				
		Comments: _____			
3. Conduct	 <ul style="list-style-type: none"> <li>Supports a positive, professional image</li> <li>Adheres to policies &amp; procedures of the job description</li> </ul>				
		Comments: _____			
4. Work with leaders & others	 <ul style="list-style-type: none"> <li>Develops co-operation &amp; teamwork</li> <li>Keeps associates &amp; supervisors informed</li> <li>Establishes &amp; maintains effective relations with others</li> </ul>				
		Comments: _____			
5. Drive & commitment	<ul style="list-style-type: none"> <li>Exhibits a positive attitude</li> <li>Strives for personal improvement</li> <li>Maintains a high energy level</li> </ul>				
		Comments: _____			
6. Judgment & decision making	<ul style="list-style-type: none"> <li>Identifies &amp; evaluates issues</li> <li>Reaches sound conclusions</li> <li>Understands consequences</li> </ul>				
		Comments: _____			
7. Accept constructive direction	<ul style="list-style-type: none"> <li>Positive response to feedback</li> <li>Follows up on feedback</li> <li>Adapts to new ideas &amp; procedures</li> </ul>				
		Comments: _____			
		Comments: _____			
8. Staff Development/Control	 <ul style="list-style-type: none"> <li>Has group under control</li> <li>Takes appropriate steps to correct disruptive behaviours</li> <li>Ensures all members of the group are involved</li> </ul>				
		Comments: _____			

FACTOR	BASE REQUIREMENT	EXCEEDING	MEETING	NOT MEETING	N/A
9. Customer service 	<ul style="list-style-type: none"> <li>Is polite &amp; knowledgeable</li> <li>Attends to detail</li> <li>Demonstrates good verbal skills</li> <li>Available to parents, public, &amp; contract services</li> </ul>				
Comments:					
10. Administrative skills	<ul style="list-style-type: none"> <li>Prepares forms clearly, concisely &amp; accurately</li> <li>Records, reports &amp; assignments available &amp; organized</li> <li>Time deadlines are kept</li> </ul>				
Comments:					

### PART TIME COORDINATOR PERFORMANCE APPRAISAL FACTORS

FACTOR	BASE REQUIREMENT	EXCEEDING	MEETING	NOT MEETING	N/A
1. Management skills	<ul style="list-style-type: none"> <li>Keeps sensitive &amp; confidential issues within the section</li> <li>Adapts to suggested changes to improve staff performance</li> <li>Is a good role model for peers &amp; substitutes</li> <li>Makes an effort to develop self</li> </ul>				
Comments:					
2. Staff development	<ul style="list-style-type: none"> <li>Provides positive reinforcement &amp; discipline as appropriate</li> <li>Delegates when necessary &amp; follows up to ensure completion</li> <li>Maintains staff standards according to job description</li> <li>Staff are organized and appear motivated</li> </ul>				
Comments:					
3. Management & evaluation of program/facility operations 	<ul style="list-style-type: none"> <li>Addresses &amp; implements health, safety &amp; security regulations</li> <li>Good knowledge of mechanical, operational &amp; equipment procedures &amp; policy</li> <li>Maintains standards of program &amp; facility operations</li> <li>Ensures proper site evaluation</li> </ul>				
Comments:					
4. Program development	<ul style="list-style-type: none"> <li>Good knowledge of program content &amp; program planning skills</li> <li>Ability to analyze &amp; suggest developmental changes to program/systems</li> <li>Can plan, schedule &amp; develop program</li> </ul>				
Comments:					

**GENERAL COMMENTS**

1. Strengths: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Need Areas: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**EMPLOYEE COMMENTS**

Employee Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Employee's Future Aspirations: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Employee Signature:  
\_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature:  
\_\_\_\_\_

Date: \_\_\_\_\_





**APPENDIX E: CAMP SENIOR LEADER PERFORMANCE APPRAISAL**





**OAKVILLE RECREATION AND CULTURE DEPARTMENT  
PART-TIME EMPLOYEE PERFORMANCE APPRAISAL  
SENIOR LEADER  
RECREATION SERVICES**


Name: \_\_\_\_\_ Appraisal Date: \_\_\_\_\_

Program: \_\_\_\_\_ Position: \_\_\_\_\_

FACTOR	BASE REQUIREMENT	EXCEEDING	MEETING	NOT MEETING	N/A
1. Punctuality & attendance	<ul style="list-style-type: none"> <li>Is always at location on time</li> <li>Is prepared to start on time</li> <li>Rarely uses substitutes</li> </ul>				
		Comments: _____			
2. Appearance	<ul style="list-style-type: none"> <li>Appearance is neat &amp; tidy</li> <li>Wears name tag &amp;/or staff uniform as required</li> </ul>				
		Comments: _____			
3. Conduct	 <ul style="list-style-type: none"> <li>Supports a positive, professional image</li> <li>Adheres to policies &amp; procedures of the job description</li> </ul>				
		Comments: _____			
4. Work with leaders & others	 <ul style="list-style-type: none"> <li>Develops co-operation &amp; teamwork</li> <li>Keeps associates &amp; supervisors informed</li> <li>Establishes &amp; maintains effective relations with others</li> </ul>				
		Comments: _____			
5. Drive & commitment	<ul style="list-style-type: none"> <li>Exhibits a positive attitude</li> <li>Strives for personal improvement</li> <li>Maintains a high energy level</li> </ul>				
		Comments: _____			
6. Judgment & decision making	<ul style="list-style-type: none"> <li>Identifies &amp; evaluates issues</li> <li>Reaches sound conclusions</li> <li>Understands consequences</li> </ul>				
		Comments: _____			
7. Accept constructive direction	<ul style="list-style-type: none"> <li>Positive response to feedback</li> <li>Follows up on feedback</li> <li>Adapts to new ideas &amp; procedures</li> </ul>				
		Comments: _____			
8. Program planning/lesson	 <ul style="list-style-type: none"> <li>Is well prepared &amp; varied</li> <li>Is creative &amp; innovative</li> <li>Forecasts needs &amp; sets priorities</li> <li>Uses available materials &amp; resources</li> </ul>				
		Comments: _____			
9. Rapport with participant	 <ul style="list-style-type: none"> <li>Is respectful of the needs &amp; individual differences of participant</li> <li>Encourages participation</li> <li>Adjusts practices to suit a changing environment</li> </ul>				
		Comments: _____			

FACTOR	BASE REQUIREMENT	EXCEEDING	MEETING	NOT MEETING	N/A
10. Group control/class 	<ul style="list-style-type: none"> <li>• Has group under control</li> <li>• Takes appropriate steps to correct disruptive behaviours</li> <li>• Ensures all members of the group are involved</li> </ul>				
		Comments:			
11. Customer service 	<ul style="list-style-type: none"> <li>• Is polite &amp; knowledgeable</li> <li>• Attends to detail</li> <li>• Demonstrates good verbal skills</li> <li>• Available to parents, public, &amp; contract services</li> </ul>				
		Comments:			
12. Administrative skills	<ul style="list-style-type: none"> <li>• Prepares forms clearly, concisely &amp; accurately</li> <li>• Records, reports &amp; assignments available &amp; organized</li> <li>• Time deadlines are kept</li> </ul>				
		Comments:			

### SENIOR LEADER PERFORMANCE APPRAISAL FACTORS

FACTOR	BASE REQUIREMENT	EXCEEDING	MEETING	NOT MEETING	N/A
1. Management skills	<ul style="list-style-type: none"> <li>• Keeps sensitive &amp; confidential issues within the section</li> <li>• Adapts to suggested changes to improve staff performance</li> <li>• Is a good role model for peers &amp; substitutes</li> <li>• Makes an effort to develop self</li> </ul>				
		Comments:			
2. Staff development	<ul style="list-style-type: none"> <li>• Provides positive reinforcement &amp; discipline as appropriate</li> <li>• Delegates when necessary &amp; follows up to ensure completion</li> <li>• Maintains staff standards according to job description</li> <li>• Staff are organized and appear motivated</li> </ul>				
		Comments:			
3. Management & evaluation of program/facility operations 	<ul style="list-style-type: none"> <li>• Addresses &amp; implements health, safety &amp; security regulations</li> <li>• Good knowledge of mechanical, operational &amp; equipment procedures &amp; policy</li> <li>• Maintains standards of program &amp; facility operations</li> <li>• Ensures proper site evaluation</li> </ul>				
		Comments:			
4. Program development	<ul style="list-style-type: none"> <li>• Good knowledge of program content &amp; program planning skills</li> <li>• Ability to analyze &amp; suggest developmental changes to program/systems</li> <li>• Can plan, schedule &amp; develop program</li> </ul>				
		Comments:			

**GENERAL COMMENTS**

**1. Strengths:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**2. Areas for Improvement:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**EMPLOYEE COMMENTS**

**Employee Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Employee's Future Aspirations:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Employee Signature:**  
\_\_\_\_\_

**Date:** \_\_\_\_\_

**Supervisor Signature:**  
\_\_\_\_\_

**Date:** \_\_\_\_\_





# APPENDIX F: CAMP LEADERS AND INCLUSION STAFF PERFORMANCE APPRAISAL





## OAKVILLE RECREATION AND CULTURE DEPARTMENT PART-TIME EMPLOYEE PERFORMANCE APPRAISAL SPECIAL NEEDS LEADER RECREATION SERVICES

Name: \_\_\_\_\_ Appraisal Date: \_\_\_\_\_

Program: \_\_\_\_\_ Position: \_\_\_\_\_

FACTOR	BASE REQUIREMENT	EXCEEDING	MEETING	NOT MEETING	N/A
1. Punctuality & attendance	<ul style="list-style-type: none"> <li>Is always at location on time</li> <li>Is prepared to start on time</li> <li>Rarely uses substitutes</li> </ul>				
		Comments: _____			
2. Appearance	<ul style="list-style-type: none"> <li>Appearance is neat &amp; tidy</li> <li>Wears name tag &amp;/or staff uniform as required</li> </ul>				
		Comments: _____			
3. Conduct	 <ul style="list-style-type: none"> <li>Supports a positive, professional image</li> <li>Adheres to policies &amp; procedures of the job description</li> </ul>				
		Comments: _____			
4. Work with leaders & others	 <ul style="list-style-type: none"> <li>Develops co-operation &amp; teamwork</li> <li>Keeps associates &amp; supervisors informed</li> <li>Establishes &amp; maintains effective relations with others</li> </ul>				
		Comments: _____			
5. Drive & commitment	<ul style="list-style-type: none"> <li>Exhibits a positive attitude</li> <li>Strives for personal improvement</li> <li>Maintains a high energy level</li> </ul>				
		Comments: _____			
6. Judgment & decision making	<ul style="list-style-type: none"> <li>Identifies &amp; evaluates issues</li> <li>Reaches sound conclusions</li> <li>Understands consequences</li> </ul>				
		Comments: _____			
7. Accept constructive direction	<ul style="list-style-type: none"> <li>Positive response to feedback</li> <li>Follows up on feedback</li> <li>Adapts to new ideas &amp; procedures</li> </ul>				
		Comments: _____			
8. Program planning/lesson	 <ul style="list-style-type: none"> <li>Is well prepared &amp; varied</li> <li>Is creative &amp; innovative</li> <li>Forecasts needs &amp; sets priorities</li> <li>Uses available materials &amp; resources</li> </ul>				
		Comments: _____			
9. Rapport with participant	 <ul style="list-style-type: none"> <li>Is respectful of the needs &amp; individual differences of participant</li> <li>Encourages participation</li> <li>Adjusts practices to suit a changing environment</li> </ul>				
		Comments: _____			



FACTOR	BASE REQUIREMENT	EXCEEDING	MEETING	NOT MEETING	N/A
10. Group control/class 	<ul style="list-style-type: none"> <li>• Has group under control</li> <li>• Takes appropriate steps to correct disruptive behaviours</li> <li>• Ensures all members of the group are involved</li> </ul>	Comments:			
11. Customer service 	<ul style="list-style-type: none"> <li>• Is polite &amp; knowledgeable</li> <li>• Attends to detail</li> <li>• Demonstrates good verbal skills</li> <li>• Available to parents, public, &amp; contract services</li> </ul>				
12. Administrative skills	<ul style="list-style-type: none"> <li>• Prepares forms clearly, concisely &amp; accurately</li> <li>• Records, reports &amp; assignments available &amp; organized</li> <li>• Time deadlines are kept</li> </ul>				
13. Success with Integration	<ul style="list-style-type: none"> <li>• Same level of behaviour expected from the Special Needs child as expected of all children.</li> <li>• Provided opportunity socially &amp; physically for participant(s) to partake in program</li> </ul>				
14. Success with Adaptation	<ul style="list-style-type: none"> <li>• Ability to adapt activities to increase or maintain participation in the program</li> <li>• Avoidance of over or under adapting activities</li> <li>• Communicate effectively to facilitate participation in activities</li> </ul>				

**GENERAL COMMENTS**

**1. Strengths:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**2. Areas for Improvement:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**EMPLOYEE COMMENTS**

**Employee Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Employee's Future Aspirations:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Employee Signature:**  
\_\_\_\_\_

**Date:** \_\_\_\_\_

**Supervisor Signature:**  
\_\_\_\_\_

**Date:** \_\_\_\_\_

**APPENDIX G: GROUP FITNESS INSTRUCTOR PERFORMANCE APPRAISAL**

**OAKVILLE RECREATION AND CULTURE DEPARTMENT  
GROUP FITNESS INSTRUCTOR PERFORMANCE APPRAISAL**

**Name** \_\_\_\_\_ **Appraisal Date** \_\_\_\_\_  
**Location** \_\_\_\_\_ **Position** \_\_\_\_\_  
**Current Payrate** \_\_\_\_\_ **Review Period** \_\_\_\_\_

<p><b>Exceeds Expectations</b>-Employee performs above the expected level. Goes beyond the requirements of the position is a rating reserved for staff whose exceptional performance is obvious to all.  <b>Meeting Expectations</b>                      Meets practically all the standards of the position in a satisfactory way. May demonstrate above standard abilities in some instances. Performance will average out as to what is expected of a trained staff member.  <b>Not Expectations</b>                      Fails to meet standards, or meets them only in part. Performance is definitely below average. Improvement is required.</p>	Exceeds Expectations	Meets Expectations	Needs Improvement
<p><b>RELIABILITY</b>                      Is punctual for work, special events, in-service training and staff meetings, rarely uses substitutes</p>		<input type="checkbox"/> 2	<input type="checkbox"/> 1
<p><b>APPEARANCE</b>                      Appearance is neat &amp; tidy, wears name tag &amp;/or staff uniform as required</p>		<input type="checkbox"/> 2	<input type="checkbox"/> 1
<p><b>CONDUCT</b>                      Supports a positive, professional image, follows Town policies &amp; procedures</p>	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
<p><b>WORK WITH STAFF AND VOLUNTEERS</b>                      Develops co-operation and teamwork, keeps staff and supervisors informed, establishes and maintains effective relations with others</p>	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
<p><b>DRIVE &amp; COMMITMENT</b>                      Exhibits a positive attitude, strives for personal improvement, maintains a positive energy level</p>	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
<p><b>JUDGMENT AND DECISION MAKING</b>                      Recognizes when a decision is necessary, willing to make decision within scope of position even if available information is incomplete, anticipates problems and seizes opportunities to correct the problem, responds effectively under pressure and takes responsibility for own actions, practices responsible risk management</p>	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
<p><b>ACCEPT CONSTRUCTIVE DIRECTION</b>                      Positive response to feedback, follows up on feedback, adapts to new ideas &amp; procedures</p>	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
<p><b>LEADERSHIP</b>                      Leads by example, takes active role in developing and implementing program, makes expectations known, encourages participation, adjusts practices to suit a changing environment, maintains effective leadership</p>	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
<p><b>CUSTOMER SERVICE</b>                      Is polite and knowledgeable, demonstrates good verbal and listening skills, actively provides assistance and obtains information</p>	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

<p><b>FACILITY SUPERVISION</b> Adheres to health, safety and security regulations, good knowledge of mechanical operation and equipment procedures and policy, maintains standards of facility operation including Standard First Aid with CPR C and AED certification, hazards reported to supervisor.</p>	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
<p><b>PROGRAM IMPLEMENTATION</b> Maintains appropriate control of the program, good knowledge of program content. Instructor organized and prepared.</p>	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
<p><b>CLASS DESIGN AND DELIVERY</b> Effective warm-up and cool-down/relaxation, appropriate exercises and can instructor can work on the beat and phrase of music (if suitable to class being taught), appropriate music speed and volume, stretches &amp; routines appropriate for class outline and participants in program; exercises and stretches demonstrated correctly. Instructor teaches with energy, enthusiasm and confidence and can demonstrate ability to instruct facing participants.</p>	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
<p><b>CLASS CUEING AND SAFETY</b> All movements were described correctly and in a manner that was easy for participants to understand; Cues are both verbal and physical (correct demonstration). Instructor uses positive, respectful and provided motivational cueing; frequent water breaks and exercise modifications were offered; exercise selection was safe. Instructor used verbal and physical correction (asked permission) as needed</p>	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

**Employee's Strengths**

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**Areas for Improvement**

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**Employee's Comments**

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- 
- 
- Recommendation for:**
- Pay step increase
  - Further development before pay step increase
  - No pay step increase
  - Rehire
  - Interview prior to rehire
  - Not recommended rehire

**Staff Signature** \_\_\_\_\_ **Date** \_\_\_\_\_  
**Coordinator**  
**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**APPENDIX H: COORDINATOR PERFORMANCE APPRAISAL**  
**Oakville Recreation and Culture Department**  
**Recreation Services**  
**Coordinator Performance Appraisal**  
**Evaluation Criteria and Requirement Description**

FACTOR	EVALUATION CRITERIA	REQUIREMENT DESCRIPTION
1. Management Skills	Exceeding Requirement	<ul style="list-style-type: none"> <li>• recognizes the need and keeps sensitive and confidential issues within the section</li> <li>• identifies necessary changes and adapts to suggested changes to improve staff performance</li> <li>• is a very good role model for peers and subordinates</li> <li>• exhibits self-developments and personal growth</li> </ul>
	Meeting (Base) Requirement	<ul style="list-style-type: none"> <li>• keeps sensitive and confidential issues within the section</li> <li>• adapts to suggested changes to improve staff performance</li> <li>• is a good role model for peers and subordinates</li> <li>• makes an effort to develop self</li> </ul>
	Not Meeting Requirement	<ul style="list-style-type: none"> <li>• does not keep sensitive and confidential issues within the section</li> <li>• resists changes and input that would improve staff performance</li> <li>• is a poor role model for peers and subordinates</li> <li>• shows little or no interest in personal growth or self- development</li> </ul>
2. Staff Development	Exceeding Requirement	<ul style="list-style-type: none"> <li>• provides timely and creative reinforcement and discipline</li> <li>• delegates effectively and always follows up to insure completion</li> <li>• insures all staff are very well organized and highly motivated</li> </ul>
	Meeting (Base) Requirement	<ul style="list-style-type: none"> <li>• provides positive reinforcement and discipline as appropriate</li> <li>• delegates when necessary and follows up to insure completion</li> <li>• maintains staff standards according to job description</li> <li>• staff are organized and appear motivated</li> </ul>
	Not Meeting Requirement	<ul style="list-style-type: none"> <li>• inconsistent and untimely approach to reinforcement and discipline</li> <li>• rarely delegates effectively, little or no follow-up with staff</li> <li>• relaxed staff standards according to job description</li> <li>• staff appear unorganized and demonstrate little enthusiasm or drive</li> </ul>

**APPENDIX I: CAMP COORDINATOR PERFORMANCE APPRAISAL**  
**Oakville Recreation and Culture Department**  
**Recreation Services**  
**Coordinator Performance Appraisal**  
**Evaluation Criteria and Requirement Description**

FACTOR	EVALUATION CRITERIA	REQUIREMENT DESCRIPTION
3. Management of Program	Exceeding Requirement	<ul style="list-style-type: none"> <li>• all health, safety and security regulations are met</li> <li>• always insure that standards in programs are met or exceeded</li> </ul>
	Meeting (Base) Requirement	<ul style="list-style-type: none"> <li>• addresses and implements health, safety and security regulations</li> <li>• maintains standards of program and facility operations</li> </ul>
	Not Meeting Requirement	<ul style="list-style-type: none"> <li>• limited knowledge of health, safety and security regulations</li> <li>• program operations routinely substandard</li> </ul>
4. Program Development	Exceeding Requirement	<ul style="list-style-type: none"> <li>• an excellent understanding of all aspects of program</li> <li>• able to critique and implement changes to enhance program content and service delivery</li> <li>• well organized, plans well, anticipates needs</li> </ul>
	Meeting (Base) Requirement	<ul style="list-style-type: none"> <li>• a good knowledge of program content and program planning skills</li> <li>• ability to analyze and suggest developmental changes to program</li> <li>• can plan, schedule and develop program</li> </ul>
	Not Meeting Requirement	<ul style="list-style-type: none"> <li>• does not understand all aspects of program</li> <li>• unable to assess needs of program participants and staff</li> <li>• has difficulty planning, scheduling and developing program</li> </ul>

## APPENDIX J: PART TIME PROGRAM EMPLOYEE PERFORMANCE APPRAISAL

### Oakville Recreation and Culture Department Part Time Employee Performance Appraisal Evaluation Criteria and Requirement Description

FACTOR	EVALUATION CRITERIA	REQUIREMENT DESCRIPTION
1. Punctuality and Attendance	Meeting (Base) Requirement	<ul style="list-style-type: none"> <li>• always at location on time</li> <li>• is prepared to start program at designated time</li> <li>• rarely absent</li> </ul>
	Not Meeting Requirement	<ul style="list-style-type: none"> <li>• frequently late or absent</li> <li>• often finds substitutes or does not find substitutes when necessary</li> <li>• is not prepared</li> <li>• does not assist in preparation/set up</li> </ul>
2. Appearance	Meeting (Base) Requirement	<ul style="list-style-type: none"> <li>• appearance is neat and tidy</li> <li>• wears staff uniform as required</li> </ul>
	Not Meeting Requirement	<ul style="list-style-type: none"> <li>• appearance is not neat and tidy</li> <li>• never wears staff uniform or some part is always missing</li> </ul>
3. Conduct	Exceeding Requirement	<ul style="list-style-type: none"> <li>• exemplifies a positive image</li> <li>• is helpful and professional</li> <li>• always adheres to and practices the policies and procedure of the job description</li> </ul>
	Meeting (Base) Requirement	<ul style="list-style-type: none"> <li>• supports a positive and professional image</li> <li>• adheres to the policies and procedures of the job description</li> </ul>
	Not Meeting Requirement	<ul style="list-style-type: none"> <li>• not professional or helpful</li> <li>• does not adhere to the policies and procedures of the job description</li> </ul>
4. Work with Coworkers and Others	Exceeding Requirement	<ul style="list-style-type: none"> <li>• gives recognition to others</li> <li>• generates enthusiasm</li> <li>• an active listener</li> <li>• always willing to help others</li> </ul>
	Meeting (Base) Requirement	<ul style="list-style-type: none"> <li>• develops cooperation and teamwork</li> <li>• establishes and maintains effective relations</li> <li>• keeps associates and supervisor informed</li> </ul>
	Not Meeting Requirement	<ul style="list-style-type: none"> <li>• works in isolation</li> <li>• resists participating in group work</li> <li>• fails to communicate</li> </ul>
5. Drive and Commitment	Exceeding Requirement	<ul style="list-style-type: none"> <li>• willingly accepts difficult assignments</li> <li>• is usually first to take action</li> <li>• sets and completes goals</li> </ul>
	Meeting (Base) Requirement	<ul style="list-style-type: none"> <li>• exhibits a positive attitude</li> <li>• strives for personal improvement</li> <li>• maintains a high energy level</li> </ul>
	Not Meeting Requirement	<ul style="list-style-type: none"> <li>• must be prompted to take action</li> <li>• needs a lot of supervision and guidance</li> <li>• shows no interest in the task at hand</li> </ul>



**Oakville Recreation and Culture Department  
Part Time Employee Performance Appraisal  
Evaluation Criteria and Requirement Description**

FACTOR	EVALUATION CRITERIA	REQUIREMENT DESCRIPTION
6. Judgment and Decision Making	Exceeding Requirement	<ul style="list-style-type: none"> <li>• troubleshoots problems before they happen</li> <li>• able to handle most situations without needing to refer it further</li> <li>• always takes the appropriate leadership role in an emergency situation</li> <li>• knows when it is appropriate to inform immediate supervisor</li> </ul>
	Meeting (Base) Requirement	<ul style="list-style-type: none"> <li>• identifies and evaluates issues</li> <li>• reaches sound conclusions</li> <li>• understands consequences</li> <li>• takes an appropriate leadership role if necessary in an emergency situation</li> </ul>
	Not Meeting Requirement	<ul style="list-style-type: none"> <li>• jumps to conclusions</li> <li>• not confident when dealing with an emergency situation</li> <li>• avoids taking responsibility</li> <li>• does not inform immediate supervisor</li> </ul>
7. Acceptance of Constructive Direction	Exceeding Requirement	<ul style="list-style-type: none"> <li>• actively seeks out constructive direction and feedback</li> <li>• maintains an open line of communication</li> </ul>
	Meeting (Base) Requirement	<ul style="list-style-type: none"> <li>• positive response to feedback</li> <li>• follows up on feedback</li> <li>• adapts to new ideas and procedure</li> </ul>
	Not Meeting Requirement	<ul style="list-style-type: none"> <li>• over-reacts to criticism</li> <li>• shifts blame to others</li> <li>• resists change or resentful to change</li> </ul>
8. Program Planning	Exceeding Requirement	<ul style="list-style-type: none"> <li>• creative and innovative</li> <li>• uses knowledge and training to improve program</li> <li>• thorough understanding of all elements of program planning</li> </ul>
	Meeting (Base) Requirement	<ul style="list-style-type: none"> <li>• is well prepared and varied</li> <li>• uses available materials and resources</li> <li>• able to match program to the needs and abilities of the participant</li> <li>• good understanding of most elements of program planning</li> </ul>
	Not Meeting Requirement	<ul style="list-style-type: none"> <li>• appears disorganized</li> <li>• available materials and resources not used</li> <li>• unsuitable choice of activities planned</li> <li>• poor understanding of the elements of program planning</li> </ul>

**Oakville Recreation and Culture Department  
Part Time Employee Performance Appraisal  
Evaluation Criteria and Requirement Description**

FACTOR	EVALUATION CRITERIA	REQUIREMENT DESCRIPTION
9. Rapport with Participants	Exceeding Requirement	<ul style="list-style-type: none"> <li>• is respectful of the needs and individual differences of participants and always reflects this in their approach with participants</li> <li>• actively encourages interaction with participants</li> <li>• practices shared decision making</li> <li>• always present a positive role model</li> </ul>
	Meeting (Base) Requirement	<ul style="list-style-type: none"> <li>• is respectful of the needs and individual differences of participants</li> <li>• encourages participation</li> <li>• adjusts practices to suit a changing environment</li> <li>• is a positive role model</li> </ul>
	Not Meeting Requirement	<ul style="list-style-type: none"> <li>• seldom considers the needs and individual differences of participants</li> <li>• may misinform or mislead participants</li> <li>• is intimidated by participants</li> <li>• seldom flexible in their approach with participants</li> <li>• seldom presents a positive role model</li> </ul>
10. Group Control	Exceeding Requirement	<ul style="list-style-type: none"> <li>• excellent organizer, always in control</li> <li>• sensitive when showing disapproval</li> <li>• demonstrates unique and effective techniques</li> <li>• flexible in their approach</li> <li>• provides timely and constructive feedback</li> </ul>
	Meeting (Base) Requirement	<ul style="list-style-type: none"> <li>• usually has group under control</li> <li>• takes appropriate steps to correct disruptive behaviour</li> <li>• attempts new technique</li> <li>• insures all members of group are involved</li> <li>• provides constructive feedback</li> </ul>
	Not Meeting Requirement	<ul style="list-style-type: none"> <li>• group is quite often uncontrolled</li> <li>• displays frustration</li> <li>• abrupt with others and participants</li> <li>• easily intimidated</li> <li>• uses inappropriate techniques and language</li> <li>• provides inconsistent feedback</li> </ul>

**Oakville Recreation and Culture Department  
Part Time Employee Performance Appraisal  
Evaluation Criteria and Requirement Description**

FACTOR	EVALUATION CRITERIA	REQUIREMENT DESCRIPTION
11. Customer Service	Exceeding Requirement	<ul style="list-style-type: none"> <li>• is always polite and approachable</li> <li>• actively solicits interaction with parents, participants and public</li> <li>• provides additional assistance and information</li> </ul>
	Meeting (Base) Requirement	<ul style="list-style-type: none"> <li>• is polite and knowledgeable</li> <li>• demonstrates good verbal skills</li> <li>• is available to parents, participants and public</li> <li>• appears approachable</li> </ul>
	Not Meeting Requirement	<ul style="list-style-type: none"> <li>• is rude and unapproachable</li> <li>• avoids contact with parents, participants and public</li> <li>• is defensive</li> <li>• does not know or provide correct information</li> </ul>
12. Administrative Skills	Exceeding Requirement	<ul style="list-style-type: none"> <li>• follows through on all requests</li> <li>• forms and reports completed ahead of time</li> <li>• can always be relied on</li> <li>• work is always accurate</li> </ul>
	Meeting (Base) Requirement	<ul style="list-style-type: none"> <li>• can usually be relied on to complete all requests</li> <li>• prepares forms in a clean and concise manner</li> <li>• works to time lines</li> <li>• work is usually accurate</li> </ul>
	Not Meeting Requirement	<ul style="list-style-type: none"> <li>• seldom follows through on requests</li> <li>• needs reminders of daily routines</li> <li>• does not meet deadlines</li> <li>• forms poorly prepared and often inaccurate</li> </ul>

## APPENDIX K: AQUATICS PROGRESSIVE DISCIPLINE CHART

### Aquatic Services standards of performance progressive discipline chart

#### Aquatic Services standards of performance

#### Progressive discipline chart

INCIDENT	FIRST OCCURRENCE	SECOND OCCURRENCE	THIRD OR SUBSEQUENT OCCURRENCE
Carrying out practical jokes on staff or participants, or using offensive language	Documentation, Disciplinary Interview Possible Suspension	Documentation Disciplinary Interview Possible Dismissal	Documentation Disciplinary Interview Dismissal
Failure to find a qualified replacement or Failure to replace (centre given less than 2 hours' notice)	Documentation	Documentation, Disciplinary Interview Possible Suspension	Documentation, Disciplinary Interview, Possible Suspension
Reporting late for work (i.e. not on deck in uniform at assigned time)	Documentation, Pay reduced by nearest 15 minutes	Documentation, Pay reduced by nearest 15 minutes Disciplinary interview	Documentation, Disciplinary Interview, Possible Suspension or Dismissal
Absent for more than 20% of the program they have committed to (e.g. more than 2 out of 9 instructional classes)	Documentation Disciplinary Interview	Documentation, Disciplinary Interview Possible Suspension	Documentation Disciplinary Interview Possible Suspension or Dismissal
Current Base Qualifications not current for the entire program session and/or submitted to the awards Coordinator by deadline date	Documentation Suspension Disciplinary Interview	Documentation, Disciplinary Interview Suspension or Dismissal	Documentation Disciplinary Interview and Dismissal
Misuse or willful damage to Town of Oakville property	Documentation Reimburse the Town of Oakville Disciplinary Interview Possible Suspension or Dismissal	Documentation, Reimburse the Town of Oakville, Disciplinary Interview and Dismissal	
Missing staff in-service training	Documentation, Completion of homework assignment if appropriate Possible suspension	Documentation, Disciplinary Interview, and Suspension for remainder of current program session	Documentation, Disciplinary interview Possible Suspension or Dismissal
Inability to demonstrate skills to certified standard	Documentation and Retraining	Documentation, Disciplinary Interview and Suspension	Documentation and Dismissal
Failure to meet departmental standards including but not limited to those included in the part-time staff handbook	Documentation	Documentation, Disciplinary Interview, Possible Suspension	Documentation, Possible Dismissal
Major neglectful violations of policy including but not limited to:  - reading on deck - sleeping on duty - reporting for duty under the influence of drugs or alcohol	Documentation, Disciplinary Interview and Suspension or Possible Dismissal	Documentation, Disciplinary Interview and Dismissal	

**Note:** If as a result of any of these actions Public Health standards are compromised (i.e. there are not the proper number of guards required), the pool and program should be modified or closed as necessary.

**The levels of authority to effectively implement these standards of behavior are as follows:**

1. Aquatic in-charge staff: Provide direction; relieve aquatic staff of duties as per standards of performance.
2. Recreation Coordinators - Aquatics: Provide written notice and suspend.
3. Manager of Hub: Dismiss staff.

## APPENDIX L: PROGRAM STAFF PROGRESSIVE DISCIPLINE CHART

### Programs standards of performance progressive discipline guidelines *Standards of performance* *Progressive discipline guidelines*

INCIDENT	FIRST OCCURRENCE	SECOND OCCURRENCE	THIRD OR SUBSEQUENT OCCURRENCE
Carrying out practical jokes on staff or participants, or using offensive language	Documentation, Disciplinary Interview Possible Suspension	<b>Documentation</b> <b>Disciplinary Interview</b> Possible Dismissal	Documentation, Disciplinary Interview Dismissal
Failure to follow the Absence Policy outlined in the part-time staff manual	Documentation Loss of pay	Documentation Loss of pay Possible suspension	Documentation Loss of pay Possible Dismissal
Reporting late for work/meetings or leaving work early without permission	<b>Verbal warning</b>	<b>Documentation,</b> <b>Pay reduced by nearest 15 minutes</b> <b>Disciplinary interview</b>	<b>Documentation,</b> <b>Disciplinary Interview,</b> <b>Possible Suspension or Dismissal</b>
Reporting to work with improper or no uniform	Verbal warning	Documentation Disciplinary Interview	Documentation Possible Suspension
Current Base Qualifications not maintained and/or submitted.	Documentation Possible Suspension	Documentation Disciplinary Interview Possible Suspension	Documentation Possible Dismissal
Misuse or willful damage to Town of Oakville property and contract services	Documentation, Reimburse the Town of Oakville, Disciplinary Interview, Possible Dismissal	<b>Documentation,</b> <b>Reimburse the Town of Oakville,</b> Disciplinary Interview and Dismissal	
Missing staff in-service training and meetings.	Documentation, completion of homework assignment if appropriate, Loss of pay	Documentation, Loss of pay Possible Suspension	Documentation, Disciplinary Interview and Possible Dismissal
Failure to meet departmental standards including, but not limited to those included in the part-time staff handbook	Documentation	Documentation, Disciplinary Interview, Possible Suspension	Documentation, Possible Dismissal
Major neglectful violations of policy including but not limited to: -smoking on duty -sleeping on duty -reporting for duty under the influence of drugs or alcohol	<b>Documentation,</b> <b>Disciplinary Interview and Suspension or Possible Dismissal</b>	<b>Documentation,</b> Disciplinary Interview and Dismissal	

**Note:** Disciplinary action is at the discretion of the Coordinators, Recreation Assistant and Recreation Supervisor.

#### **The levels of authority to effectively implement these standards of behaviour are as follows:**

1. Summer Coordinators - provide written notice
2. Recreation Assistant- provide written notice, recommendation to Recreation Coordinator.
3. Recreation Coordinator - Suspension, Dismiss staff

## APPENDIX M: WSIB HEALTH PROFESSIONAL'S REPORT

### Health Professional's Report (Form 8)

**Health Professional, please use this form for your patients who are claiming benefits under the WSIB insurance plan for an injury/illness:**

- Related to his or her work, or
- You think that the cause of your patient's injury/illness is workplace factors.

Section 37 of the *Workplace Safety and Insurance Act, 1997* provides the legal authority for health professionals, hospitals and health facilities to submit, without consent, information relating to a worker claiming benefits to the Workplace Safety and Insurance Board (WSIB).

- The patient's personal information is collected under the authority of *The Workplace Safety and Insurance Act* and is used to administer the claim. For more information contact the WSIB Privacy Office toll-free at 1-800-387-5540, ext. 5323 or (416) 344-5323.

**Your promptness in completing this form is key to our ability to process and adjudicate your patient's claim.**

You are encouraged to discuss this case with a WSIB medical consultant at any time to assist this patient with a successful return to work. Please do not hesitate to contact us at 416-344-1000 or toll-free 1-800-387-0750.

Your patient should complete or assist you in completing Section A of this report. Please submit this report even if Section A is not fully completed.

Page three of this form provides return to work information. Please provide page three to the patient to provide to his or her employer.

Please ensure Section F is completed on the copy given to the patient.

[...go to form](#)

#### **For Electronic Submission**

Please **print/save** a copy of the electronic Form 8 for your records. Please also print and provide a copy of **only page three** to the worker.

To register for electronic form submission and electronic billing, please go to [www.telushealth.com/wsib](http://www.telushealth.com/wsib) or call Telus at 1-866-240-7492 for more information.

#### **For Paper Submission**

Please send **pages two and three** to the Workplace Safety and Insurance Board and provide a copy of **only page three** to the worker.

#### **By Fax to:**

416-344-4684 or 1-888-313-7373

#### **Or by Mail to:**

Workplace Safety and Insurance Board  
200 Front Street West  
Toronto, ON M5V 3J1



[www.wsib.on.ca](http://www.wsib.on.ca)

[top](#)

Claim Number (if known)

**8**

Last Name	First Name	Init.	Birth Date	dd	mm	yyyy
-----------	------------	-------	------------	----	----	------

<b>1. Date of Incident</b>	dd	mm	yyyy
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**E. Return To Work Information - Must be completed by a Health Professional**

Start >

When work injury/illness occurs, focus on return to usual activity including return to safe and appropriate work is best practice. Most workers who experience soft tissue injury are able to remain at work.

**2. Have you discussed return to work with your patient?**  yes  no

**3. This worker can resume his Regular duties**  yes  no Start Date dd mm yyyy  
**OR**  
**This worker can resume his Modified duties**  yes  no Start Date dd mm yyyy

**4. Please indicate the worker's status and task limitations in relation to the workplace injury and diagnosis.**

A.  **No Limitations**

B.  **Some Limitations (as specified)**

<input type="checkbox"/> Bending/Twisting	<input type="checkbox"/> Medication	<input type="checkbox"/> Sitting
<input type="checkbox"/> Climbing	<input type="checkbox"/> Operating Heavy Equipment	<input type="checkbox"/> Standing
<input type="checkbox"/> Kneeling	<input type="checkbox"/> Operation of a Motor Vehicle	<input type="checkbox"/> Use of Public Transportation
<input type="checkbox"/> Lifting	<input type="checkbox"/> Personal Protective Equipment	<input type="checkbox"/> Use of Upper Extremities
<input type="checkbox"/> Limitations Due to Environmental Conditions	<input type="checkbox"/> Pushing/Pulling	<input type="checkbox"/> Walking
<input type="checkbox"/> Other _____		

C.  **Other**  
**Explanation Required** - If worker is not able to work because of the workplace injury/illness please provide details.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**5. From the date of this assessment, the above will apply for approximately:**

1 - 2 days  3 - 7 days  8 - 14 days  14 + days

**6. Follow-up Appointment**

None Required  As Needed

Date of Next Appointment dd mm yyyy

Health Professional's Name (Please print)

Service Date dd mm yyyy

Health Professional's Signature

*Please print form & sign before returning to the WSIB or giving a copy to the worker*

Telephone

**F. Worker's Signature**

By signing below I am authorizing the above noted health professional, who is treating me, to provide my employer with a copy of this page outlining my functional abilities. I understand a copy will be sent to the Workplace Safety and Insurance Board (WSIB) by my health professional.

Signature *Please print form to sign.*

Date dd mm yyyy

**Electronic Submission :** Please **print/save** a copy of the electronic Form 8 for your records. Please also print and provide a copy of **only page three** to the worker.

**Paper Submission :** Please send **pages two and three** to the Workplace Safety and Insurance Board and provide a copy of **only page three** to the worker.

On the worker's initial visit, **ONLY** the Form 8 will be paid. A Functional Abilities Form (FAF) will not be paid if completed on the same date.

**Employers :** Health professionals will be supplying your employee with a copy of page three of the Form 8. This is for your use in return to work planning. Please do not send your copy to WSIB.

## Important Information

To receive benefits, the worker must apply for benefits within six months of the date of a work-related injury or illness. When filing a claim for benefits, the worker must also consent to the disclosure of functional abilities information provided by a health professional to his or her employer for the purpose of facilitating an early and safe return to work. Failure to file a claim or provide consent for the release of the functional abilities information can result in no benefits.

If you have questions about the completion of this form please call 1-800-387-0750.

### Worker's Responsibilities

- This form is to be completed by a treating health professional, who will discuss the information with you.
- Once completed, contact your employer **immediately** to review the information on the completed form. Together, you and your employer will begin to plan an early and safe return to work.

### Employer's Responsibilities

- This form provides general information about this worker's functional abilities and restrictions to help you plan an early and safe return to work.
- When you provide this form to the treating health professional, ensure that you have the worker's signed consent (Section B) for the release of functional abilities information.
- Where available, also attach a description of the worker's job activities to assist the health professional in completing the form.
- The prescribed form that is available from the WSIB is a generic form developed to assist with general functional abilities information.
- The WSIB will pay the health professional to complete the prescribed WSIB form only. A charge will appear on your Accident Cost statement or Schedule 2 Invoice which reflects the cost of payment for each form completed.
- If you have a form that is specific to your workplace and have the cooperation of the worker in providing consent for the release of information on your form, you may use your own form. If you create your own form, you must reimburse the health professional directly.
- Do not send a copy of the completed Functional Abilities Form for Planning Early and Safe Return to Work to the WSIB. The health professional is responsible for submission of the form.

### Health Professional's Responsibilities

- The employer and worker will use this information to plan the worker's early and safe return to work.
- Their return to work plans will reflect the functional abilities and restrictions you have noted and presume that no clinical contraindications exist for other work activities, therefore it is crucial that all sections be completed in full.
- The completion of this form is based on your examination of the worker and does not require a specialized functional abilities evaluation.
- Diagnostic or confidential information **must not** be included.
- Please add specific information on the duration of temporary restrictions or maximum times or weights to be considered, in section **E3** under **abilities and/or restrictions**. If necessary, attach an additional page to this completed form to describe abilities and restrictions.
- **Completion of this form does not replace clinical reporting requirements to the WSIB.**
- **Once you have received this form, promptly complete it and give it to the worker and/or employer.**
- **For billing purposes fax or mail pages 2 and 3 to the WSIB. When faxing, do not mail a copy.**

**The WSIB will pay the health professional for the completed form when pages 2 and 3 are received.**

**Workplace Safety and Insurance Board**  
200 Front Street West  
Toronto ON M5V 3J1

WSIB Fax 416-344-4684  
or 1-888-313-7373

*..go to home page*





### Report on Needlestick Injury or Body Fluid Splash

Dear Employer:

Thank you for your recent Form 7 submission. We need more information to handle this claim. Your co-operation in providing the following information is kindly appreciated.



Worker Name:		Employer Name:	
Accident Date: (dd-mmm-yyyy)		Claim No.:	

#### A. Exposure Information

Type of injury: (check all applicable)		Site of Injury: (check all applicable)	
Needlestick: <input type="checkbox"/> Yes <input type="checkbox"/> No	Splash: <input type="checkbox"/> Yes <input type="checkbox"/> No	Other: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Describe:		Was the skin intact prior to puncture? <input type="checkbox"/> Yes <input type="checkbox"/> No	

Source of injury: (check all applicable)			
Infectious: <input type="checkbox"/> Blood	Potentially Infectious: <input type="checkbox"/> Semen	<input type="checkbox"/> Synovial Fluid	<input type="checkbox"/> Cerebral Spinal Fluid
<input type="checkbox"/> Fluid with visible blood	<input type="checkbox"/> Vaginal Fluids	<input type="checkbox"/> Pericardial Fluid	

Volume of Fluid Injected: (check all applicable)		Sharp Device used in: (check all applicable)	
<input type="checkbox"/> Hollow device	<input type="checkbox"/> Solid sharp	<input type="checkbox"/> Artery	<input type="checkbox"/> Vein
<input type="checkbox"/> Injection needle	<input type="checkbox"/> Aspiration device	<input type="checkbox"/> Subcutaneous tissue	<input type="checkbox"/> Intramuscular

#### B. Source Material & Risk Transmission

Based on your investigation, please provide your best estimate of risk associated with this injury. (Check appropriate boxes).

Risk of HIV: <input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High	Risk of Hep B/C: <input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High
Source Material known to contain:	
<input type="checkbox"/> Human Immune Virus (HIV)	<input type="checkbox"/> Hepatitis C Virus (HCV)
<input type="checkbox"/> Hepatitis B Virus (HBV)	<input type="checkbox"/> Unknown

#### C. Medical Attention

Check all appropriate boxes and provide details if available:

<input type="checkbox"/> Employee Health Services	Please provide date: (dd-mmm-yyyy)
<input type="checkbox"/> Hospital Emergency	Please provide name and address:
	Date: (dd-mmm-yyyy)
<input type="checkbox"/> Family Physician	Please provide name and address:
	Date: (dd-mmm-yyyy)
Referral to Infectious Disease Specialist? <input type="checkbox"/> Yes <input type="checkbox"/> No	Please provide name and address:
	Date: (dd-mmm-yyyy)

The worker received:

HIV PEP Medication:  Yes  No      HBV Vaccine:  Yes  No      Tetanus:  Yes  No

Date of Last Booster: (dd-mmm-yyyy)

Follow-up Appointment/Testing:

When you contact the WSIB please indicate claim number

Claim No.

**D. Prevention**

Was worker provided: (check all applicable)

Counselling:  Yes  No If yes, provided by: \_\_\_\_\_

A Preventative Measures discussion:  Yes  No If yes, provided by: \_\_\_\_\_

Follow-up support:  Yes  No If yes, provided by: \_\_\_\_\_

The worker's level of anxiety is:  Low  Medium  High

**E. Lost Time**

Has the worker lost time from work (since Form 7 was completed)? (dd-mmm-yyyy)

Yes  No If yes: From: \_\_\_\_\_ To: \_\_\_\_\_

**Please complete and return your response to the Occupational Disease & Survivor Benefits Program, WSIB by fax transmission within 72 hours.**

**Fax No: 416-344-2380**

**Toll Free Fax No.: 1-866-268-7797**



**APPENDIX N: INCIDENT REPORT**



**OAKVILLE**

**INCIDENT REPORT**

CONFIDENTIAL INTERNAL DOCUMENT

ACCIDENT     INCIDENT     PROPERTY     OTHER: \_\_\_\_\_

SECTION A: GENERAL INFORMATION			
FACILITY	LOCATION	DATE (MM / DD / YY)	TIME A.M. P.M.
PROGRAM / EVENT		PROGRAM AREA	
PROGRAM TYPE <input type="checkbox"/> Registration <input type="checkbox"/> Drop-In <input type="checkbox"/> Rental <input type="checkbox"/> Other:			
REPORT PREPARED BY			PHONE #
JOB TITLE	FT PT	SIGNATURE	

WITNESS NAME \_\_\_\_\_ PHONE # \_\_\_\_\_

SECTION B: PATRON INFORMATION (INJURED PERSON OR INCIDENT INVOLVEMENT)		
LAST NAME	FIRST NAME	
ADDRESS	PHONE #	AGE
CITY	POSTAL CODE	EMAIL
MEDICAL CONDITIONS / ALLERGIES		

PATRON'S SIGNS AND SYMPTOMS		
TREATMENT PROVIDED BY	JOB TITLE	FT PT
TREATMENT DETAILS		

ACTION TAKEN <input type="checkbox"/> Resumed Activity <input type="checkbox"/> Sent Home <input type="checkbox"/> Obtained Medical Attention		
PATRON TRANSPORTED BY:	<input checked="" type="checkbox"/> Ambulance <input type="checkbox"/> Police <input type="checkbox"/> Family <input type="checkbox"/> Other:	DESTINATION
PATRON REFUSED AID:	YES NO	IF YES, EXPLAIN

SECTION C: INCIDENT DETAILS	
REPORTED HISTORY / CAUSE OF	
DETAILS (include specific location(s))	





Our programs respect and nurture children and help them to be the best that they can be. We create an environment where child can experience and learn creativity, cooperation, commitment and confidence.

We are committed to the HIGH FIVE principles of healthy child development and the concept the “life-long learning begins with child’s play

