

# **Part-time Staff Handbook**

## **Facility Services Department 2025**

**Oakville Facility Services Department  
Part-time Staff Handbook  
Table of Contents**

1.1	MESSAGE FROM FACILITY MANAGERS AND SUPERVISORS .....	4
1.2	OAKVILLE’S COMMUNITY VISION .....	5
2.1	RESPECTFUL WORKPLACE (REFERENCE: HR-MNG-005-002) .....	7
2.2	VIOLENCE IN THE WORPLACE (REFERENCE: HR-MAN-005-002).....	7
2.3	CUSTOMER CONDUCT (REFERENCE: G-COM-003-003) .....	8
2.4	CUSTOMER SERVICE EXCELLENCE .....	13
2.5	ACCESSIBILITY POLICY (REFERENCE: MS-ACC-001-001).....	14
2.6	COMMUNICATION DEVICES (REFERENCE: A-ISS-002-002) .....	14
2.7	MEDIA RELATIONS .....	15
2.8	MUNICIPAL FREEDOM OF INFORMATION AND PRIVACY ACT .....	15
2.9	DUTY TO INFORM .....	15
2.10	FRAUD AND MISCONDUCT (REFERENCE HR-MNG-007-001).....	16
2.11	FREEDOM OF INFORMATION ACT.....	16
2.12	general inqulries .....	16
2.13	RECREATION AND CULTURE DEPARTMENT FACILITY CONTACT LIST.....	16
3.1	YOUR EMPLOYMENT WITH THE TOWN OF OAKVILLE.....	19
3.2	EMPLOYMENT PROCESS.....	20
3.3	PAYROLL INFORMATION.....	21
3.4	PUBLIC HOLIDAYS – PART TIME AND STUDENTS .....	22
3.5	POSITION REQUIREMENTS .....	23
3.6	ATTENDANCE & SUBSTITUTION (REFERENCE: HR-MNG-001).....	25
3.7	CLOTHING AND PERSONAL PROTECTIVE EQUIPMENT (PPE).....	26
3.8	PERFORMANCE APPRAISALS .....	27
4.1	HEALTH AND SAFETY .....	30

4.2	JOINT HEALTH AND SAFETY COMMITTEE .....	30
4.3	OCCUPATIONAL HEALTH AND SAFETY POLICY .....	30
4.4	SAFETY CONSCIOUSNESS .....	31
4.5	SAFETY RULES AND REGULATIONS.....	32
4.6	RESPONSIBILITIES OF THE DEPARTMENT & THE FULL TIME STAFF .....	32
4.7	RESPONSIBILITIES OF SUPERVISORY STAFF .....	33
4.8	RESPONSIBILITIES OF THE PART-TIME EMPLOYEES .....	34
4.9	FIRST AID AND SAFETY PROCEDURES .....	34
4.10	W.H.M.I.S. – WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM.....	35
4.11	INJURY REPORTING .....	36
4.12	INJURY REPORTING – PARTICIPANTS/CLIENTS.....	40
4.13	INJURY REPORTING – VOLUNTEER.....	40
4.14	INSURANCE COVERAGE .....	40
4.15	WEATHER AND TEMPERATURE EXTREMES .....	41
4.16	FIRE AND POWER FAILURE PROCEDURES.....	42
4.17	DISEASES AND ILLNESSES IN THE WORKPLACE .....	42
4.18	SHARPS.....	42
4.19	PROPERTY LOSS AND DAMAGE.....	42
4.20	PERSONAL PROPERTY .....	43
4.21	VEHICLE AND EQUIPMENT OPERATIONS.....	43
	APPENDIX A: PART TIME PERFORMANCE APPRAISAL.....	45
	APPENDIX B: STAFF PROGRESSIVE DISCIPLINE CHART .....	48
	APPENDIX C: INCIDENT REPORT .....	49

# **INTRODUCTION**

## **1.1 MESSAGE FROM FACILITY MANAGERS AND SUPERVISORS**

Facility staff recognize the need to clarify the town's and department's expectations of its part time employees and have prepared this handbook 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 core values 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 core values 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

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

### **TOWN MISSION STATEMENT:**

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

### **FACILITY SERVICES -OPERATIONS - DEPARTMENT MISSION STATEMENT**

To ensure safe, accessible and welcoming facilities for citizens and staff

# **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)

## **2.2 VIOLENCE IN THE WORPLACE (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 Facility Services and Recreation and Culture Departments have 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 Open 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, Facility Services 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, Smart watches and other devices) 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, X, Wiki, Pinterest, Instagram 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 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

## 2.12 GENERAL INQUIRIES

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

## 2.13 RECREATION AND CULTURE DEPARTMENT FACILITY CONTACT LIST

### 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

# **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 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.

Please refer to appendix B for staff progressive discipline chart

### **CONDUCT EXPECTATIONS**

Part-time employees are expected to always practice and adhere to the following guidelines for conduct 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 Facility Services department as opposed to personal opinion.
- Profane language and offensive behaviour are always prohibited.
- 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/lead hands 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.

### 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 Workspaces account to view your pay stub 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	Good Friday	Victoria Day
Canada Day	Labour Day	Thanksgiving Day
Christmas Day	Boxing Day	Family Day

January 1, 2024, 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 pays 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 are 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.).

## **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 candidates of checks**

Potential applicants are advised of the requirement to undergo a Police Information check for positions in the Facility Services 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.

Facility Services staff will secure the original PIC within their part-time personnel files Human Resources 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.

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

The Facility Services 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 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.

#### **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 Leadhand 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/Leadhand at the earliest feasible time. Most staff are expected to find their own replacements in the event of illness; however, your Supervisor/Leadhand will assist you if you are having difficulty or are unable to do so. Part-time staff are entitled to payment for only two occurrences due to illness.

## **TIME OFF**

If a staff member requires time off, he/she must find a qualified and equivalent replacement who currently works as a maintenance attendant. Requests for time off must be submitted in writing or via email to the Supervisor/Leadhand prior to the start of their shift.

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.

Substitutions will not be accepted if:

1. The substitute is already working their maximum number of hours,
2. The staff requesting the substitution has substituted too frequently, or
3. 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.

## **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. Staff are required to wear the town issued uniform during their shifts. 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, alcohol 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, sweatpants, bare midriffs, tank tops, underwear showing and torn clothing 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.**

### **Facility attendants**

- Staff are required to wear the appropriate uniform that is provided by their supervisor. Town crest must be visible
- Appropriate pants are to be worn. I.e. Black cargo style pants, black jeans, blue jeans
- Staff are to reflect a professional image
- To be neat & tidy in manner
- Staff are required to self-purchase and wear CSA approved steel toe boots
- Staff are required to wear any PPE provided by Supervisor/leadhand required while completing duties
- Staff are required to wear their assigned safety helmet when working on the ice
- Part time staff are not to wear 136 uniforms

### **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, 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.

Performance appraisal in appendix A.

## **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 workplace 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 workplace. 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.

**"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 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 workplaces 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 always working order.
- 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 workplace 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 workplace and to advise all workers of the existence of such danger.
- d) To ensure that only authorized, adequately 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*

. 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

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.

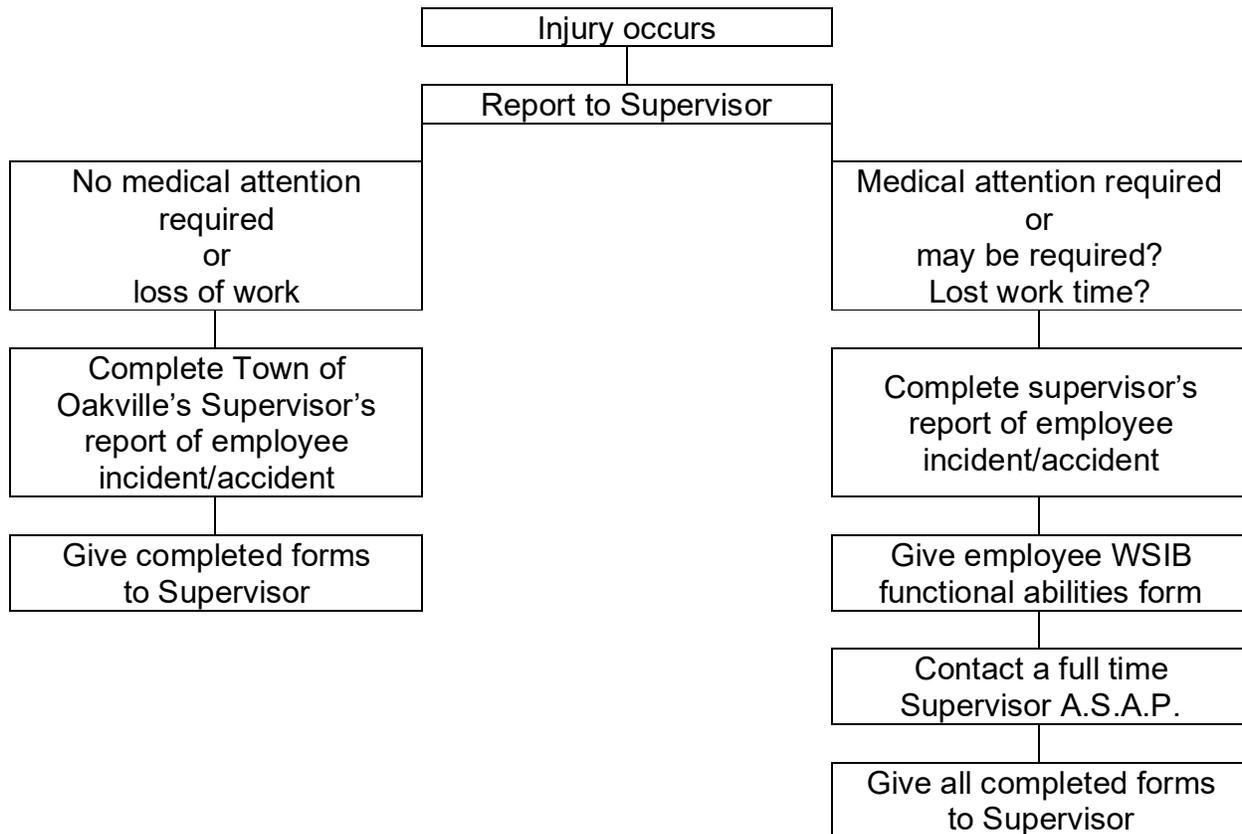
Contact a full-time supervisor. Contact at home, if necessary.

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 should use their own accident report forms. Other program staff should use the Participant Incident Report Form. The top copy of the report is to be given to your supervisor or Manager. If the injury is of a nature that medical treatment is needed, an Incident Report (Appendix C) is to be completed and given to your supervisor.

#### **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*.

#### **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 Facility Services 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 AND TEMPERATURE EXTREMES**

Staff are required to attend work during inclement weather unless advised by supervisory staff that the facility is closed.

## **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 "leapfrog" 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 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.

#### **4.17 DISEASES AND ILLNESSES IN THE WORKPLACE**

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 or illness is anything where the germs that cause them can be carried from one person, animal or bird to another directly or indirectly. Please stay home if you are sick with a communicable disease or illness.

#### **4.18 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.

#### **4.19 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.

**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.

#### **4.20 PERSONAL PROPERTY**

Please leave valuables at home and be sure personal property is secured in a safe spot. Speak to your supervisor about the availability of secured space.

#### **4.21 VEHICLE AND EQUIPMENT OPERATIONS**

Part time staff are not allowed to operate Zamboni's, forklift, scissor lift, elevated platforms, gator, edgers or ice carts and other equipment that they have not been trained on.

Staff will abide by the equipment regulations of the Occupational Health and Safety policy of the Town of Oakville as follows. Ie. Vacuums, multi purpose power wash cleaners.

#### **EQUIPMENT SAFETY RULES AND REGULATIONS**

1. Equipment shall be kept tidy and in good condition.
2. Mechanical or other defects of Town vehicles, machinery, equipment or tools must be immediately reported to a full-time Supervisor.
3. Only the regular operator (s) and persons who are authorized shall use vehicles.
4. All employees shall handle the Town's equipment, tools, materials or property, the property of another person or employee, with care.
5. All employees shall obey all Federal and Provincial laws.
6. Only authorized persons shall be permitted to ride in Town vehicles.
7. Staff are required to be trained on equipment and read/sign off on Standard Operating Procedures (SOP) before use.
8. No access to restricted spaces such as refrigeration plants, pool filter rooms and electrical rooms unless accompanied by a full-time trained staff member.

# APPENDICES

## APPENDIX A: PART TIME PERFORMANCE APPRAISAL

### MAINTENANCE ATTENDANT – PERFORMANCE APPRAISAL

#### FACILITY SERVICES

FIRST NAME	LAST NAME	POSITION	DATE
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The performance appraisal offers an objective and systematic method for evaluating employee performance. This process involves discussing and understanding everyone's strengths and areas for improvement. This evaluation will be added to the employee's file and may be used for future employment considerations.

#### EVALUATION CRITERIA

- 1 – Not Meeting Expectations: Demonstrates minimal understanding of the position's responsibilities and fails to incorporate them into daily shift requirements.
- 2 – Below Expectations: Understands the position's responsibilities, sometimes incorporates them into daily shift requirements.
- 3 – Meets Expectations: Consistently understands and integrates the position's responsibilities into daily shift requirements.
- 4 – Exceeds Expectations: Always understands and incorporates the position's responsibilities, assists others, and actively works to enhance quality standards within their role.

#### JUDGEMENT & PROBLEM SOLVING

<input type="checkbox"/> 1 - Not Meeting Expectations	<input type="checkbox"/> 2 - Below Expectations	<input type="checkbox"/> 3 - Meets Expectations	<input type="checkbox"/> 4 - Exceeds Expectations
<ul style="list-style-type: none"> <li>Has minimal understanding of policies and procedures and how to apply them.</li> <li>Requires reminders regarding conduct, policies and procedures.</li> <li>Reactive during stressful situations due to lack of knowledge or skill.</li> </ul>	<ul style="list-style-type: none"> <li>Understands policies and procedures, does not consistently apply them.</li> <li>Is open to guidance, coaching and feedback related to conduct, policies and procedures.</li> <li>Shows some ability to remain calm in stressful situations.</li> </ul>	<ul style="list-style-type: none"> <li>Understands and applies policies and procedures consistently.</li> <li>Seeks clarification and opportunity for enhancement of knowledge.</li> <li>Calm in stressful situations.</li> </ul>	<ul style="list-style-type: none"> <li>Understands and always correctly applies policies and procedures.</li> <li>Provides feedback and potential to improve policies and procedures to enhance the customer service experience.</li> <li>Shares expertise and helps guide others.</li> <li>Able to control stressful situations and helps to guide others in a positive manner.</li> </ul>

#### COMMUNICATION, COOPERATION & TEAMWORK

<input type="checkbox"/> 1 - Not Meeting Expectations	<input type="checkbox"/> 2 - Below Expectations	<input type="checkbox"/> 3 - Meets Expectations	<input type="checkbox"/> 4 - Exceeds Expectations
<ul style="list-style-type: none"> <li>Minimal or ineffective communication.</li> <li>Lacks cooperation, teamwork and communication.</li> <li>Struggles to adapt to new ideas and procedures.</li> <li>Does not follow up on feedback.</li> </ul>	<ul style="list-style-type: none"> <li>Basic communication.</li> <li>Shows some cooperation and teamwork.</li> <li>Shows minimal adaptation to new ideas.</li> <li>Puts minimal effort into following up on feedback.</li> </ul>	<ul style="list-style-type: none"> <li>Effective communication.</li> <li>Works well in a team.</li> <li>Cooperates with others and demonstrates reasonable adaptability to new ideas.</li> <li>Actively follows up on feedback.</li> </ul>	<ul style="list-style-type: none"> <li>Excellent communication.</li> <li>Actively fosters cooperation and teamwork.</li> <li>Embraces and excels in adapting to new ideas and challenges.</li> <li>Always follows up on feedback and makes improvements.</li> </ul>

#### INTERNAL CUSTOMER SERVICE - SUPERVISORS, LEAD HANDS, OPERATORS, PEERS, VOLUNTEERS AND OTHER STAFF

<input type="checkbox"/> 1 - Not Meeting Expectations	<input type="checkbox"/> 2 - Below Expectations	<input type="checkbox"/> 3 - Meets Expectations	<input type="checkbox"/> 4 - Exceeds Expectations
<ul style="list-style-type: none"> <li>Uses inappropriate behaviour and language with internal customers.</li> <li>Is in obvious conflict with</li> </ul>	<ul style="list-style-type: none"> <li>Occasionally uses inappropriate behaviour and language with internal customers.</li> </ul>	<ul style="list-style-type: none"> <li>Makes an effort to converse with internal customers out of range of public hearing.</li> <li>Makes effort to work with</li> </ul>	<ul style="list-style-type: none"> <li>Always uses appropriate verbal and body language with internal customers.</li> <li>Works at a high level of</li> </ul>

<p>internal customers.</p> <ul style="list-style-type: none"> <li>Speaks openly about sensitive matters with internal customers in presence of staff/others.</li> </ul>	<ul style="list-style-type: none"> <li>Engages in occasional conflict with internal customers.</li> <li>Discusses inappropriate topics within hearing of staff/others.</li> </ul>	<p>internal customers effectively.</p> <ul style="list-style-type: none"> <li>Has respect of internal customers and discusses confidential matters in private.</li> <li>Demonstrates cooperation and support with internal customers.</li> </ul>	<p>cooperation with all internal customers.</p> <ul style="list-style-type: none"> <li>Support, efficiency, and effectiveness with internal customers.</li> </ul>
EXTERNAL CUSTOMER SERVICE - FACILITY PATRONS AND USER GROUPS			
<input type="checkbox"/> 1 - Not Meeting Expectations	<input type="checkbox"/> 2 - Below Expectations	<input type="checkbox"/> 3 - Meets Expectations	<input type="checkbox"/> 4 - Exceeds Expectations
<ul style="list-style-type: none"> <li>Uses inappropriate language during communications.</li> <li>Passes customer service opportunities to others.</li> <li>Pays minimal attention to public requests and inquiries.</li> <li>Does not embrace uniqueness and diversity.</li> </ul>	<ul style="list-style-type: none"> <li>Sometimes adjusts language appropriately for the audience.</li> <li>Sometimes replies to customer inquiries.</li> <li>Sometimes considers uniqueness and diversity.</li> </ul>	<ul style="list-style-type: none"> <li>Consistently uses language appropriate for the audience.</li> <li>Is friendly, approachable and provides good customer service when asked.</li> <li>Understands and incorporates uniqueness and diversity.</li> </ul>	<ul style="list-style-type: none"> <li>Converses with warmth and shows interest in conversation.</li> <li>Always adjusts language based on the audience.</li> <li>Initiates good customer service whenever possible including follow-up when required.</li> <li>Always embraces uniqueness and diversity.</li> </ul>
HEALTH, SAFETY			
<input type="checkbox"/> 1 - Not Meeting Expectations	<input type="checkbox"/> 2 - Below Expectations	<input type="checkbox"/> 3 - Meets Expectations	<input type="checkbox"/> 4 - Exceeds Expectations
<ul style="list-style-type: none"> <li>Is not aware and does not address hazards.</li> <li>Facility areas are unsafe and messy.</li> <li>Does not report incidents/accidents as needed, seeks support as required. Reporting is sometimes completed accurately.</li> </ul>	<ul style="list-style-type: none"> <li>Recognizes hazards but does not manage them.</li> <li>Facility areas are sometimes messy and unsafe.</li> <li>Sometimes reports incidents/accidents as needed, seeks support as required and completes accurate reporting.</li> </ul>	<ul style="list-style-type: none"> <li>Recognizes and reports hazards.</li> <li>Facility areas are consistently well kept and orderly.</li> <li>Consistently responds to incidents/accidents in a timely manner. Provides appropriate actions to remedy the situation.</li> </ul>	<ul style="list-style-type: none"> <li>Minimizes hazards and when not possible to manage reports them.</li> <li>Program areas are tidy, provides strategies to keep areas safe and clean.</li> <li>Always responds to incidents/accidents in a timely manner. Provides appropriate actions to remedy the situation including preventative actions.</li> </ul>
POLICIES AND PROCEDURES			
<input type="checkbox"/> 1 - Not Meeting Expectations	<input type="checkbox"/> 2 - Below Expectations	<input type="checkbox"/> 3 - Meets Expectations	<input type="checkbox"/> 4 - Exceeds Expectations
<ul style="list-style-type: none"> <li>Policy and procedures are rarely adhered to.</li> <li>Reports are unclear, missing information and require updates and/or clarification.</li> <li>Tasks &amp; assignments must be prompted by a supervisor for completion.</li> </ul>	<ul style="list-style-type: none"> <li>Policy and procedures are sometimes adhered to.</li> <li>Reports may require revision for clarity and accuracy.</li> <li>Tasks &amp; assignments are sometimes completed without prompting.</li> </ul>	<ul style="list-style-type: none"> <li>Policy and procedures are adhered to on a regular basis.</li> <li>Prepares forms clearly, concisely &amp; accurately.</li> <li>Tasks &amp; assignments are organized and timelines met.</li> </ul>	<ul style="list-style-type: none"> <li>Policy and procedures are adhered to on a regular basis and feedback for improvement is provided.</li> <li>Reports are thorough, clear and completed with urgency.</li> <li>Shows initiative and comfort with completing tasks and assignments. Helps guide others with completion.</li> </ul>
PUNCTUALITY, ATTENDANCE & UNIFORM			
<input type="checkbox"/> 1 - Not Meeting Expectations		<input type="checkbox"/> 3 - Meets Expectations	
<ul style="list-style-type: none"> <li>Has instances of being late.</li> <li>Minimal communication for coverage.</li> </ul>		<ul style="list-style-type: none"> <li>Is prepared and ready to start work on time.</li> </ul>	
<ul style="list-style-type: none"> <li>Has multiple instances of absenteeism.</li> <li>Communication with Supervisors is late.</li> </ul>		<ul style="list-style-type: none"> <li>Rarely uses substitutes.</li> <li>Absences are pre-planned and communicated well in advance with</li> </ul>	

	Supervisor(s).
<ul style="list-style-type: none"> <li>• Has instances of missing uniform piece(s).</li> <li>• Uniform is unkept (wrinkled or dirty).</li> <li>• Personal uniform pieces do not meet standards set in the staff handbook.</li> </ul>	<ul style="list-style-type: none"> <li>• Uniform pieces are consistently worn and meet standards in accordance with the staff handbook.</li> <li>• Uniform is professional and well kept.</li> <li>•</li> </ul>

### FEEDBACK

<b>EMPLOYEE STRENGTHS</b>	<i>Provide examples and situations of how the employee has met the standards indicated above.</i>
<b>EMPLOYEE AREA(S) FOR IMPROVEMENT &amp; GOALS TO PROGRESS</b>	<i>During the meeting with the staff develop a plan of action to improve areas of weakness or ways to continue enhancing great work.</i>

### SUPERVISOR INFORMATION & APPROVAL

<b>SUPERVISOR NAME (FIRST &amp; LAST NAME)</b>	<b>SUPERVISOR SIGNATURE</b>	<b>DATE (MM/DD/YYYY)</b>
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<b>FINAL SCORE</b>
<input type="checkbox"/> Not Meeting Expectations <input type="checkbox"/> Below Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Exceeds Expectations

### MANAGEMENT INFORMATION & APPROVAL

REQUIRED ON ALL EVALUATIONS THAT ARE BELOW/NOT MEETING EXPECTATIONS

<b>FULL-TIME MANAGEMENT (FIRST &amp; LAST NAME)</b>	<b>FULL-TIME MANAGEMENT SIGNATURE</b>	<b>DATE (MM/DD/YYYY)</b>
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## APPENDIX B: STAFF PROGRESSIVE DISCIPLINE CHART

### 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 Manager and Supervisor.

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

1. Lead hands - provide written notice, recommendation to Supervisor.
2. Supervisor - Suspension, Dismiss staff

# APPENDIX C: 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))

