



Our Children's Centre

Personnel Handbook

January 01, 2022

4001 Seymour Place

Victoria, BC

V8X 1W4

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PERSONNEL POLICIES

EMPLOYEE APPOINTMENTS

The Manager shall be appointed by a selection committee composed of members of the Our Children's Centre Society (OCCS) Board of Directors. Staff may be included on the selection committee at the discretion of the Chairperson.

Staff appointments shall be made by the Manager. Staff may be included on the selection committee at the discretion of the Manager.

All new employees shall receive a formal offer letter stating the terms and conditions of employment.

A regular employee is defined as an employee who has successfully completed the prescribed probationary period and is not serving as a contract employee.

A contract employee is defined as an employee who is hired for a specific length of time or term within the centre.

MINIMUM QUALIFICATIONS

Infant Program

- All full-time, regular employees must have a valid Early Childhood Educator (ECE) Certificate in good standing with BC's Early Childhood Educator Registry, and must complete the Infant Toddler Educator Certificate within two years of being hired if they do not already hold one or need to re-licence in British Columbia.

Toddler and Preschool Programs

- All full-time, regular employees must have a valid ECE Certificate in good standing with BC's Early Childhood Educator Registry.
- At the discretion of the Manager, Board Chair, and Personnel Director, exceptions to this policy may be granted in special circumstances.
 - Individuals will be strongly encouraged to complete ECE certification within two years.
 - Individuals must have an appropriate combination of experience and education. For example, a Bachelors of Education; five years experience.
 - As per licensing guidelines, a maximum of one individual without ECE certification can be accepted into the Toddler or Preschool Programs at any time.

PROBATION

Staff shall serve a minimum of three months, or 450 hours probationary period. If the employee is recommended for continuing employment after a satisfactory performance review by the Senior Educator/Manager, the employee will be officially appointed to a regular position.

If performance is not totally satisfactory at the end of the probationary period, or extension thereof, an additional three month probationary period may be granted or a decision may be made to terminate employment. During the probationary period, employees may be terminated without notice.

An employee hired without ECE Certification in the Toddler/Preschool Programs will serve a minimum of six months, or 900 hours probationary period.

HOURS OF WORK AND COMPENSATION

Employees will work up to seven and a half hours per day, five days per week. An unpaid break will be scheduled during each working day.

The actual starting and finishing time of the employee day will vary according to the program and staff needs of the Centre and will be determined in consultation with the Manager. Employees are expected to be available for a reasonable amount of time to attend paid meetings as requested by the Manager.

Employees shall be compensated for hours worked in accordance with the *Employment Standards Act of B.C.*

Compensation

Employees will be compensated based upon the current wage scale as determined by the Manager and OCCS Board of Directors. All new employees will start at Step 1 of the appropriate scale. Any exceptions require approval from the the Manager and Personnel Director of the Board of Directors.

Lead Educator (I/T)	2020	2022
Step 1	\$22.25	\$22.70
Step 2	\$22.47	\$22.92
Step 3	\$22.70	\$23.15
Step 4	\$22.92	\$23.38
Step 5	\$23.15	\$23.61

Lead Educator (ECE)	2020	2022
Step 1	\$21.50	\$21.93
Step 2	\$21.72	\$22.15
Step 3	\$21.93	\$22.37
Step 4	\$22.15	\$22.59
Step 5	\$22.37	\$22.82

Educator (I/T)	2020	2022
Step 1	\$20.75	\$21.17
Step 2	\$20.96	\$21.38
Step 3	\$21.17	\$21.59
Step 4	\$21.38	\$21.81
Step 5	\$21.59	\$22.03

Educator (ECE)	2020	2022
Step 1	\$20.25	\$20.66
Step 2	\$20.45	\$20.86
Step 3	\$20.66	\$21.07
Step 4	\$20.86	\$21.28
Step 5	\$21.07	\$21.49

Educator (ECE-A)	2020	2022
Step 1	\$19.50	\$19.89
Step 2	\$19.70	\$20.09
Step 3	\$19.89	\$20.29
Step 4	\$20.09	\$20.49
Step 5	\$ 20.29	\$20.69

Substitute Educator	2020	2022
Step 1	19.00	19.89

Overtime Compensation

Time worked in addition to a staff member's regular shift will be paid at straight-time rates in fifteen-minute increments up to a maximum of 8 hours per day or 40 hours per week. Time worked in excess of 8 hours per day or 40 hours per week will be paid at time and a half. Any time worked in excess of 11 hours per day or 48hours per week will be at double time. Employees shall not be entitled to any compensation for periods of overtime of less than 5 minutes per day. Overtime compensation shall be monetary. Time off in lieu may be granted if agreed to in advance by the Manager. If the employee chooses time off, such time off will be scheduled by mutual agreement between the employee and the Manager and the responsibility for scheduling a substitute educator resides with the employee.

Staff Meetings

Staff will be compensated up to one and a half hours per month for room meetings. Compensation is at straight-time rates except where overtime hours are incurred.

STATUTORY/GOVERNMENT HOLIDAYS/OTHER CLOSURES

The Centre will be closed for statutory holidays. Staff who have worked the last 15 of 30 days are entitled to an "average day's pay" for the following statutory holidays:

New Year's Day	Family Day
Good Friday	Easter Monday*
Victoria Day	Canada Day
B.C. Day	Labour Day
Thanksgiving Day	Remembrance Day
Christmas Day	Boxing Day*

* Our Children's Centre recognizes Boxing Day and Easter Monday as paid holidays.

In addition, the Centre will be closed from 2:00 p.m. December 24 through to January 1 inclusive, which will be designated as paid holidays for regular, full-time staff.

PERFORMANCE REVIEWS

Employees will receive performance reviews on completion of their probationary period and up to three times per year thereafter. A regular performance review will be completed at least once per year. The position description and performance objectives shall form the basis for the review.

It is the responsibility of the Manager/senior educator to provide advice and guidance to assist each employee to achieve the objectives of the position.

The purpose of the performance review is to identify and build on an employee's strengths, to point out areas for improvement or development, and to optimize performance. Performance reviews are intended to be a positive and productive process, to assist employees to further their career objectives, and to ensure that standards are maintained at the highest possible level.

Either the employee, senior educator or the Manager may initiate a performance review during the term of employment. The review will be documented, and a written assessment, including the employee's comments, will be filed in the employee's personnel file.

While preparing for the performance review, the Manager/senior educator will seek input from the employee's supervisor, conduct observations, and ask the employee for his/her input.

The employee will have the opportunity to read the evaluation and sign it signifying their agreement. The employee may write a statement concerning any points on which they disagree. A copy of the evaluation will be provided to the employee while the original will become part of the employee's personnel file.

DISCIPLINE

Disciplinary action will be determined by the Manager in conjunction with the Personnel Director of the OCCS Board of Directors.

Disciplinary action will follow the guidelines included in Appendix A of this policy manual. No disciplinary action will be taken without following these guidelines.

The level of disciplinary action to be taken will be in direct relation to the unsatisfactory performance or action which gave rise to the disciplinary action. Disciplinary action may include any one or more of a verbal warning, written warning, suspension (without pay) or termination. When disciplinary action is taken, the performance deficiency will be explained to the employee in detail. In all cases, the employee will be notified of the standards of performance that are expected and, with the exception of termination, given an opportunity to improve performance.

Any disciplinary action taken beyond a verbal warning will be documented and form part of the employee's personnel record. The employee may also respond in writing, and this response will also be filed in the employee's personnel record.

Verbal Warning

This is given in an informal and educational manner. The employee is told why the behaviour is unacceptable, what is expected of them, and reminded of consequences of repeated violations. This is an opportunity to offer feedback and support to the employee. Failure to correct behaviour will result in further action being taken.

Written Warning

This is a more formal warning which is placed in the employee's file with copies given to the employee and the Personnel Director of the OCCS Board of Directors. This will include the nature of the deficiency, steps that must be taken to correct it, and the current situation. A specific period of time for correction will also be stated.

See Appendix B for the template for written warning, formal documentation.

GRIEVANCE PROCEDURE

If an employee has a job-related grievance, the following procedure should be followed:

1. The employee will meet with the Manager and discuss the problem. Each party may have another person to accompany them and attend all meetings.
2. A plan for dealing with the problem is discussed and agreed upon. This will be documented in writing, signed by the Manager and the employee and placed in the employee's file.
3. If the Manager or employee feels that an agreement was not reached or either one feels that the problem was not addressed, the Manager will contact the Personnel Director of the Board of Directors and meet to find a resolution to the problem.
4. Both the employee and Manager will meet with the Personnel Director. If the Personnel Director feels that more information is needed, he/she will designate a third party to make an investigation of the grievance and all pertinent information.
5. If a resolution of the grievance cannot be reached after meeting with the employee and the Manager, the Personnel Director will ask for a special meeting of the full Board of Directors.
6. The full Board will have a report from the Personnel Director, the Manager, the employee, and any information that is pertinent to the grievance.
7. In a closed-session of the Board, a solution will be determined and both the Manager and the employee will be advised in writing of the Board's decision.

STAFF RESIGNATION/REDUCTION

Resignation

Employees are expected to give a minimum of two weeks resignation notice to the Manager. Resignation must be submitted in writing to the Manager and indicate the last day of employment.

Layoff

In the event enrollment declines or there are changes in curriculum needs, priority of employment will be given to the person with the best skill for the specific job who has furthered his/her professional education and growth and has made continual efforts to improve his/her job performance and curriculum area.

In the case of low enrollment, an employee may be asked to take time off without pay until enrollment reaches a normal level.

EMPLOYEE ENGAGEMENT INTERVIEW

Employees may be asked to participate in an interview with two members of the OCCS Board of Directors. Their opinions about Our Children's Centre and all aspects related to it may be sought. Such an interview may also take place when an employee leaves the Centre.

LEAVE OF ABSENCE

An employee who has completed at least 12 months continuous full time employment may be granted an unpaid leave of absence.

In the case of death in the immediate family, a regular employee, not on leave of absence without pay, shall be entitled to bereavement leave with pay for a maximum of five days. Immediate family is defined as an employee's parent, spouse, child, grandchild, brother, sister, father-in-law, and mother-in-law, and any other relative permanently residing in the employee's household or with whom the employee permanently resided.

The Manager must report all cases of unpaid leave of absence or compassionate leave to the Board of Directors.

LEAVE WITHOUT PAY

Any leave without pay taken by an OCCS employee must be first be authorized by their Senior Educator and then by the Manager in advance of it being taken. The educator is to complete a Leave Without Pay (LWOP) request form and find a qualified substitute educator to fill in for the shift requested off. When this is complete, the leave request is to be passed onto the Senior Educator for approval, who will then submit this to the Manager for final approval.

The Manager shall exercise sound judgment in determining if circumstances warrant leave without pay, taking into consideration the vacation and sick time allotments currently in their leave bank. As per policy, only one staff member per program can take vacation leave or leave without pay per day. This will be at the discretion of the Manager. A LWOP form must be completed if a staff leaves early due to ratio. This may be signed by the Senior Educator after the time is taken (the next day or as soon as possible). The Senior Educator will sign off on this and then submit to the Manager for payroll records.

SICK LEAVE

Regular employees are eligible for 10 days of paid sick leave at 100% of their salary.

During the probationary period, staff may earn sick-leave credits but cannot take paid sick leave.

Sick leave will be calculated on a calendar-year basis and will be pro-rated for staff hired during the year. If an employee is terminated, any overpayment of sick-leave benefits will be deducted from the final payment due to the employee. There will be no carryover of sick-leave credits to the next calendar year.

Staff who are on sick leave for three days or more may be requested to provide a doctor's certificate/note.

VACATION LEAVE

A vacation year is the calendar year commencing January 1 and ending December 31.

Regular employees will have annual vacation entitlement as follows:

Year of Consecutive Regular Employment	% of previous years gross wages paid
First and second year	4.00%
Third and fourth year	6.00%
Fifth and sixth year	6.55%
Seventh and eighth year	7.35%
Ninth and tenth year	7.75%
Eleventh and twelfth year	8.50%
Thirteenth and fourteenth year	9.25%
Fifteenth year and above	9.65%

Gross wages paid are affected by taking of any kind of unpaid leave. Such leaves will affect the vacation allotment to the employee.

Staff may not normally take vacation while on probation. At the discretion of the Manager, exceptions to this policy may be granted in special circumstances.

Up to five days vacation per year may be carried over to a maximum of ten days. Any outstanding balance over and above this amount as of December 31 will be paid out at the present wage.

An employee who is on an approved practicum will continue to accrue vacation pay for the duration of their practicum.

The Manager has the right to affect vacation scheduling in order to maintain consistency in the programs and to adhere to licensing requirements.

Contract employees will follow vacation allotment as set out in the *Employment Standards Act of B.C.* In the first five years in which a contract employee is entitled to take an annual vacation, vacation is calculated at four per cent of all wages paid to the employee in the preceding years. In the sixth and subsequent years, vacation pay will be calculated at six per cent of all wages paid in the preceding year.

MATERNITY LEAVE/PARENTAL LEAVE

Employees are entitled to maternity leave/parental leave as outlined in the *Employment Standards Act of B.C.*

Benefits

The employee's benefits (Extended Health, Dental, and Group Life) in place at time the pre-placement adoption leave/maternity and/or parental leave without pay commences, will remain in place for the period of these leaves. The employee shall pay any premiums that exceed employer coverage. The employee may also decline the coverage if they do not wish their benefits to continue while on leave.

Repayment of Benefits and/or Allowances

An employee who resigns or is deemed to have resigned prior to returning to work must repay the benefit premiums in full. An employee who returns to work and does not remain at work for at least six calendar months or the equivalent of the leave period, whichever is longer, must repay benefit premiums on a pro-rated basis. To determine the pro-rated amount, the following equation will be used:

X= full length of the leave

Y= number of full months worked (after return of the leave)

X-Y = number of full months of premiums required to be paid back by the employee

In order to be eligible for this benefit, the employee must agree in writing to the above terms.

PARENTAL EMPLOYEES ENROLLING THEIR CHILDREN AT THE CENTRE

This policy has been implemented in order to avoid:

Confusion of, and negative impact on, an employee's child:

Young children may experience confusion or anxiety if they receive a different type and/or level of care from their parent depending on whether the child and parental employee are “at home” or “at work”.

Real or perceived conflict of interest or lack of objectivity:

If an employee was required to provide care to a group of children that included his or her own child:

- The parental employee might experience difficulty maintaining an appropriate distinction between the dual roles of parent and professional caregiver.
- The Manager, staff and parents of other children in that program could perceive that the parental employee was providing a disproportionate level of care to his or her own child, to the detriment of the other children.
- The parental employee may not be able to respond to certain situations in an objective, unbiased manner, or objectively describe situations and interactions involving their own child to the Manager, staff or parents of other children in the program.
- Although the parental employee may be able to maintain an objective point of view, others might still perceive a lack of objectivity, or conflict of interest.

Accommodation of Parental Employees:

Parental employees wishing to enroll their child in OCCS will advise the Manager as soon as possible, and be given priority on the waiting list.

If the child requires enrollment in the parental employee's program, the Manager will attempt to locate a vacant employment position for which the parental employee is qualified.

If the Manager locates a position, the parental employee will be offered a transfer to that position on a regular basis.

If the Manager cannot locate a vacant position within another program, the Manager will attempt to facilitate a job switch between the parental employee and another employee of OCCS. This type of switch will only occur with the consent of both employees, and only when each employee is qualified to perform the duties of the other.

If the Manager facilitates a job switch, the parental employee will switch jobs with the other employee on a regular or contract/temporary basis until the child moves to a different program.

If the Manager cannot facilitate a job switch, the parental employee shall continue to work in their program and may not enroll their child in OCCS.

Note: On a case-by-case basis, the Manager in conjunction with the Board may review enrollment requests that fall outside of this policy.

Cancellation of a child from the program

If a parental employee's child starts in one program and the Manager cannot facilitate a job switch or permanent placement for the parental employee when the child moves to the next program, OCCS withdrawal policy will be followed:

“Withdrawal of a child from the program requires written notice two full calendar months prior to the withdrawal.”

MANAGER ENROLLING THEIR CHILDREN AT THE CENTRE

This policy has been implemented in order to avoid:

Confusion of, and negative impact on, an employee's child:

Young children may experience confusion or anxiety if they receive a different type and/or level of care from their parent depending on whether the child and parental employee are “at home” or “at work”.

Accommodation of Parental Employees:

- A parental manager wishing to enroll their child in OCCS will advise the Board as soon as possible, and be given priority on the waiting list.
- A parental manager will follow the Policy Manual outlined for all families enrolled at the centre.
- If concerns arise for the parental manager around his/her child's care at the Centre, the parental manager will escalate his/her concerns to the Chair of the Board of Directors.

Cancellation of a child from the program

OCCS withdrawal policy will be followed:

“Withdrawal of a child from the program requires written notice two full calendar months prior to the withdrawal.”

PROFESSIONAL DEVELOPMENT AND MEMBERSHIP FEES

OCCS supports professional development. At the discretion of the Manager, employees may receive funding tuition, membership fees or a combination. The Manager will provide a summary to the Board of Directors on the nature and value of the seminars or courses attended by staff.

In order to receive professional development reimbursements, staff must have received pre-approval from the Manager.

TRAVEL REQUIREMENTS

Private Vehicle Allowance

The Manager is entitled to claim a private vehicle allowance for the use of a privately owned vehicle on business travel. Where a private vehicle is used on the Manager's business, reimbursement shall be based upon the provincial government travel allowances. These are currently as follows:

Effective June 15, 2015 \$0.52 per km

Acceptable Parking Charges

When a private vehicle is used for the Manager's business, receipted parking charges will be reimbursed.

EMPLOYEE BENEFITS

The following benefits are offered to OCCS employees through Chambers Of Commerce Group Insurance:

Extended Health and Dental Insurance

An employee extended health and dental benefit package is offered to every full time regular employee. Employees must have completed the appropriate probationary period in order to receive this benefit. This benefit is extended to the employee's spouse or one dependant.

Vision Care

Employees who have completed the appropriate probationary period are eligible for up to \$200 every two years for vision care including Optometrist appointments and eyewear. The benefit is extended to the employee's spouse and dependants.

Medical Services Plan

Our Children's Centre pays monthly Medical Services Plan (MSP) premiums for all employees who have completed the appropriate probationary period. The benefit is extended to the employee's spouse and dependants.

Insurance

Employees who have completed the appropriate probationary period receive the following insurance benefits: Life Insurance, Accidental Death and Dismemberment and Critical Illness.

Employee Assistance Program (EAP)

Employees who have completed the appropriate probationary period can access confidential, one-on-one counselling with a designated psychosocial professional for employees dealing with personal issues that include: job-related issues, eldercare programs, dependency concerns, marital and family issues and other personal challenges.

A full description and limits for each of the above benefits is available online: <https://www.my-benefits.ca/>

The following benefits are available to all full-time employees:

Canada Pension Plan and Employment Insurance Premiums

Canada Pension Plan and Employment Insurance premiums shall be contributed to by both the employer and employee as per federal regulations.

WorkSafe BC

WorkSafe BC premiums shall be paid entirely by the employer.

Fitness Centre

Regular staff of OCCS have the option of registering with The Provincial Employees Fitness Society for Fitness Facility access. One gym is conveniently located across the street from OCCS at 4000 Seymour Place. For current membership options visit www.pefs.gov.bc.ca.

EMERGENCY PROCEDURES

If an evacuation of the centre is required, the Manager will advise the Chair of the Board of Directors as soon as possible.

Emergency procedures must be posted in the facility and fire drills will be conducted on a regular basis.

JOB DUTIES

Current job descriptions will be maintained by the Manager for all positions.

SCAN (SUSPECTED CHILD ABUSE AND NEGLECT)

OCCS recognizes that identifying and reporting suspected child abuse and/or neglect is a challenging subject in any childcare setting. For this reason, it is essential that parents understand that OCCS educators are legally required to report any suspected child abuse or neglect to the Ministry of Children and Family Development and to the Community Care Facilities Licensing Branch.

"Our responsibility to report child abuse and neglect is backed up in law. The *Child, Family and Community Service Act* requires every person who has a reason to believe that a child has been or is likely to be abused or neglected, or may need protection, to promptly report the matter to a child protection social worker".

Source: *BC Handbook for Action on Child Abuse and Neglect* (Part I – Introduction, page 1)

Handbook for reporting abuse:

http://www.mcf.gov.bc.ca/child_protection/pdf/handbook_action_child_abuse.pdf

LATE PICK-UP

If a child has not been picked up from the Centre by 5:40 p.m. and an Educator has been unable to contact the parent(s) or the alternate contact(s), one of the two Educators at the Centre will care for the child(ren) and the other Educator will start the following phoning process:

1. Phone and leave messages with all contact numbers provided by the parents, including alternate contacts.
2. If no one has been reached by 5:45p.m., then a call to the Senior Educator and Manager should be made to inform them of the situation.
3. If no one has been reached by 6:30 p.m. the Educator must inform the Manager. The Manager will contact MCFD and will also call the Chair to advise them of the situation:

- Manager to call the Helpline at 1-800-663-9122;
- Explain the situation and give the required information;
- Document the name of the worker that is providing the instruction;
- Before hanging up, ensure that the directions for what will follow are clearly understood; and,
- Contact the Educators that are caring for the child(ren) for follow-up and to provide instructions.

DRESS CODE

Staff members are expected to be dressed in clothing that is in good repair and allows them to perform required tasks. The following clothing items are not allowed:

- Strapless outfits
- Midriff baring clothing
- Ripped clothing
- Clothing with holes
- Overly short shorts or skirts
- Cleavage baring clothing

Staff members unsure of the suitability of their clothing are encouraged to seek direction from the Manager.

IMMUNIZATION

All staff members are required to be fully vaccinated against Covid-19 and are encouraged to be up to date with any recommended booster shots. All staff are entitled to up to three hours of paid leave to get their Covid-19 booster shots. All staff must disclose their immunization status for other communicable diseases to the centre when they are hired, as per licensing requirements, and staff are also encouraged to be fully up to date with the ImmunizeBC recommendations.

APPENDIX A – DISCIPLINARY ACTION GUIDELINES

1. These actions or similar actions may result in verbal warning:

- improper behaviour guidance or disciplinary techniques toward the children
- loud discipline
- depriving of food or drink
- depriving a child or children of quality care as stated in OCCS's philosophy
- improper staff/parent communication
- inappropriate language
- poor adult role model
- continue favouritism or avoidance of a child or children
- inappropriate staff relationships or communication
- allowing for the environment to be unsafe for a child or children
- failure to carry out assigned duties

If an employee fails to correct these behaviour(s) further disciplinary action will follow.

2. These actions or similar actions may result in immediate written warnings:

- name calling, shaming, silent treatment of a child or children
- any form of negative, rough handling of a child or children
- emotional abuse of any kind
- derogatory remarks about a child, family or staff
- failure to comply with the program's licensing requirements
- violation of confidential information (i.e., discussing a child's behaviour with someone other than staff in the program or the child's parents)
- on-going tardiness
- un-excused absences: more than two un-excused absences within three months
- gossip of any kind regarding anyone who is or was associated with OCCS
- disregard of program policies and procedures
- foul language: in the event of inappropriate language on the part of a staff person or the person who tolerates it without counseling the employee and reporting it to the coordinator

If an employee fails to correct these behaviour(s), further disciplinary action will follow.

3. These actions or similar actions may result in immediate suspension or termination:
- physically removing oneself from an assigned area of supervision therefore leaving the children at risk
 - accusation of any form of child abuse
 - any form of psychological abuse or punishment
 - falsified employment information
 - possession, use or under the influence of illicit drugs or alcohol on program property or on company time
 - violence against children, clients or co-workers while at work
 - theft of any kind while on daycare premises

If an employee fails to correct the behaviour(s) further disciplinary action will follow.

In case of suspension, an employee who has improved his/her behaviour can return to work. Continued unsatisfactory job performance is grounds for termination.

APPENDIX B – WRITTEN WARNING FORMAL DOCUMENTATION

OCCS Employee Disciplinary Actions Written Warning Formal Documentation

Nature of the deficiency (occurrences, frequency, observations):

Acceptable and expected performance (according to ECE and OCCS philosophy):

Plan for improvement agreed to by employee and Manager (measures which will be taken by employee to correct situation):

Time given for correction: _____ Next review date: _____

Possible following consequences

- Suspension without pay
- Termination of employment