

HUMAN RESOURCES

It is the desire of The Niagara Parks Commission to provide appropriate expression to staff members and/or their families as a result of specific events which have occurred in their lives. These events include:

- 1.) The birth or adoption of a child;
- 2.) The admission of an employee to a hospital for major medical services;
- 3.) The death of an employee or retiree; and/or
- 4.) The death of an applicable family member of an employee.

In the event of any of the above situations, Supervisors are asked to contact the Human Resources Office with relevant information (eg. employee name, gender of child in the event of birth/adoption, name of hospital to which an employee has been admitted, name of funeral home, etc.)

The Human Resources Office will ensure that an appropriate floral arrangement or plant is delivered to the employee or family member as applicable. Upon the request of the family in the event of the death of a current employee or retiree, a donation may be made in lieu of flowers to the family's charity of choice.

HUMAN RESOURCES**Workplace Harassment**

It is the policy of The Niagara Parks Commission that every employee can expect to work in an environment free from personal harassment. Harassment will not be tolerated in the workplace and prompt action shall be taken by supervisory and management personnel to ensure an atmosphere of mutual respect must exist between staff members.

HARASSMENT

1. The Ontario Human Rights Code provides that every person has a right to freedom from discrimination in, amongst other things, the workplace. Supervisors and co-workers are prohibited from harassing employees because of race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, sex, sexual orientation, handicap, age, marital status, family status, or record of offences. The Code also prohibits unwelcome sexual solicitations or advances, or a reprisal because an advance has been refused or reported.
2. On becoming aware of its existence, all supervisory and management staff are responsible for dealing with harassment in the workplace, with or without a formal complaint being made. The Director of Human Resources should immediately be advised.
3. When an employee feels harassed, he or she should:
 - tell the harasser very clearly that his or her behaviour is not welcome;
 - complain to someone in authority over the harasser, regardless of whether he or she is a co-worker or a supervisor. It is wise to indicate the details of the harassment in writing, noting the occasions on which the harasser was told that the behavior was not welcome, ask for a written response and maintain a copy;
 - keep written detailed notes regarding the incident(s) and any steps taken, including those where one has told or asked the harasser to discontinue;
 - If your complaint is not resolved, employees are encouraged to call the Director of Human Resources at 905-353-5413.
4. All complaints of personal harassment will be fully and properly investigated and, if found warranted, remedied without delay.

HUMAN RESOURCES

Workplace Harassment

REVOCATION

This policy cancels and supersedes Human Resources Circular #51 and revises CPM-05-03.

ORIGINAL SIGNED

John Kernahan
General Manager

HUMAN RESOURCES

Conflict of Interest & Acceptance of Benefits

It is the policy of The Niagara Parks Commission that no employee unfairly gain personal advantage through his or her position and employment with the Commission and that one does not engage in activities which would adversely affect his or her ability to objectively carry out the regular course of his or her duties.

CONFLICT OF INTEREST & ACCEPTANCE OF BENEFITS

1. As required by the Public Service Act, The Niagara Parks Commission defines a conflict of interest as any situation where an individual's private interests may be incompatible or in conflict with their public service responsibilities.
2. An employee of The Niagara Parks Commission shall not engage in any outside work or business undertaking:
 - that is likely to result in a conflict of interest;
 - that interferes with the individual's ability to perform his or her duties and responsibilities;
 - in which an advantage is derived from his or her employment as a Niagara Parks Commission employee;
 - in which the outside work would otherwise constitute full-time employment for another person;
 - in a professional capacity that will, or is likely to, influence or affect the carrying out of his or her duties as a Niagara Parks Commission employee;
 - that involves the use of Niagara Parks Commission premises, equipment or supplies;
 - that would adversely affect The Niagara Parks Commission.
3. Niagara Parks Commission employees shall not use, or seek to use their positions or employment to:
 - gain direct benefit for themselves or their spouses or children; solicit or accept favours or economic benefits from any individuals, organizations or entities known to be seeking business or contracts with The Niagara Parks Commission;
 - favour any person, organization or business entity.

HUMAN RESOURCES

Conflict of Interest & Acceptance of Benefits

4. Niagara Parks Commission employees shall not:
 - disclose any confidential information about any Commission undertaking acquired in the performance of duties for The Niagara Parks Commission, to any person or organization not authorized by law or The Niagara Parks Commission to have such information;
 - benefit directly or indirectly in return for or in consideration for revealing confidential information;
 - use confidential information in any private undertaking in which they are involved.
5. Niagara Parks Commission employees must refuse gifts, hospitality or other benefits that could influence their judgement and performance of their duties. Niagara Parks Commission employees must not accept, directly or indirectly, any gifts, hospitality or other benefits from:
 - persons, groups or organizations dealing with the Commission;
 - clients or other persons to whom they provide services in the course of their work.

However, Niagara Parks Commission employees may accept incidental gifts, hospitality or other benefits associated with their official duties and responsibilities if such gifts, hospitality or other benefits:

 - are appropriate, a common expression of courtesy or within the normal standards of hospitality;
 - do not cause suspicion about the objectivity and impartiality of the employee;
 - would not compromise the integrity of the Commission.
6. When they cannot refuse unauthorized gifts, hospitality or other benefits, Commission employees must immediately report the matter to the General Manager. The General Manager may require that such gift be held by the Commission or given to charity or such other action as may be determined.
7. A Niagara Parks Commission employee shall not:
 - grant preferential treatment in relation to any official matter to any person, organization, family member or friend, or to any organization in which the employee, family or friend has an interest. The employee must avoid being obligated, or seeming to be obligated, to any person or organization that might profit from special consideration;

HUMAN RESOURCES**Conflict of Interest & Acceptance of Benefits**

- offer assistance in dealing with the Commission to any individual or entity where such assistance is outside the official role of the employee.
8. Subject to the decision of or condition set by the Commission, an employee shall not:
- hire or contract with members of his or her immediate family, that is his or her spouse, parents, children or siblings;
 - occupy a position where one family member reports directly to another.
9. A Niagara Parks Commission employee shall not:
- help any outside entities or organizations in any transactions or dealings with the Commission in a way that contravenes the provisions of this directive;
 - give confidential information associated with a transaction, except as required in a transaction, to any outside entity or organization about a Commission undertaking before the transaction or dealing with the Commission is completed.
10. The Public Service Act of Ontario defines political activity provisions which are applicable to the employees of The Niagara Parks Commission.

A person engaged in political activities when he or she:

- does anything in support of or in opposition to a federal or provincial party;
- does anything in support of or in opposition to a candidate in a federal, provincial or municipal election;
- seeks to become a candidate in a federal, provincial or municipal election; or
- comments publicly and outside the scope of the duties of his or her position on matters that are directly related to those duties and that are dealt with in the positions or policies of a federal or provincial party or in the positions publicly expressed by a candidate in a federal or provincial election.

No NPC employee shall engage in political activity in the workplace. They must not wear clothing (such as a uniform) or accessories identifying NPC when participating in political activities. NPC's supplies, facilities, tools or any other assets must not be used to support political activities.

Prior to an election, the Human Resources Department will post political activity provisions relating to that specific election on the employee website and will send out a bulletin to notify employees that this information is available.

HUMAN RESOURCES**Conflict of Interest & Acceptance of Benefits**

If an employee is considering engaging in political activity and requires advice or guidance, they may contact the General Manager.

11. Any situation covered by these provisions that may be a real or potential conflict of interest between the private interests of a Niagara Parks Commission employee and his or her duties and responsibilities must be disclosed to the General Manager for resolution.

This includes:

- any conflict of interest in which the individual may benefit personally from the matter that, in the course of the individual's duties, he or she can influence;
- any conflict of interest situation arising from the individual's outside activities.

12. Prior to engaging in any activity where a real or potential conflict of interest exists, including engaging in any business undertaking or employment outside of the Commission, an employee must make a confidential report to the General Manager.

The report must identify the nature of the activity including the real or potential conflict of interest. The General Manager will advise the employee accordingly if he or she concludes that a real or potential conflict of interest exists.

13. Where a conflict of interest relates to a consideration of a matter by a board, selection panel or other decision making group, the employee must tell the other members about the general nature of the conflict. The employee must withdraw from consideration of the matter without participating.

REVOCATION

This policy cancels and supercedes Personnel Circulars #1 and #62, Human Resources Circular #2 and revises CPM-05-04.

Original Signed

John Kernahan
General Manager

HUMAN RESOURCES**Professional Development &
Training Opportunities**

Management for The Niagara Parks Commission has shared responsibility for the professional growth and development of its employees. Development opportunities where financial assistance is granted should be directed at enhancing the effectiveness of the employee and benefitting the overall organization. The procedures for employees seeking financial assistance for educational courses are as follows:

1. Employees seeking financial assistance shall confer with their supervisor and upon agreement, complete the approved educational assistance form. The supervisor shall submit a recommendation on the completed form outlining the reasons for supporting the request and indicating the level of assistance recommended based on the criteria in this policy. Supervisors may also initiate the process of employee education.
2. The completed application form must be forwarded to the Director for approval, prior to being forwarded to the Director of Human Resources. Final approval is granted by the General Manager. All approvals must be given in advance of the commencement of the course or seminar.
3.
 - (a) Where an employee is taking a series of courses toward a degree or diploma, he or she may apply for educational assistance. The employee may be expected, however, to bear some portion of the costs.
 - (b) In the case of a degree or diploma credit course, a requisition is forwarded through the administrative process and must be accompanied by a receipt showing employee's initial payment to the educational institution. Prior to final reimbursement to the employee, the requisition must be accompanied by proof of successful course completion.
 - (c) Where reimbursement is granted for a degree or diploma credit course according to the provisions of this policy, the employee will be reimbursed fifty percent (50%) at the beginning of the course and fifty percent (50%) upon successful completion. Where the employee has not completed the course or has not achieved a passing grade, he/she shall be required to reimburse to the Commission the initial fifty percent (50%) of educational assistance paid.
4. In the case of one or multi-day seminars, workshops or conferences, costs are covered in advance by the Commission where approved.

**Professional Development &
Training Opportunities****HUMAN RESOURCES**

5. Degree or diploma credit courses shall, as much as possible be taken outside of an employee's normal working hours. Any courses taken during working hours shall be with the approval of the Executive Director.
6. The following is the criteria for granting educational assistance:
 - Category 'A' **100% reimbursement** -The course or seminar directly relates to the requirements of an employee in his or her current position or is initiated by the employee's supervisor in order for the employee to carry out his or her duties and responsibilities.
 - Category 'B' **75% reimbursement** -The course or seminar relates to work performed in the employee's department and although not directly related to the employee's duties and responsibilities, is deemed by the supervisor to be beneficial for the needs of the department.
 - Category 'C' **50% reimbursement** -The course or seminar relates to work performed by The Niagara Parks Commission and although not directly related to the work performed by the employee or within the employee's department, is deemed to be beneficial to the employee's career development with The Commission. Approval under this section shall include the requirement for the development of a career plan for the employee which shall be approved by the Executive Director and maintained on the employee's Human Resources file.
7. Training Records

The Human Resources Office will maintain records of all training activities for employees of the Commission. Certificates or similar documentation indicating the completion of a course or program should be forwarded to the Human Resources Office for inclusion in the employee's official file.



HUMAN RESOURCES

**Professional Development &
Training Opportunities**

REVOCATION

This policy cancels and supercedes Human Resources Circular # 7 and revises CPM-05-05.

ORIGINAL SIGNED

John Kernahan
General Manager

Request For Educational Assistance

Note: All approvals must be given in advance of the commencement of courses or seminars.

Date: _____

Name: _____ Position: _____

Department: _____

In accordance with Human Resources Policy # CPM-05-05, please give consideration to my application for Educational Assistance for the following (check one only):

Seminar/Workshop/Conference

Degree/ Diploma Credit Course

Post Degree Credit Course

Course/Seminar Name: _____

Course Date (s): From _____ To _____

Training Institution: _____

Course/Seminar Fee: \$ _____

Note: I understand that under the circumstances outlined in Policy # CPM-05-05, I may be required to reimburse the Commission for assistance provided where I do not meet the designated stipulations.

Signature of Employee

Recommendation of Supervisor: Category A B C

Signature of Supervisor

Department Director: _____ Date: _____

Director of Human Resources: _____ Date: _____

General Manager: _____ Date: _____

copy : Human Resources

HUMAN RESOURCES**Employee Suggestion Submissions**

The Niagara Parks Commission desires to recognize the suggestion submissions of its employees and reward them for their recommendations where the results:

- are realized in measurable or tangible savings to the organization;
- include improvements to the safety, efficiency and productivity of operations; or,
- improve the overall environment of Niagara Parks Commission interests.

Suggestions submitted by staff for consideration under this program would be based on new concepts or ideas and would not include issues or items which have already been addressed in the past or are currently in the planning stages or being implemented.

SUGGESTION COMMITTEE

1. A Suggestion Administrator will receive, acknowledge and track all suggestion submissions and will distribute to individual Departments or to the Senior Management Team, as applicable.
2. The Senior Management Team will be the Committee for suggestions which impact the organization as a whole. Suggestions that affect specific departments will be sent to the appropriate Executive Director/Director.
3. Each Executive Director/Director will coordinate input from departmental employees as appropriate on suggestions which are specific to its operations. The Executive Director/Director, in consultation with the employees concerned, will determine whether the suggestion is accepted or not and will recommend to the Suggestion Administrator the award category.
4. The Suggestion Administrator will determine the award category, advise staff of the results and coordinate with the employee the selection and delivery of his/her chosen award.

HEALTH & SAFETY SUGGESTIONS

1. Health and Safety suggestions will be considered by the Executive Director, Corporate Services in consultation with the Health, Safety and Environment Department.
2. Prior to a suggestion regarding health, safety and/or environmental issues being submitted to the Corporate Services Department, the employee should immediately make the issue known to his/her supervisor to ensure the continued health and safety of all individuals.

HUMAN RESOURCES**Employee Suggestion Submissions****ELIGIBLE STAFF**

1. All employees are eligible unless the suggestion relates directly to the duties associated with his or her job. Employees are eligible to receive awards where the suggestion is clearly outside the normal realm of their normal responsibilities.

EMPLOYEE AWARD & RECOGNITION

1. Employees shall be awarded and recognized according to the criteria in this policy which may include one or more of the following:
 - Letter of receipt of the suggestion from the Suggestion Administrator;
 - Letter of acknowledgment;
 - Recognition in The Niagara Parks Commission Newslines;
 - Notation in Retirement/Awards night program;
 - A Tangible Reward.

AWARD CATEGORIES

- | | | | |
|----|---------------------|---------------------------|---|
| 1. | Category “A” | <i>SIGNIFICANT</i> | Implementable suggestions with significant savings associated. |
| 2. | Category “B” | <i>TANGIBLE</i> | Implementable suggestions with moderate savings associated. |
| 3. | Category “C” | <i>INTANGIBLE</i> | Implementable suggestions where savings are not measurable but are evaluated to have a great, substantial, moderate or small degree of benefit to the organization; |
| 4. | | <i>MERITORIOUS</i> | Suggestion is good but not implementable. The employee will receive a letter of acknowledgment. |

HUMAN RESOURCES**Employee Suggestion Submissions**

PROCEDURES

1. Each suggestion shall be submitted by the employee on the approved form (attached) and mailed directly to the Suggestion Administrator.
2. When the Suggestion Administrator receives a submission, he or she shall:
 - acknowledge receipt in writing to the submitting employee;
 - record a sequential number on the submission and covering letter;
 - place the submission with covering letter on file;
 - forward the submission, with no personal information other than the assigned number, to the applicable Departmental Head or to the Senior Management Committee as outlined.
3. The Executive Director/Director or Senior Management Committee, as applicable, shall review suggestion submissions and will make a decision within thirty days of receipt of the suggestion as to whether it is to be accepted or not.
4. The Executive Director/Director or Senior Management Committee will inform the Suggestion Administrator of its decision with reasons.
5. Where a suggestion is not adopted, a letter from the Suggestion Administrator shall be forwarded to the submitting employee with reasons why the suggestion was not adopted. Should an employee wish to re-open a submission to present new or additional information, the suggestion may be reconsidered.
6. Where a suggestion is adopted, the Suggestion Administrator will determine the award to be provided to the employee. There will be three general categories of awards (Category A, B and C) and each level will have attached to it a selection of gifts which the employee may choose from to recognize his/her efforts. The Suggestion Administrator will then inform the employee by letter that his/her suggestion has been accepted and will coordinate with the employee the selection and delivery of his/her chosen award.

HUMAN RESOURCES**Employee Suggestion Submissions**

7. There may be infrequent situations where a suggestion may merit consideration for an award outside of those listed above. In those unique situations, the General Manager may approve an alternate award structure.
8. All suggestions submitted shall become the property of The Niagara Parks Commission.

REVOCATION

This policy supersedes CPM-05-06.

Original Signed

John Kernahan
General Manager



An agency of the Government of Ontario since 1885

SUGGESTION FORM

No. _____

NOTE: DO NOT identify yourself on the upper section of this form **PRINT** your identification on the bottom section only.

Date: _____

MY SUGGESTION IS:
*(If more space is needed,
please use separate sheet)*

**DEPARTMENT AND LOCATION
WHERE THIS IDEA APPLIES:** _____

I think this suggestion will result in

Safety

Savings

Improvements

Other Benefits

(This Section to be Detached by Suggestion Administrator)

I am currently employed by the NPC and this is my suggestion

Name _____
(Please Print)

Department _____

RETURN FORM TO:

The Suggestion Administrator
NPC Administration Building
P. O. Box 150
Niagara Falls, ON L2E 6T2

WHO CAN BE ELIGIBLE FOR A SUGGESTION AWARD ...

All probationary, regular, seasonal, and contract employees are eligible to receive awards except in cases where one of their regular functions is to develop new ideas or safer working conditions. An employee is always eligible for an award for suggestions covering a field of the Commission's activities outside of the employee's regular functions.

When two or more employees submit the same idea, the first to be received and recorded shall be considered eligible for an award.

Suggestions submitted by persons not eligible for awards shall be recorded. In the event that suggestions of this type are adopted, recognition shall be given by including the suggestion and name of the suggestor in the NPC newsletter.

HOW SUGGESTIONS ARE HANDLED ...

When a suggestion is received, it is given a number. The same number is placed on the covering letter which, along with a photocopy of the suggestion form, will be placed on file. The original suggestion form with no other identification than the assigned number is then reviewed.

DETERMINING AMOUNTS OF AWARDS ...

In accordance with the Employee Suggestion Submission Policy, there are three general categories of awards and each level will have attached to it a selection of gifts which the employee may choose from to recognize his/her efforts. The Departments and/or the Senior Management Committee will determine the category of award to be provided to the employee.

The four categories of suggestions which will be awarded a gift are:

Category "A"	SIGNIFICANT
Category "B"	TANGIBLE
Category "C"	INTANGIBLE
	MERITORIOUS

When two or more employees sign a suggestion which is adopted, the amount of the award shall be divided equally among those signing the suggestion.

All decisions are final. However, if at any time, an employee wishes to reopen a suggestion to present new or additional information, the decision may be reviewed.

HUMAN RESOURCES**Employee Conduct**

The Niagara Parks Commission employs some of the best people in the tourism service sector. To ensure that new and existing employees know what is expected of them in terms of how they should treat our visitors and each other, the following rules of conduct apply.

GENERAL

1. It is the policy of The Niagara Parks Commission:
 - that employees must be professional and courteous to our visitors and with one another at all times;
 - to establish and maintain a positive working environment and to promote harmonious relationships between all staff within the organization;
 - that every employee can expect to work in an environment free from personal harassment;
 - to adopt a philosophy of progressive discipline.

STAFF/CUSTOMER INTERACTION

1. Commitment, loyalty and respect for the Commission, each member of the organization as well as for our customers is an integral part of creating and sustaining a positive and healthy atmosphere.
2. Inappropriate comments or actions by anyone which are negative, derogatory, threatening or slanderous toward either the organization, our employees or our customers, creates a poisoned environment and cannot be tolerated. Any employee conducting themselves in this manner will be subject to immediate disciplinary action up to and including dismissal.

UNIFORMS

1. As a condition of employment, all employees are required to wear any uniform, dress, clothing, or safety equipment or accessories issued to them which are consistent with normal business operations. This includes name tags, headgear, footwear or any item meant to be worn to prevent injury.

HUMAN RESOURCES**Employee Conduct**

2. All uniforms, dress, clothing, or safety equipment, or accessories issued to employees are the property of The Niagara Parks Commission and must be returned upon termination, retirement, or at the request of supervisory or management personnel.

NIAGARA PARKS COMMISSION EQUIPMENT & MATERIALS

1. All employees must use Niagara Parks Commission equipment and materials during the performance of their job requirements in the manner they were intended.
2. The abuse or theft of Niagara Parks Commission equipment and materials will not be tolerated and violators will be subject to appropriate disciplinary action up to and including dismissal.
3. Equipment and vehicles must not be left unattended while running, or otherwise left in an insecure manner which could lead to theft, damage, or waste. Leaving ignition keys in the vehicle while it is unattended is prohibited.

PROGRESSIVE DISCIPLINE

1. Progressive discipline is generally outlined in the following manner:
 - verbal reprimand or warning;
 - written reprimand or warning;
 - suspension from duty without pay;
 - dismissal.
2. The level or progression of discipline in the manner listed above is relative to the circumstances of the transgression.
3. To foster an environment for preventative discipline supervisors must:
 - ensure employees know what is expected from them;
 - provide consistent direction employing the use of coaching, counselling and training;
 - review Commission policies, directives and governing legislation to effectively interpret them for those being supervised.

HUMAN RESOURCES**Employee Conduct**

4. Wherever a supervisor has initiated the disciplinary process, he or she shall:
- maintain notes or other documentation regarding the incident(s);
 - consult with the Director of Human Resources prior to suspending or dismissing an employee.

REVOCATION

This policy cancels and supercedes Human Resources Policy CPM-05-07 issued July 6, 2004 and the Smoke-Free Bulletin issued December 20, 2004.

Original Signed

John Kernahan
General Manager

HUMAN RESOURCES**Volunteers in the Workplace**

It is the policy of The Niagara Parks Commission to grant access to volunteer groups and individuals to Commission property who perform a mutually beneficial function. Managers are to abide by the following terms when dealing with volunteers in the workplace:

1. Volunteers are defined as persons serving as individuals or as members of not-for-profit groups wishing to assist The Niagara Parks Commission by supplementing the educational, historical, interpretive and special events activities at Niagara Parks Commission sites;
2. Volunteers are not to be considered or used as replacements for paid positions;
3. Organizations wishing to volunteer as a group must sign a volunteer agreement, outlining specific responsibilities and obligations on behalf of both parties;
4. Individuals wishing to volunteer at a site are required to sign The Niagara Parks Commission General Release and receive written information on specific responsibilities and obligations from the Site Manager;
5. All volunteer activities must be formally approved by the Site Director.

REVOCAATION

This policy cancels and supersedes Human Resources Circular # 68.

Original Signed

John Kernahan
General Manager

HUMAN RESOURCES**Legal Indemnification -General**

The purpose of this policy is to address legal indemnification for employees of The Niagara Parks Commission, with the exception of employees of The Niagara Parks Police Service who are specifically governed by the provisions contained in the Memorandum of Agreement between The Niagara Parks Commission and Ontario Public Service Employees Union and its Local 217 (Park Police).

INDEMNIFICATION

From time to time in the course of business operations, individuals may become subject to legal proceedings while acting in good faith in the performance of their duties and responsibilities. This policy provides that employees acting in good faith may do so without concern that they will suffer costs as a result of any legal proceeding that may be taken against them.

LEGAL INDEMNIFICATION BOARD

The Commission will establish an NPC Legal Indemnification Board (Board), the purpose of which is to determine the amounts to be paid by The Niagara Parks Commission for situations described in this policy. The members of the Board shall consist of the General Manager of The Niagara Parks Commission and Director of Human Resources of The Niagara Parks Commission. A Board member may subsequently appoint a designate to act for him/her in the event of the inability to carry out his/her responsibilities due to absence. The Niagara Parks Commission Legal Advisor may be included in any deliberations of the Board as deemed necessary by the Board.

The Commission, on the decision of the Board, shall advance such initial payments for necessary and reasonable legal representation relating to the case and, as outlined below, shall indemnify an employee of The Niagara Parks Commission for such necessary and reasonable legal costs incurred by the employee in the following circumstances:

- (a) in the defence of a civil action, if the employee is found not to be liable;
- (b) in the defence of a criminal prosecution, if the employee is found not guilty;
- (c) in respect of any other proceeding in which the employee's manner of execution of the duties of his or her employment was an issue, not including NPC dismissal or disciplinary action with regard to the employee's job performance;

- (d) in defence of actions brought against the employee arising from the acts or omissions of the employee acting in good faith within the course of his or her employment, not including NPC dismissal or disciplinary action with regard to the employee's job performance; provided that such necessary and reasonable legal costs shall not exceed the amount of two hundred and forty-five (\$245.00) dollars per hour and shall not include any other allowances or travel time. Costs covered in this section will also include the amount of any award made by a court of competent jurisdiction related to the acts or omissions of the employee acting in good faith within the course of his or her employment.

Should the employee be found guilty, liable or not acting in good faith as described above, the Commission may take such action as it deems necessary to recover the funds which have been advanced.

EMERGENCY SITUATIONS

In an emergency situation where it is prudent for an on duty employee to avail himself/herself of legal counsel and The Niagara parks Commission Legal Indemnification Board is unable to meet to consider the indemnification request in a timely fashion, one member of the Board who has been contacted may approve indemnification for a period not exceeding three (3) working days while the Board is arranging for the convening of a meeting.

MULTIPLE MATTERS/CHARGES

Where legal expenses may be incurred in relation to more than one matter or charge, the availability of indemnification for the legal expenses related to each matter or charge will be considered by the Board. The determination as to whether legal expenses are reasonable and necessary will be made on a case-by-case basis considering all relevant circumstances.

APPEALS

Where an appelland court finds an employee not guilty, the Board will consider covering legal fees that are incurred.

CLAIMS

An employee who makes a claim for legal indemnification shall do so in writing to the General Manager. The Board shall make a determination and notify the employee of its decision within fourteen (14) days of the request.

REVOCATION

This policy cancels and supercedes Human Resources Circular #67.

Original Signed

John Kernahan
General Manager

SUBSTANCE ABUSE**INTRODUCTION**

The Niagara Parks Commission is committed to ensuring the health and safety of our employees and the visiting public. The abuse of alcohol, illicit and prescription drugs, and other substances may impact on job performance, pose a threat to an employee's own safety, the safety of other employees, or our visitors.

It is the employee's responsibility to report to his/her workplace fit and ready to work. Anyone not reporting in this condition will be subject to the progressive disciplinary process.

ABUSE OF SUBSTANCES

1. It is required that employees:
 - not use any alcohol, possess or sell any unauthorized alcohol while in the workplace or on a scheduled break from the continuing performance of their duties,
 - not use, possess or sell illicit drugs or other substances while in the workplace or on a scheduled break from the continuing performance of their duties,
 - use prescription drugs or other over the counter medications only as directed by a doctor or pharmacist and not engage in the sale of such drugs, and
 - not be impaired by alcohol, illicit or prescription drugs, and other substances while in the workplace or otherwise on a scheduled break from the continuing performance of their duties.

Regarding the use of alcohol, there may be exceptional cases, as approved by the respective Executive Director or in accordance with Policy CPM-02-01, where alcohol may be consumed in moderation by an employee.

2. It is the employee's responsibility to advise his or her supervisor in confidence that he or she may be in violation of this policy due to an alcohol, drug or other substance related dependency.
3. Employees taking prescription or other over the counter medications should consult with their doctor or pharmacist to determine if there are any side effects which may adversely affect their job performance. If there are any concerns, the employee has an obligation to report them to his or her supervisor.

HUMAN RESOURCES**Substance Abuse**

4. If a violation of this policy occurs in the case where an employee suffers from a drug, alcohol or other substance dependency, the employer will cooperate with the employee towards the goal of rehabilitation. Such employees will be referred to the Employee Assistance Program for assessment and/or an offer for treatment arrangements. The employee has a duty to cooperate with the rehabilitation efforts. Where work performance has been adversely affected, employees undergoing rehabilitation will be provided reasonable opportunity for improvement.
5. Any necessary accommodation will be in accordance with the Ontario Human Rights Code. Each rehabilitation effort will be assessed individually.
6. Any application with respect to this policy should be reviewed with the Director of Human Resources prior to taking action.

REVOCATION

This policy cancels and supercedes Personnel Circular # 39 & 46 and revises CPM-05-10.

ORIGINAL SIGNED

John Kernahan
General Manager

HUMAN RESOURCES

The purpose of this policy is to clarify what constitutes student status for employees of The Niagara Parks Commission.

1. (A) An employee will be considered to have student status and will be compensated as such in accordance with the following:
 - (i) The individual is enrolled in an educational institution in the process of working toward a degree or diploma and is employed either during his/her regular vacation period, on a co-op education program, or on a part time basis outside of class time; or
 - (ii) The individual has completed one post-secondary program and is proceeding with another program or with post-graduate work; or
 - (iii) The individual is on a brief hiatus from school and has plans to recommence his/her studies in the next school year.
 - (B) If a student employee attends school during the current academic year (September-June) and is not returning to school, the student status shall be maintained until the end of the current fiscal year (October 31st). At that time, non-student status may be considered in accordance with the availability of a position and based on job performance.
 - (C) Students shall not have dues deducted from their wages nor are they covered under any terms of a collective agreement.
2. An employee who is currently a non-student and subsequently returns to school shall **not** be considered to have student status in accordance with the following:
 - ▶ A mature student who enrolls in an educational institution to pursue a degree or diploma on a full time basis and who continues to work for the Commission during regular vacation periods, co-op education programs or on a part time basis outside of class time.
 - ▶ A mature student who is enrolled in correspondence or on-line educational programs and is fully available for work; or

HUMAN RESOURCES

- ▶ A mature student who enrolls in an educational institution to pursue a degree or diploma program on a part time basis and who continues to work for the Commission during regular vacation periods, co-op education programs, and is reasonably available to meet shift requirements outside of class time. For the purposes of this policy, “Part Time” shall be defined as two (2) courses or less.
- ▶ Other non-traditional situations which may be reviewed from time to time on an individual case basis.

In all applicable cases under section 2 of the policy, employees must apply for and be granted a leave of absence to pursue full length courses by the Executive Director or Director of the Department concerned. The implementation of the approved leave of absence shall require the employee to submit confirmation from the applicable educational institution of enrollment in the course(s).

REVOCATION

This policy cancels and replaces Human Resources Circular #56 and revises CPM-05-11.

ORIGINAL SIGNED

John Kernahan
General Manager

HUMAN RESOURCES**Employment Policy**

The purpose of this policy is to outline the hiring procedures and processes for applicants and employees of The Niagara Parks Commission.

AUTHORITY

The Niagara Parks Commission is given hiring authority by The Niagara Parks Act, Section 4, subsection (1).

SCOPE

The Niagara Parks Commission typically employs individuals within the scope of applicable Labour Legislation (Employment Standards Act, Human Rights Code, etc.). The policy of the Commission with regard to students provides for the hiring of individuals who will reach the age of fifteen (15) during the calendar year in which they are hired. Re-employment of retired employees will be in accordance with CPM-05-16.

HIRING PROCEDURES

The Niagara Parks Commission recognizes that its effectiveness is determined largely by the quality of its workforce. To this end, an impartial and objective recruitment and selection process best ensures the employment of the best qualified and experienced personnel available. Further, all hiring is to be done on a merit basis without discrimination on the basis of race, creed, colour, age, sex, sexual orientation, religion, marital status, family status, ethnic origin, ancestry, place or origin, handicap, citizenship, or record of offences as defined by the Ontario Human Rights Code.

In order to facilitate effective recruiting and staffing, the Human Resources Department is responsible for assembling the best qualified and experienced candidates available and for providing professional assistance and counsel to the hiring department. From time to time, the hiring of non-bargaining unit individuals may occur apart from the normal procedure as authorized by the General Manager of the Commission.

Job duties and qualifications for positions are outlined by the applicable job descriptions which are maintained by the Human Resources Department. The best candidate is hired based on the ability to meet the qualifications and requirements of the job.

HUMAN RESOURCES**Employment Policy**

SEASONAL STAFF**(A) APPLICATIONS**

1. In accordance with the collective agreements negotiated between The Niagara Parks Commission and its Bargaining Units, all applicable internal transfer requests will be considered prior to applications from external applicants.
2. Applications from external candidates will be received by the Human Resources Department staff from all who wish to apply. The Human Resources Department will be the only location where applications for employment will be received, kept and dispensed and no applicant may be hired without completion of the appropriate application process.
3. Screening interviews of external applicants will be conducted by the Commission's Human Resources staff and names referred on a merit basis to the appropriate Supervisors in the department where the vacancies exist.
4. Further interviews will be conducted by the appropriate Supervisors and hiring initiated at this level on a merit basis.
5. Seasonal employees of the Commission who worked in the previous season and received a satisfactory performance appraisal will not be required to reapply for their position or undergo another selection interview.

(B) SEASONAL STAFF HIRING AND EMPLOYMENT

All new seasonal staff hired must visit the Human Resources Department prior to commencing employment in order to complete necessary employment documentation. New employees hired must provide proof of legal status to work in Canada (birth certificate, authorization from Employment and Immigration Canada), proof of age, Social Insurance Number, bank account number for direct deposit and a completed Seasonal Service Contract signed by the Supervisor/Department Director.

HUMAN RESOURCES**Employment Policy**

Returning Seasonal Employees are not required to visit the Human Resources Department to register for work, however, Supervisors must complete a Seasonal Service Contract and forward it to the Human Resources Department prior to the employee commencing work. Some exceptions may apply where the returning employee is required to complete certain documentation and will need to visit the Human Resources Office in person. Seasonal Employees will not be considered active for Payroll purposes prior to the completion and receipt by the Human Resources Department of a completed Seasonal Service Contract.

REGULAR/CONTRACT STAFF

1. A posting and/or advertising procedure will typically be followed for applicable regular/contract staff openings, with bargaining unit vacancies being filled in accordance with the terms of the collective agreements negotiated by The Niagara Parks Commission and the Ontario Public Service Employees Union.
2. Applications from regular and seasonal staff will be considered as a separate group or in conjunction with applications from the marketplace where no internal qualified applicants are apparent or a broader search is deemed necessary.
3. Candidates will be selected on a merit basis, testing and/or interviews will be conducted and appointments will be made to probationary staff as applicable.
4. The Human Resources Department will contact new regular/contract employees in order to complete the necessary employment documentation. This will include the requirement of the employee to provide necessary documentation to prove identify, eligibility to work in Canada, payroll information, etc.

THE HIRING OF IMMEDIATE FAMILY MEMBERS

In The Commission's efforts to obtain the best qualified candidates for available positions, immediate family members of employees may be hired under certain circumstances based on merit. The term "immediate family member" includes the employee's marital or common law spouse and/or children. The hiring of such family members as applicable will be done in accordance with the following:

1. All family members who become eligible for employment will be treated in the same fashion as all other applicants and will be evaluated based upon the qualifications and abilities for the vacant position.

HUMAN RESOURCES**Employment Policy**

2. Immediate family members should not, as much as possible, occupy positions under the same Supervisor or within the same immediate work area.
3. An immediate family member shall not directly or indirectly supervise another immediate family member.

REHIRE OF SEASONAL EMPLOYEES WHO TERMINATE EMPLOYMENT

Seasonal employees are hired for part of the year to enable the Commission to meet the needs of visitors during peak periods. Employees who choose to leave their jobs while their services are still required will only be considered for re-employment if they have the full support of their Director and/or Executive Director. Managers and Supervisors who wish to rehire these individuals must receive prior approval from the Director and/or Executive Director before an offer of employment is made. Anyone who has left employment and who wishes to reapply is required to submit an application with the Commission's Human Resources Office.

REVOCAATION

This policy revises CPM-05-12.

Original Signed

John Kernahan
General Manager

HUMAN RESOURCES**Accident Reporting Procedures**

It is the policy of The Niagara Parks Commission to comply with the Occupational Health and Safety Act and its regulations with respect to workplace accidents involving death or critical injury.

CRITICAL INJURY AND DEATH

1. In all cases where an employee is killed or critically injured from any cause at the workplace, the employer must notify the Ministry of Labour - Inspector Office. Should such an event occur the Occupational Health and Safety Department shall be notified immediately.
2. For the purposes of the legislation, 'critically injured' includes an injury of a serious nature that:
 - places life in jeopardy;
 - produces unconsciousness;
 - results in substantial loss of blood;
 - involves a fracture of a leg or arm, but does not include a finger or toe;
 - involves the amputation of a leg or arm, hand or foot, but does not include a finger or toe;
 - consists of burns to a major portion of the body; or
 - causes the loss of sight in an eye.
3. In all cases of critical injury and death, the following must be notified by 9-1-1 or other means:
 - Ambulance;
 - Fire where required;
 - Niagara Parks Police (905)356-1338 or (9-1-1)
4. Niagara Parks Police personnel who are dispatched to the scene of a critical injury or death in the workplace shall ensure that the provisions of this directive are met, including notification to the Occupational Health and Safety Department and the Ministry of Labour.

PRESERVATION OF THE SCENE

1. Where an employee is killed or critically injured at the workplace, no person shall interfere with, disturb, destroy, alter or carry away any wreckage, article or thing at the scene of, or connected with, the occurrence until permission to do so has been given by an Inspector. Exceptions are only provided for:

HUMAN RESOURCES**Accident Reporting Procedures**

- saving life or relieving human suffering;
 - maintaining an essential public utility service or a public transportation system;
 - preventing unnecessary damage to equipment or other property.
2. It is otherwise imperative that the scene be left intact for the investigation to be conducted by the Ministry of Labour Inspector.

REVOCATION

This policy cancels and supercedes Safety Bulletin #5.

Original Signed

**John Kernahan,
General Manager**

HUMAN RESOURCES**Refusal of Work Procedures**

It is the policy of The Niagara Parks Commission to provide procedures for situations where employees have refused work due to safety concerns relating to equipment, machines, devices, or things he or she is to use or operate in the workplace and as provided for in the Occupational Health and Safety Act. This also applies to the physical condition of the workplace.

REFUSAL OF WORK

1. Where an employee refuses work under the provisions of the Occupational Health and Safety Act, he or she shall promptly report to the immediate supervisor.
2. The supervisor shall immediately contact the worker's Occupational Health & Safety Representative and the Occupational Health & Safety Dept. to investigate the circumstances.
3. Until the investigation is completed, the employee shall remain near or at a safe place near the work station or carry on with other duties assigned by the supervisor.
4. Following the investigation, should the employee have reasonable grounds to believe that steps taken to deal with the circumstances have not eliminated the danger, he or she may continue with the work refusal, and the Occupational Health and Safety Dept. shall notify the Ministry of Labour.
5. The Ministry of Labour will dispatch an Inspector who will conduct an investigation in the presence of the above involved parties.
6. During the course of the investigation the Inspector will likely make a determination. Pending the investigation, no person shall be assigned to use or operate the equipment or to work in the area that is being investigated, unless the employee to be assigned has been advised of the refusal and the reason for the refusal in the presence of an Occupational Health and Safety Representative.

REVOCAATION

This policy cancels and supercedes Safety Programme Circular #2.

Original Signed

**John Kernahan,
General Manager**

HUMAN RESOURCES**Seatbelts**

It is the policy of The Niagara Parks Commission that all employees comply with the provisions of the Highway Traffic Act of Ontario with regard to the use of seat belts in Commission motor vehicles supplied with them.

MANDATORY USE

1. The Highway Traffic Act of Ontario requires all persons operating a motor vehicle on a highway to wear the complete seatbelt assembly, where they are supplied, in a properly adjusted and securely fastened manner. There are no exceptions provided in law.
2. The above requirement also applies to a passenger in a motor vehicle.
3. Any employee either operating or travelling as a passenger in a Commission owned, leased, or rented vehicle, where seatbelts are supplied, shall wear them in a properly adjusted and securely fastened manner.

REVOCATION

This policy cancels and supercedes Safety Programme Circular #1.

Original Signed

**John Kernahan,
General Manager**

HUMAN RESOURCES**RE-EMPLOYMENT OF NPC RETIREES**

Re-employment for Niagara Parks Commission retirees beyond their chosen formal retirement date and following a break in service may be considered at the sole discretion of the Commission, in accordance with its own needs and requirements, and subject to the following conditions:

1. Retired Niagara Parks Commission employees must apply through the normal application process. Consideration for re-employment will be on the basis of qualifications, skill, experience and ability to perform the core duties of the position. In addition, individuals will only be considered for re-employment if they have had a positive work performance record with the Commission. Managers and Supervisors should verify performance through the Human Resources Office prior to making any re-employment offer.
2. Opportunities for re-employment under this policy will be on as determined by the Executive Director and in accordance with existing hiring procedures as outlined in the Commission's Employment Policy (CPM-05-12).
3. Individuals who are re-hired in accordance with this policy shall be considered as new employees and will be subject to all terms and conditions of employment for new hires.
4. Any re-employment of a retired Commission employee who is collecting a pension from the Ontario Pension Board or Ontario Pension Trust will be subject to the requirements, terms and conditions of the applicable pension plan.

REVOCATION

This policy revises CPM-05-16.

Original Signed

John Kernahan
General Manager

HUMAN RESOURCES**Management Overtime**

The following policy is established to assist in the application of overtime entitlement for full-time management and excluded employees of The Niagara Parks Commission.

Section 'A'**1. Definitions**

Overtime - shall mean extra work authorized by an Executive Director, Director or designate which is performed by an employee in excess of normal hours of work.

2. Basis for Computation

Employees working overtime shall be credited in accordance with the provisions as set out in Sections B, C or D. With the exception of positions covered under Section B, the Executive Director may, in certain circumstances provide approval for the application of Special Cases as outlined in Section E. For the purposes of this policy, Executive Director shall include the Chief of Police and Director of Human Resources.

Section 'B'**Positions Covered**

General Manager
Executive Directors
Directors
Chief of Police
Assistant Directors

One (1) week of time credit at straight time shall be granted annually for all overtime worked during the year.

The time is not cumulative and employees may opt by September 30th of each year to be paid up to one (1) week of accumulation which shall be paid to the employee in the month of October at the employee's regular hourly wage. All time credit accumulation must be used by December 31st of the year in which it is earned. Time not taken by December 31st will be surrendered.

Employees who have not been employed in the appropriate category for a full calendar year shall have their overtime credits pro-rated accordingly.

HUMAN RESOURCES**Management Overtime**

Section 'C'**Positions Covered**

Managers and Supervisors (excluding Parks and Engineering Supervisors)

One (1) week of time credits at straight time shall be granted annually for all overtime worked during the year. Exceptions may be approved by the Executive Director in accordance with the provisions outline in Section E.

The time is not cumulative and employees may opt by September 30th each year to be paid up to one (1) week of the accumulation which shall be paid to the employee in the month of October at the employee's regular hourly wage. All time credit accumulation must be used by December 31st of the year in which it is earned or as amended in writing by the Executive Director. Time not taken by that date will be surrendered.

Employees who have not been employed in the appropriate category for a full calendar year shall have their overtime credits pro-rated accordingly.

Section 'D'**Positions Covered**

Parks Supervisors
Engineering Supervisors
Excluded Employees (Levels 15-17)

Authorized overtime shall be rewarded with one and one-half (1-1/2) hours of compensatory leave for each hour of service performed. Exceptions may be approved by the Executive Director in accordance with the provisions outlined in Section E.

The time is not cumulative and employees may opt by September 30th each year to be paid up to one (1) week of the accumulation which shall be paid to the employee in the month of October at the employee's regular hourly wage. All time credit accumulation must be used by December 31st of the year in which it is earned or an amended in writing by the Executive Director. Time not taken by that date will be surrendered.

Employees who have not been employed in the category for a full calendar year shall have their overtime credits pro-rated accordingly.

HUMAN RESOURCES**Management Overtime**

Section 'E' - Special Cases

1. It is understood that there may be extenuating circumstances where excessive overtime may be required due to operational necessity. In these situations, any overtime credit in addition to the provisions identified in Sections C or D will be at the discretion and with the written approval of the Executive Director. A separate memorandum shall be established for each special case and will include the terms of the assignment, the compensation to be provided (pay or compensatory leave, etc.) and shall be signed by the Executive Director. Any additional time approved under this section must be used in accordance with the needs of the operation as determined by the Executive Director and must be used by the end of the calendar year (December 31st) following the year in which it is earned. Time not taken by that date will be surrendered.

Accumulated Time Banks

Accumulated time banks, including any exceptions and memorandums approved in writing under Section E will be submitted to the Payroll Office and kept as part of the employee's payroll records for time keeping purposes. All records of overtime earned and taken shall be submitted to the Payroll Office on a monthly basis.

REVOCATION

This policy revises CPM-05-17.

ORIGINAL SIGNED

John Kernahan
General Manager

HUMAN RESOURCES**Performance Appraisals**

The Niagara Parks Commission is committed to a policy of conducting formal performance appraisals for both regular and seasonal staff on an annual basis. Performance evaluation begins with the establishment of corporate targets and measurements by the Commission and Senior Management Team, followed by measurable Departmental and individual goals and objectives.

The purpose of an individual performance appraisal is to foster an environment of continuous improvement and to provide a basis for administrative decisions such as training and development needs. In addition, the appraisal process is one which promotes career growth and coaching for performance excellence. The appraisal helps to ensure that employees know what is expected of them and are committed to achieving the established goals and objectives of the position.

The contents of an appraisal are a culmination of issues which have previously been discussed with the employee throughout the review period and the appraisal document is a confirmation of those discussions. This includes a review of the goals and objectives which have been established for the employee and a determination of the degree to which those goals and objectives have been met.

The performance appraisal process is ongoing and should consist of the following steps:

1. A review of the employee's key job requirements as outlined in the position description or job task list;
2. Discussions with the employee throughout the review period regarding his/her job performance in relation to the objectives which have been determined;
3. The development of appropriate documentation where necessary throughout the review period which highlights both positive results as well as areas of concern. Where there are concerns, the employee should be counselled in terms of expected performance and provided with opportunities to improve. Efforts should be monitored to ensure that the employee understands and is committed to the expected results;
4. At the end of the review period, the supervisor should conduct a formal appraisal meeting to document, discuss and measure the employee's efforts during the review period. This also involves the establishment of measurable goals and objectives for the upcoming review period including any necessary training and development requirements;
5. Employees are asked to sign the performance evaluation as an indication that they have read and understand the contents of the appraisal. An unsigned appraisal does not negate any of the terms or expectations contained within the document.

HUMAN RESOURCES**Performance Appraisals**

Seasonal Appraisals

Seasonal employees will be advised at the time of the appraisal whether or not they will be invited to return in the following season. Employees with a conditional rehire will be provided with a statement of expectations for improvement and a time frame in which the employee is required to attain and maintain acceptable job performance. At the end of that period, a follow-up appraisal should be completed to identify the employee's status. The Human Resources Office should be contacted for further action in the event that areas of concern have not been satisfactorily addressed.

Probationary Staff Appraisals

It is the policy of the Commission to have a formal probationary period for all seasonal and regular staff. The purpose of the probationary period is to allow for a full assessment and evaluation of the capabilities and suitability of new hires while providing the opportunity to become familiar with both the position and working environment.

For bargaining unit employees, the probationary periods for regular and seasonal employees are outlined in the relevant collective agreements. For all other applicable employees not covered by a collective agreement, the probationary period is typically six (6) months. In the case of student employees, the probationary period shall be the period worked in the first season up to and including Labour Day weekend.

During a probationary period, it is the responsibility of the employee's supervisor to provide necessary progress reports and the Human Resources Office will provide the applicable forms at the appropriate time. During the appraisal period, the supervisor should ensure that the employee clearly understands his/her duties and responsibilities, review the established goals and objectives, review the employee's performance against those standards and provide feedback and instruction throughout the probationary period as appropriate. Any concerns should be brought to the employee's attention immediately and the employee given opportunity to correct any deficiencies. This may include coaching, counselling or the progressive disciplinary process as appropriate.

The final appraisal will include a recommendation by the Executive Director/Director or designated Manager with regard to whether or not the employee has successfully completed the probationary period. The employment of probationary staff who are unsuccessful in demonstrating the skills required for the position or are unable to address the areas of documented concern should be terminated prior to the end of the last day of probation.

HUMAN RESOURCES**Performance Appraisals**

Employees Changing Positions

Where a regular full time employee has successfully completed a probationary period as a full time employee and subsequently changes positions with the Commission, another probationary period will not occur. Rather, performance appraisals for these individuals should be completed annually in accordance with the established procedure.

Seasonal employees who attain a regular staff position will be required to have a formal probationary period as a regular employee. For bargaining unit employees, such probationary period is outlined in the relevant collective agreement.

REVOCATION

This policy cancels and replaces Human Resources Circulars #11,16, 24, 37, 49, and 57 and revises CPM-05-18.

ORIGINAL SIGNED

John Kernahan
General Manager

HUMAN RESOURCES**Apprenticeships**

The Niagara Parks Commission offers formal apprenticeship opportunities from time to time in order to assist individuals to obtain certification within a recognized trade.

This program may be offered for the purpose of achieving workplace efficiencies as well as in response to identified skills shortages within designated groups of regulated and/or unregulated trades. Through these efforts, the Commission will contribute to this educational opportunity through the sharing of knowledge, experience and appropriate resources.

In operating the apprenticeship program, the following terms and conditions will apply:

1. Apprenticeship opportunities will be posted and/or advertised in order that qualified individuals may apply.
2. Candidates will be selected in accordance with applicable provisions of the Commission's Employment Policy CPM-05-12.
3. The Commission will operate the program in conjunction with Ministry of Training, Colleges and Universities guidelines and procedures.
4. In accepting an apprenticeship, individuals will be compensated for each phase of the program at a percentage of the wage rate for the designated trade or position and in addition, any applicable provisions of the Employment Standards Act 2000.
5. Apprenticeship Candidates are considered students and as such are excluded from the union.
6. It is understood that, due to the length of an apprenticeship, the position previously held with the Commission may not be available at the conclusion of the program.
7. At the conclusion of the formal apprenticeship, the individual will have no guarantee of continued employment with the Commission. Rather, it is expected that the individual will be prepared to take the knowledge, skill and experience gained in order to pursue employment within the designated trade.
8. If there is continued work available within the work unit following the completion of one apprenticeship, the department may fill the vacancy with another apprentice as appropriate. Where there is a requirement for the filling of a full time vacancy, an appropriate business case shall be submitted to the General Manager for approval.



Original Signed

John Kernahan
General Manager

HUMAN RESOURCES**Driver's Licence Validation**

The nature of work at The Niagara Parks Commission (NPC) necessitates that some employees operate a variety of Commission vehicles in carrying out the duties and responsibilities of their position. It is the responsibility of both the employer and the employee to ensure due diligence with regard to the operation of such vehicles in a safe manner and with the proper qualifications. Failure to do so puts the employee and the Commission at risk of potential liability. The purpose of this policy is to ensure that employees are operating Commission vehicles with valid operating licences and endorsements where applicable.

An employee who operates Commission vehicles requiring a special licence or endorsement will be responsible for obtaining and maintaining validation of such licence/endorsement at his/her own expense, with the exception of specific alternate arrangements as outlined under the applicable collective agreements. Any employee who does not meet these requirements will not be permitted to operate NPC vehicles.

On a yearly basis or sooner as appropriate, Supervisors will be asked by the Human Resources Office to ensure that any applicable staff complete a Vehicle Licence Validation Form (copy attached) in order to facilitate the validation process with the Ministry of Transportation. The authorization to gather and verify this information is in accordance with The Niagara Parks Act, R.S.O., 1990, c.N.3, s.4(1) and the collection and use of this information will be in accordance with the Freedom of Information and Protection of Privacy Act.

Where there has been a change in the validation of an employee's licence or endorsement, the employee must report this to his/her Supervisor. In such cases, the Commission will assess the reasons for the change in status and the terms of reinstatement of the licence/endorsement and may make alternate working arrangements if feasible. Failure by an employee to report changes in the validity of his/her licence and/or endorsement will result in disciplinary action up to and including dismissal.

Original Signed

John Kernahan
General Manager

VEHICLE LICENCE VALIDATION

I, _____, declare that my driver's
(Print Name)
licence and endorsements, as they pertain to my position with The Niagara Parks
Commission, are valid and that there are no restrictions whatsoever in my ability or
authorization to operate any applicable Commission vehicle in order to carry out my
duties and responsibilities. I understand and acknowledge that should my driver's
licence or endorsements become invalid at any time, it is my responsibility to declare
this to The Niagara Parks Commission immediately.

I further give my permission for The Niagara Parks Commission to validate the
status of my licence and endorsements with the Ministry of Transportation.

(Driver's Licence Number)

(Expiry Date)

Yes No

(Class of Licence)

(Z Endorsement)

(Work Location)

(Employee Signature)

(Date)

This personal information is collected under the authority of the Niagara Parks Act, R.S.O., 1990, c.N.3, s.4(1) and will be used to validate the employee's driver's licence and/or endorsement.

HUMAN RESOURCES**Smoke-Free Workplace**

The Niagara Parks Commission is committed to promoting a healthy, comfortable and productive work environment for all employees. This includes the provision of a smoke-free environment to reduce, as much as possible, any exposure to direct and/or second- hand smoke.

In addition, the Commission is required to comply with the Smoke Free Ontario Act which is in force as of May 31, 2006.

In accordance with the legislation, smoking is prohibited in all enclosed workplaces and enclosed public areas. This includes, but is not limited to offices, restaurants, gift shops, attractions, concourse areas, maintenance shops, washrooms, vehicles used for working purposes, etc. The Act applies to both employees and visitors of The Commission.

The following procedures will apply for all Niagara Parks Commission staff;

1. Employees will be required to refrain from smoking except during designated break periods and in locations as outlined by his/her supervisor which comply with the Act.
2. No smoking will be permitted in any enclosed workplace or enclosed public space. An “enclosed workplace” means any enclosed area of a building, structure or vehicle that an employee works in or frequents during the course of his/her employment.
3. Supervisors will ensure that employees are aware that smoking is prohibited in enclosed workplaces and will ensure that employees do not smoke in the workplace, subject to item #1 above. Under the Act, an “employee” means a person who performs any work for, or supplies any services to an employer.
4. Employees will be responsible to comply with the provisions of the policy and the Act.
5. The Commission will ensure that “No Smoking” signs are placed at all entrances and exits as well as other appropriate locations. In addition, all ashtrays will be removed.

Violation of this policy will result in disciplinary action up to and including dismissal. In addition, violations of the Act may result in fines of up to \$300,000 as levied by public enforcement agencies.

Original Signed

John Kernahan
General Manager

HUMAN RESOURCES**Seasonal Job Transfers**

The Niagara Parks Commission offers a variety of seasonal positions within the organization and it is recognized that staff may wish to pursue different opportunities for personal advancement and also as a means to increase employment related skills and abilities. The Commission also recognizes the benefit to the organization of providing a transfer program which serves to increase productivity, promote individual motivation and increase customer service.

This policy is to outline the procedure that will be followed for the transfer of seasonal employees from one department to another:

- a) Seasonal employees who wish to be considered for a transfer are required to visit the Human Resources Office to complete a Transfer Request Form.
- b) Transfer requests are accepted year round, however, an employee wishing to be considered for a transfer prior to the opening of the next season must apply on or before December 31st of the current season. Transfer requests are valid for the upcoming season only and must be renewed each year.
- c) Directors and their management staff will ensure that the employees on the transfer list are evaluated and considered before any new employees are hired. The employee's former supervisor should be contacted for a recommendation. Only employees with good work records will be considered for transfers.
- d) The Human Resources Office will provide a list of transfer requests to each department as applicable. Departments will notify the Human Resources Office of transfer requests which have been accepted.
- e) As a general rule, a transfer will not be granted until a replacement has been found for an employee who has been back and started to work at his/her former position/location, or within two (2) weeks, whichever is less.
- f) The transfer requests of bargaining unit employees will be processed in accordance with the procedure outlined in the applicable collective agreement.
- g) A new seasonal employee will only be eligible to apply for a transfer upon completion of one (1) season in his/her current position and upon attaining an appraisal indicating good work performance.

REVOCATION

This policy cancels and supersedes Human Resources Circulars #18 and #50.

Original Signed

John Kernahan
General Manager

HUMAN RESOURCES**Discontinuation of Employment Benefits**

The purpose of this policy is to outline the position of The Niagara Parks Commission with respect to employee benefit programs under the provisions of The Ending Mandatory Retirement Statute Law Amendment Act which came into effect December 12, 2006.

The discontinuation of applicable benefits (eg. Supplementary and Dependant Life Insurance and Long Term Income Protection) will continue to occur in accordance with current practice and existing collective agreement language. Other benefits will be continued until such time as the courts make a determination with respect to the application of this section of the Act.

Original Signed

John Kernahan
General Manager

HUMAN RESOURCES

Staff Training

The Niagara Parks Commission recognizes the benefit and necessity of providing employees with a consistent and effective approach to both corporate and location-specific training programs. This allows new and/or existing employees to learn the business and specific objectives of the organization, while ensuring familiarity with policies, work surroundings and requirements relating to the duties and responsibilities of their position(s). Training is vitally important in our efforts to provide quality service to both our internal customers and visitors.

In order to be most effective, training should occur either prior to the employee beginning his/her work assignment or within a reasonable amount of time following the commencement of employment. Managers and Supervisors are responsible for conducting the location-specific training and also for arranging for employees to receive the corporate orientation programs as well as all applicable health and safety training required by law.

As a minimum, corporate training will include but will not be limited to the following:

- Wonders Orientation Course
- The Art and Culture of Customer Service
- Identification of Corporate Policies
- Introduction to Code of Conduct
- Image Training

In addition, location orientation training will include, but is not limited to the following information and instruction:

- Job duties and performance expectations
- Introduction to co-workers
- Tour of location
- Specific operational procedures and practices
- Work schedules and shift requirements
- Specific safety and emergency procedures
- Any other training as identified by the department

In addition, there may be occasions when staff from other departments may be asked to assist in specific location orientation with respect to the provision of information or skills that are relative to the job(s) for which training is being offered. Where this is appropriate, Site Managers will contact the applicable department to make the necessary arrangements.

Corporate Health and Safety training will be coordinated through the Health, Safety and Environment Department.

HUMAN RESOURCES**Staff Training**

Corporate Training initiatives will be budgeted within Corporate Services and the wages for employees attending these sessions will not be charged to the individual departments.

In situations where an employee requires re-familiarization, or where there has been a transfer between departments and/or locations, Managers and Supervisors will arrange for location-specific training/retraining and/or corporate orientation refresher training as applicable.

Original Signed

John Kernahan
General Manager

HUMAN RESOURCES

Dress Code

It is the policy of The Niagara Parks Commission that employees dress appropriately in the workplace in order to ensure that we deliver quality service in a professional manner to both our visitors and business colleagues.

In instances where employees are required to wear uniforms or protective clothing, the provisions of CPM-05-07 Employee Conduct continue to apply. However, where uniforms or protective clothing are not required, this policy will outline the general guidelines that staff are expected to follow.

The overall goal is that staff be able to dress comfortably, while maintaining a professional, businesslike appearance which will be acceptable to our customers and industry associates. While appropriateness may require a degree of judgement on the part of the individual, it is important that any attire be in good taste and be appropriate for the occasion.

There may be times when certain business attire (e.g. suits, blazers, etc.) is necessary when attending more formal meetings and functions which may either be within or outside of the organization. In other cases, more informal business attire may be equally acceptable when dealing with internal colleagues or customers. When meeting individuals externally, we are representing the Commission and our respective departments.

For situations such as United Way functions, Dress Down Fridays and other designated special events, attire may be more relaxed and appropriate casual clothing will be acceptable. Neat, clean, intact and tidy clothing is always a requirement regardless of the occasion. However, even in a relaxed business setting, certain types of clothing would not be acceptable (e.g. cut-offs, torn clothing, shirts with inappropriate advertising, slogans or comments, clothing which is inappropriately exposing, etc.).

All employees are expected to support the creation and maintenance of a professional business environment. Anyone requiring clarification regarding what is or is not acceptable should speak to his/her supervisor.

Original Signed

John Kernahan
General Manager

HUMAN RESOURCES

Professional Memberships

The Niagara Parks Commission employs a variety of individuals in positions which are recognized by designated professional associations. In maintaining certain designations and affiliations, individuals in these positions are required to pay professional membership or association fees. This policy will clarify the Commission's position with respect to the reimbursement of professional membership fees.

A "Professional Association" is defined as an organization which is self-regulating and may provide accreditation for members to practice in the profession which will include the individual's ability to utilize the applicable professional designation. This does not include any licence which is provincially or federally regulated for the performance of an individual's duties and responsibilities (e.g. trade certification, driver's licence, etc).

It is the policy of the Commission to provide reimbursement for professional fees where such designation is directly related to the employee's duties and responsibilities and where the Executive Director has determined that it would be beneficial to the department to do so. There may be circumstances where the General Manager determines that maintaining and paying for a professional status or designation which is not related to the individual's current duties and responsibilities is of direct benefit to the organization. Reimbursement will be on a reasonable and customary basis and in all cases, prior approval for payment will be required on an annual basis by the Executive Director or Director.

Employees will be required to either pay the applicable association fee and apply for reimbursement through the expense process or submit the fee request in a timely manner through the administrative process for direct payment to the applicable association.

Original Signed

John Kernahan
General Manager