

Kitimat Child Development Centre	Policy #: 2.1 Subject: Disclaimer statement and receipt of policy book.
Section: Operations	Subsection:1: Purpose of policy book
# of Pages: 2	Notes:
Effective Date: 1996 Revised Date: August 2003 no change	Replaces Policy:

DISCLAIMER STATEMENT

This manual has been prepared for the information and guidance of employees working at this Centre. It is intended to cover the procedures, rules and policies most often applied to day-to-day work activities. Some of the information will change from time to time since our policies are under constant review and are revised when appropriate. There is no guarantee of employment made to any staff member in this manual.

What is the Operations Policy and Procedure Manual for?

This Policy and Procedure Manual is designed to assist you in understanding our organization's day to day operations.

Every new staff member is expected to read and understand the KCDC policy manuals. Our policy and procedure manuals are in separate binders. There is this operations manual, a program policy and procedure manual, a finance policy manual and a health and safety policy and procedure manual. The Board of Directors has a Board Governance policy and procedure manual. Please ask questions if any of the policy or procedures are not clear.

Many of the Policies and Procedures have been developed directly from regulatory requirements that currently govern the Kitimat Child Development Centre.

Distribution of the Manuals

A copy of each manual is in the main file room and the original is kept in the Executive Director's office. Other copies are distributed through out the Centre in offices on a need basis.

Establishing new or revised policies

As part of our ongoing quality assurance policies and procedures are reviewed on a regular basis. If you note a policy that requires review you can provide input using the "recommendation form". New policies are not in effect until review by the Executive Director and an approval process completed.

How to use the Manual

KCDCA employees, upon receipt of a copy of the Policy and procedure Manuals are expected to familiarize themselves with KCDC policies as part of their orientation to employment with the Centre.

Where to Begin

First, read the Introductory table of contents. The table of contents is designed so as to group related policies together in one section of the manuals. Forms are cross-referenced and a copy of the form is in the appendix to each manual.

Appendices: (are in the last section of this manual)

- 2.1 (a) Receipt of Policy Book Statement
- (b) Recommendation Form

Kitimat Child Development Centre	Policy #: 2.2 Subject Governance
Section: Operations	Subsection: Organizational Structure
# of Pages: 1	Notes:
Effective Date: 1996 Revised Date: August 2003 no change	Replaces Policy:

GOVERNANCE

Policy

The Board of Directors of the Kitimat Child Development Association (KCDCA) is responsible for setting policies for its staff members. The Board employs the Executive Director, to whom it delegates responsibility for the day-to-day administration of the Centre. The Executive Director manages the staff, using policies approved by the Board of Directors.

Information from the Board of Directors is to be channeled through the Executive Director to the staff.

The KCDCA staff members are accountable to the Executive Director, through whom all communication to the Board of Directors is channeled.

A staff who does not follow the stated policy of channeling information through the Executive Director is subject to disciplinary action. Policy 2.22

Kitimat	Policy #: 2.3.2
Child Development Centre	Subject: Open Door Policy
Section: Operations	Subsection: Management Principles
# of Pages: 1	Notes:
Effective Date: 1996	Replaces Policy: Introduction 1.
Revised Date: Reviewed August 2003	

OPEN DOOR

Policy

The KCDCA operates in an “open door” manner. All staff input may be presented without fear of personal recrimination on the staff member or his or her position.

Procedure

All staff members are encouraged to provide input and suggestions concerning the overall operation and programs of the Kitimat Child Development Centre, following the proper channels of communication.

Staff are requested to fill out a Recommendation Procedure form and give this to the Executive Director. The form can be used to raise concerns, give suggestions or provide positive feedback (bouquets).. These forms will be reviewed by the Executive Director who may discuss matter with the initiating staff. Some requests will need to be discussed at a staff meeting and some at a Board level. The Executive Director will let initiating staff know the decision made regarding the request.

Kitimat	Policy #:2.3.2
Child Development Centre	Subject: Employment Standards Act
Section: Operations	Subsection: Management Principles
# of Pages: 1	Notes: :
Effective Date: 2001	Replaces Policy: Introduction 1.
Revised Date: August 2003	

Policy

The Kitimat Child Development Centre will in all instances abide by rules and regulations of the Employment Standards Act.

Explanation

The KCDCA will in some instances endeavour to better the Standards Act in its dealings with its employees

A copy of the act is available to all staff in the KCDC administration office.

References:

Employment Standards Act @
http://www.qp.gov.bc.ca/statreg/stat/E/96113_01

Kitimat	Policy #: 2.4.1
Child Development Centre	Subject: Hiring Practices
Section: Operations	Subsection: Employment Practices
# of Pages: 2	Notes:
Effective Date: 2001	Replaces Policy: B1
Revised Date: August 2003	

HIRING PRACTICE

Policy

Objective and consistent hiring practices will be applied.

Conditions

When a vacancy occurs, the Executive Director will determine whether or not there is a need to fill the position. Criteria used in this decision will include but is not limited to a review of the funding contract, an analysis of work load and the mandate of the services provided by the Centre.

Candidate selection is based upon the assessment of education, training, experience, required certification, personal suitability, registration to work in British Columbia, absence of a job-related criminal record, positive reference check, and other factors considered relevant by the employer.

Equal Employment Opportunity

The Kitimat Child Development Centre Association believes that equal opportunity for all employees is important for the continuing success of our organization. In accordance with provincial and federal law, this Centre will not discriminate against an employee or applicant for employment because of race, disability, colour, creed, religion, sex, age, national origin, ancestry, citizenship, veteran status, political belief, marital status, family status, sexual orientation, conviction for an unrelated criminal offence, or non-job related factors in hiring, promoting, demoting, training, benefits, transfers, layoffs, terminations, recommendations, rates of pay or other forms of compensation. Opportunity is provided to all staff based on qualifications and job requirements.

Kitimat	Policy #: 2.4.2
Child Development Centre	Subject: Affirmative Action Statement
Section: Operations	Subsection: Employment Practices
# of Pages: 2	Notes:
Effective Date: 2001 Revised Date: August 2003	Replaces Policy: Introduction 1.

AFFIRMATIVE ACTION STATEMENT ¹

The Kitimat Child Development Centre Association provides equal employment opportunity to all persons without regard to race, colour, religion, disability, sex, age, or national origin, and promotes the full realization of this policy through a positive, continuing program of affirmative action.

This KCDCA is committed to equal opportunity for all applicants and employees in personnel matters including recruitment and hiring, benefits, training, promotion, compensation, transfers, and layoff or termination. We strive for a staff that reflects diversity.

We will attempt to achieve and maintain a diverse workforce. These steps may include, but are not limited to, the following:

1. Pursuing our affirmative action program along with regular review by the Board of Directors.
2. Ensuring that the KCDCA policy regarding equal employment opportunity is communicated to all employees.
3. Ensuring that hiring, promoting and salary administration practices are fair and consistent with the policy of the KCDCA.
4. Reporting to the Board of Directors on all activities and efforts to implement the Centre's policy of equal employment opportunities.
To the extent that our staff is not diverse, we will make special recruitment efforts as part of this plan.

Each coordinator must provide equal opportunity for all employees with regard to work assignments, training, transfer, advancement and other conditions and privileges of employment, and work to ensure a continuation of this policy.

¹Affirmative Action: That the organization's actions reflect the same belief statement, which is "equal employment opportunity"

Procedure

Prior to making a final selection, the employer will conduct a minimum of two (2) reference checks and a criminal record check.

The employer shall give the selected applicant a written letter of offer, outlining the requirements of the position, starting date, salary, benefits, and other conditions of employment.

Kitimat	Policy #: 2.4.3.
Child Development Centre	Subject: Recruitment and Selection Process
Section: Operations	Subsection: Employment Practices
# of Pages: 2	Notes:
Effective Date: 2001 Revised Date: August 2003 and October 2003	Replaces Policy: B2

RECRUITMENT

Policy

The Kitimat Child Development Centre fills job openings with qualified applicants.

Procedures

The following paragraphs summarize the major elements of our hiring policies:

PREFERENCE FOR INTERNAL CANDIDATES: Job openings are filled by qualified persons from within this Centre when possible. Preference is given to internal candidates over external candidates when both are equally qualified. However, internal candidates are not guaranteed the positions for which they apply.

Job openings and instructions for applying are posted in the staff room, on a bulletin board. The KCDC may begin an external search for applicants simultaneously with the job posting. However, no external applicants will be interviewed or hired for at least seven (7) days following the date of posting except in the case of vacancies which must be filled on an emergency basis.

TESTING/SCREENING: Applicants for certain positions may be required to fill out a standard screening instrument and take a test as a condition of being considered for employment. All such tools used will be accordance to our equity policy.

INTERVIEWING: Applicants will be screened to determine who should become candidates for a job. Candidates may be interviewed by the program co-ordinator or by a Hiring committee of more than one person. The Executive Director will establish a hiring committee that includes at least one staff member and others as appropriate to the position. (KCDC employees, Board members, parents, community professionals).

During the interview process identical questions will be asked of all candidates. No questions will be asked that contravene the human or privacy rights of any individual.

If, after interviewing all potential applicants, a suitable candidate cannot be selected, the Hiring committee can declare the position unfilled, and re-post the position.

Candidates interviewed will be contacted within five business days of the interview to inform them of the results of the selection process.

Candidates for casual positions will be interviewed and selected by the contract manager for these positions.

REFERENCES: References will be checked on all candidates to whom job offers may be made, before the offers are made.

POLICE CHECKS ARE MANDATORY: All employees are required to file a provincial criminal record check. These record checks are to be approved prior to hiring. A copy will be placed in employee's file.

Procedure

During the Introductory Period, an employee's performance will be evaluated. Where the employee's performance is found to be unsatisfactory, the employee may be terminated without notice.

Upon completion of the Introductory Period, employment shall be deemed to have started on the initial date of employment for the purpose of determining eligibility for benefits.

Revisions August 2003 and October 2003 based on staff review of policies. Changes were not significant of content from previous policy. Changed word competition to selection process.

Kitimat Child Development Centre	Policy #: 2.4.4 Subject: Human Rights Commission Compliance
Section: Operations	Subsection: Employment Practices
# of Pages: 1	Notes:
Effective Date: 2001 Revised Date: August 2003	Replaces Policy: B3

HUMAN RIGHTS COMMISSION COMPLIANCE

Policy

The fundamental rights of British Columbians are protected by the Human Rights Act. This means equal access to employment opportunities and fair treatment in the workplace. The Human Rights Act embodies the principle that all persons should be assessed on individual merit and not on criteria unrelated to job performance.

References:

The web index of the Human Rights Act is at address
www.qp.gov.bc.ca/bcstats/index.htm

Kitimat Child Development Centre	Policy #: 2.4.5 Subject: Employment of Relatives
Section: Operations	Subsection: Employment Practices
# of Pages: 1	Notes:
Effective Date: 2001 Revised Date: August 2003	Replaces Policy: E6

EMPLOYMENT OF RELATIVES

Policy

A relative of an employee may be refused employment or a transfer to a new work area when a direct reporting relationship will occur between relatives.

Definitions

For the purpose of this policy, relatives are defined as husband, wife, common-law spouse, son, daughter, mother, father, sister, brother, mother-in-law, father-in-law, grandparent, or grandchild.

Procedures

All coordinators responsible for hiring shall ascertain, as part of the selection process prior to making an employment offer, whether applicants for positions are related to present employees, coordinators, etc.

References

CSSEA
BVCDC

Kitimat	Policy #: 2.4.6
Child Development Centre	Subject: Letter of Hire
Section: Operations	Subsection: Employment Practices
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy.E14
Revised Date: August 2003	

LETTER OF HIRE

Policy

When it is decided which candidate will fill a KCDCA position, the Executive Director, Program Manager or Designate will provide the candidate with a letter offering employment and two copies of the employment contract which states the specific position, name of the Centre, starting date, and beginning pay or salary.

Procedure

The prospective employee is asked to sign and return one of copy of the contract, either accepting or declining the position. He or she will retain the other for his or her files.

Kitimat	Policy #: 2.4.7
Child Development Centre	Subject: At will statement
Section: Operations	Subsection: Employment Practices
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy.D3
Revised Date: August 2003	

AT-WILL STATEMENT

Policy

The staff member understands that any employment at the Kitimat Child Development Centre is at-will and of indefinite duration unless stated otherwise in a contract, and that either the staff member or the Centre may terminate employment at any time and for any reason, as per the Employment Standards Act. No agreement to the contrary will be recognized unless such an agreement is in writing and signed by the Executive Director or Designate.

References:

Employment Standards Act :
http://www.qp.gov.bc.ca/statreg/stat/E/96113_01

Kitimat	Policy #: 2.4.8
Child Development Centre	Subject: Criminal Records Check- all employees.
Section: Operations	Subsection: Employment Practices
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: D10
Revised Date: August 2003	

CRIMINAL RECORDS CHECK – ALL EMPLOYEES OF THE CENTRE

Policy

All employees who work for the KCDCA are required to pass a relevant criminal record check in accordance with the Criminal Records Review Act ("the Act").

Procedure

1. Applicants will be informed that the successful candidate is required to complete and sign an Authorisation for Criminal Records Search. New employees shall not work with children until the criminal record review process is completed.
2. Authorisation forms will be forwarded by mail to the Criminal Records Review agency.
3. Where requested by the Criminal Records Review agency, employees shall provide fingerprints to assist in the verification of a criminal record.
4. A current employee who is terminated from his or her position based on a determination of risk shall be considered for any vacancies within the organisation to which the criminal record is not relevant and for which the employee is qualified, suitable, and capable of performing (*i.e., if a employee is charged with drunk driving and his/her position requires them to drive clients, a position could become available that does not require driving clients*). Where no such vacancies exist and where the employer has no cause to terminate the employee without notice, the employee shall be terminated with appropriate pay in lieu of notice as per labour standards.
5. The employer shall act immediately on any determination of risk, notwithstanding any appeal proceeding initiated by the employee. Where an employee appeals the decision of an adjudicator and is successful in overturning a determination of risk, the employer shall place the employee in a comparable position to the one that the employee was originally denied or from which the employee was removed.

References:

Criminal Records Review Act: http://www.qp.gov.bc.ca/statreg/reg/C/504_95.htm

Kitimat	Policy #: 2.4.9
Child Development Centre	Subject: Orientation of New Staff
Section: Operations	Subsection: Employment Practices
# of Pages: 2	Notes:
Effective Date: 2001	Replaces Policy: Introduction 1.
Revised Date: August 2003	

ORIENTATION OF NEW STAFF

Policy

All newly hired staff members, students and volunteers will undergo an orientation session to acquaint them with the Kitimat Child Development Centre Association's policies and procedures, their jobs, and their internal and external working relationships.

Procedure

The Orientation will consist of two parts:

- **Orientation to the Organization:** Generally the Executive Director or Designate will coordinate orientation to the Centre, The purpose of this orientation includes:
 - Welcome of new staff, volunteers, students and lay the ground work for productive and satisfying interpersonal relationships between those working at the Centre.
 - Explanation of compensation and benefits, and to our expectations of employees.
 - To familiarize the new staff, volunteer, student with the KCDC mission, vision and principles.
 - To familiarize the new staff, volunteer, student with the KCDC policies and procedures.
 - As part of the orientation, the employee will receive a copy of the Policy and Procedures Manuals to review and orientation will cover but not be limited to:
 - rights of the employees (as per personnel policies)
 - The KCDC mission, vision and code of conduct.
 - The organizational structure.
 - Personnel policies and procedures
 - Job descriptions and responsibilities
 - Staff facilities and work environment
 - Emergency procedures
 - Health and safety policies and procedures

All employees, students and volunteers are expected to read the KCDC Policy and Procedure Manuals.

Confirmation that orientation has been completed is through the Orientation Checklist that is dated and signed by the employee and the staff member responsible for the orientation. This checklist is kept in the employee, student or volunteer personnel file.

- **Orientation to the Job:** Generally the new staff member's immediate Program Coordinator, as designated by the Executive Director, will orient the employee to the job and the internal and external working relationships. The purpose of this orientation is to give staff members a level of success to aim for, to assist them in succeeding and to give feedback to them on performance.
- **Orientation by Another Staff Member:** A staff member will at times need to orient another staff member who will be taking over part of or their whole job function and/or their caseload.

References:

Bulkley Valley CDC policy manual 2003

Appendix:

2.13 Orientation Checklist

Kitimat	Policy #: 2.4.10
Child Development Centre	Subject: Introductory Period
Section: Operations	Subsection : Employment Practices
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: E12
Revised Date: August 2003	

INTRODUCTORY PERIOD – Employees

Policy

All new employees shall be required to serve an introductory period of three (3) months of continuous service, or the hourly equivalent in the case of part-time and casual employees.

Explanation

- **Introductory Period:** Whenever the term “Introductory Period” is used, it shall mean the accumulation of 455 hours (35 hrs/wk X 3 mths X 4.33 wks/mth) of employment by a newly hired employee. Staff members, whose service is satisfactory in the introductory period, may become regular full-time or part-time staff members, subject to availability of funds, the continued existence of the position and continued satisfactory work performance in the position. The KCDCA reserves the right to extend this introductory period.
- **Termination:** An employee may be suspended at any time during and after the introductory period if his or her performance continually fails to meet minimum performance standards.
- **Evaluation:** After completing six months, the employee is also given a non-compensation-related performance evaluation. The review is conducted by the staff member’s immediate Program Coordinator or Executive Director and includes written goals based on the new staff member’s strengths and weaknesses. Successive appraisals will be given annually. A current staff member who is promoted or assigned another job is subject to these policies. However, staff members already receiving benefits will retain those benefits if promoted or reassigned.

Procedure

It is the responsibility of the staff member to inform the payroll department when they have accumulated their introduction period hours and are eligible for benefits.

Kitimat	Policy #: 2.5.1
Child Development Centre	Subject: Personnel Files
Section: Operations	Subsection : Personnel
# of Pages: 2	Notes:
Effective Date: 2001	Replaces Policy:B9
Revised Date: August 2003	

PERSONNEL FILES

Policy

Each staff member's individual personnel file is regarded as confidential information and is treated as such. The only persons with access to the file shall be the employee's immediate coordinator, Executive Director or designate. Access to personnel files will be on a need-to-know basis.

Employee records shall be retained for a minimum of five (5) years after termination of employment or the time period dictated by the Labour Board, whichever is greater.

Conditions

Personnel files on each employee shall be maintained and will contain information such as:

1. signed application for employment;
2. resume;
3. verification of registration (copies of transcripts, diplomas, certificates and licenses);
4. documentation required by provincial or private regulatory agencies;
5. signed letter of hire and acceptance;
6. signed job description;
7. copy of drivers license when needed for employment;
8. copy of business insurance when needed for employment;
9. copy of first aid certificate when needed for employment;
10. name and phone number of emergency contact person;
11. signed ongoing written performance appraisals;
12. memorandum concerning unusual job changes;
13. letters of commendation or other indications of exceptional performance;
14. warning letters and records of all disciplinary actions;
15. training records, including grades and notations of those who have completed or are recently taking in-house training programs;
16. leave of absence information;
17. signed code of ethics;
18. rates of pay;
19. orientation checklist;
20. attendance record;
21. signed benefit selection list;
22. other information relevant to the employee's employment.

Procedures

Personnel files will be kept in a secure area and shall not be accessed by anyone other than management staff, and designated office staff.

An employee shall be permitted to review his/her personnel file upon giving the employer seven (7) days written notice. The file may be reviewed in the office where it is normally kept.

Upon the expiration of the designated period of keeping records of past employees, the records of the employee shall be destroyed in a manner which ensures confidentiality, e.g., shredding, incineration.

Employee records shall include:

- Personnel file
- Payroll records
- Other information as required.

References:

Policy 2.15 Job Descriptions

Kitimat	Policy #: 2.5.2
Child Development Centre	Subject: Job Descriptions
Section: Operations	Subsection : Personnel
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: B5
Revised Date: August 2003	

JOB DESCRIPTIONS

Policy

The Kitimat Child Development Centre Association will maintain a written job description for all staff positions, both paid and volunteer.

In the event new paid positions are created through expansion or reorganization, written job descriptions will be prepared and then approved by the Executive Director or designate prior to filling the position.

A job description must contain the following elements: title, introduction, functional role, requirements, reporting relationships, authority, responsibilities, duties, and measures of performance.

Job descriptions are to be as detailed and explicit as possible. However, staff members occasionally may be required to perform related duties not specified in the job description. In the event new major responsibilities or other significant changes occur, the job description must be rewritten to reflect these changes.

Job descriptions are reviewed and revised as needed to maintain accuracy. Any revisions to the job description shall be made in writing and approved by the Executive Director. All revisions will be dated.

Written job descriptions play a key role in assuring the Centre's compliance with federal and provincial employment laws.

References:

CSSEA

BVCDC

G.May Consultant

Canadian Employment Legislation Website:

http://www.hronline.com/lib/law_can.php?ju=ont&tabbr=pea

Kitimat	Policy #: 2.5.3
Child Development Centre	Subject: Licenses and Certification
Section: Operations	Subsection: Personnel
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: B6
Revised Date: August 2003	

Licenses and Certification Policy

Employees must maintain the professional or occupational registration / certification as dictated by their job description.

Any fees or costs associated with maintaining the professional or occupational registration are the sole responsibility of the employee.

Employees are required to submit to the employer verification of their registration as scheduled by the employer.

Employees must notify their coordinator before the next scheduled workday of any changes in the status of their license or certification.

Failure to maintain the required registration may result in the termination of the employee's employment.

Kitimat	Policy #: 2.5.4
Child Development Centre	Subject: Release of Personal Information
Section: Operations	Subsection : Personnel
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: B10
Revised Date: August 2003	

RELEASE OF PERSONAL INFORMATION

Policy

The KCDC will not release personal information on any employee, volunteer, student or board member to any person without prior permission.

Personal information (including home phone numbers) on employees shall not be given out without the employees' authorization.

Further information can be obtained from <http://www.priv.com.gc.ca>

Using the Personal Information Protection and Electronics Documents Act as our guide personal information is defined as any factual or subjective information, recorded or not, about an identifiable individual. This includes information in any form, such as

Age, name, ID numbers, income, ethnic origin or blood type.

Opinions, evaluation, comments, social status, or disciplinary actions.

Employee files, credit records, loan records, medical records, existence of a dispute between consumer and a merchant, intentions (for example to acquire goods and services, or change jobs).

Personal information does not include the name, title, business address or telephone number of an employee of an organization.

Should an employee wish to have personal information released, he/she shall provide the employer with authorization to release the information. It is preferable this authorization be in written form. For example at the time of an exit interview giving consent for a reference to be released.

When a request for the release of personal information is received, and where the employee has not authorized the employer to release the information, the employer shall respond to the inquirer with a statement that it is not the organization's policy to give out information without the employee's prior approval.

See Policy 2.19 on release of job references.

Policy 2.57 Confidentiality.

Kitimat Child Development Centre	Policy #: 2.5.5 Subject: Releasing Job References
Section: Operations	Subsection : Personnel
# of Pages: 1	Notes:
Effective Date: 2001 Revised Date: August 2003	Replaces Policy: E21

RELEASING JOB REFERENCES

Policy

All requests for information about a current, retired, or terminated employee will only be released with employee permission unless release is required by law. All requests will be directed to the Executive Director or designate.

Kitimat	Policy #: 2.5.6
Child Development Centre	Subject: Staff Performance Evaluations
Section: Operations	Subsection : Personnel
# of Pages: 2	Notes:
Effective Date: 2001	Replaces Policy: B7
Revised Date: August 2003	

Performance Evaluation

Policy

At three calendar months of employment all new employees will receive a review of employment. The completion of a new employee introductory period is three months of service (455 hours). At the completion of this introductory period an employee review will be done.

After the introductory period all staff members shall receive, at least once per year, a performance appraisal that will objectively assess their performance and accomplishments relative to their job description. Evaluations will occur no later than 30 days prior to a staff member's anniversary of employment. It is the responsibility of the staff member to inform the Executive Director or designate of their upcoming anniversary of employment.

Salary reviews, merit increases, advancements, transfers, personnel actions may be determined from employee evaluations.

Where performance needs improvement employees shall be given opportunity for training or professional development in the identified areas of need.

In keeping with our value of continuous improvement and our commitment to the use of outcome evaluation employee evaluations can use the following choices and steps:

- Standardized performance appraisal forms may be used. See forms appendix..
- Self evaluation may be requested as part of the evaluation process. This self evaluation is then reviewed with the employees supervisor. Staff members using this approach are encouraged to be using yearly employment and program goals. Utilizing the self evaluation is then based on these established employee goals, program goals and job description competencies
- The self-evaluation is used as a basis for the employee supervisor to give feedback, identify areas of focus in work plans, determine future goals and education needs for the employee.

Procedure

- All staff members must be given the opportunity to review and make copies of performance reviews. Employees are encouraged to include written comments on the review, if appropriate. Employees who disagree with their evaluation are encouraged to discuss areas of disagreement with their coordinator or Executive Director. Employees must sign and date their evaluation indicating their acceptance or objection to the appraisal. Employees must be given sufficient amount of time to read, review, discuss and respond to the contents of their employee evaluation.
- In the event that the employee objects to the appraisal a note to this effect shall be placed in the employee's personnel file and a further appraisal may be carried out within 60 days to determine if improvement in the rating of performance is occurring.
- Performance appraisals become a permanent part of the employee's personnel file. This information will be held in strict confidentiality, and may only be released to a third party with the prior written approval of the employee. All personnel records, being legal documents, are kept on file for five years (legislated by Labor Board) following termination of employment.
- At the time of the performance evaluation interview, the staff personnel record will be reviewed to ensure up to date information is on file. (emergency contacts, address etc).
- At the time of the performance evaluation the employee's job description will be reviewed.
- At the time of the performance evaluation staff will update their personnel record to include any courses, continuing education or training they took in the prior year.
- Staff will also check to ensure up to date insurance and licensing information is on file.

Appendix:

2.20 Standardized Performance Appraisal Form

Kitimat	Policy #: 2.5.7
Child Development Centre	Subject: Dispute Resolution Complaints Process
Section: Operations	Subsection : Personnel
# of Pages: 3	Notes:
Effective Date: 2001 Revised Date: August 2003	Replaces Policy: E7

Dispute Resolution Policy

The Kitimat Child Development Centre recognizes that workplace conflicts may arise between employees including between employees and management. This policy outlines the steps to be taken in the Centre's Dispute resolution process. The objective of this policy is to set an effective resolution process using principles of problem identification, understanding and communication, mediation and problem solving for a "win win" for both parties and the ability to do our work within the KCDC policies and procedures.

Policy

All complaints will be handled in a timely manner. As a goal, the Kitimat Child Development Centre attempts to resolve a complaint within 20 working days from the time of its initiation. If an extension of the time limit becomes necessary, all involved parties will be notified.

In accordance with our Governance model the Executive Director will report to the Board that a complaint has been received. The nature of the complaint may be disclosed but the details will be kept confidential. This step assists the Board in their accountability to ensure the Centre operates within the set policies and procedures overseen by our Board of Directors.

No staff member will be discriminated against, harassed, intimidated, or suffer any reprisal as a result of requesting the use of this dispute resolution process. If an employee feels that he or she is being subjected to any of the above, that employee has the right to appeal directly to the Executive Director or Designate

Staff members may use this process for complaints concerning application of the KCDC policies and procedures including but not limited to disciplinary action, termination, demotion, denial of promotion or increment salary change, layoff, discrimination.

The method of filing a complaint regarding the substance of a performance evaluation is in the performance evaluation policy. Employees may not use this procedure to file a complaint challenging the substance of a performance evaluation.

If the subject of the complaint is harassment the KCDC policy on harassment is to be followed along with this policy.

This process may be used to resolve workplace conflict between employees regarding goals and expectations in the workplace.

Process

Step one: Employees are encouraged to discuss concerns amongst themselves. In the first step every effort shall be made to recognize our value of a team approach and respectfully settle the dispute with the specific employee.

Step Two: The employee may take their complaint to their Program Co-ordinator or the Executive Director. If the dispute is not resolved orally then the employee may choose to or be requested to present a written complaint. Mediation may be used as a process at this stage if both parties agree. To have a mediator both parties must agree to using this process.

Step Three: A written complaint must be done not later than seven days after step two. The written complaint should set out the nature of the dispute, the circumstances from which it arose, and the efforts put forth in attempts to resolve the complaint. The dates of when the actions or circumstances giving rise to the dispute should be noted along with the dates of orally trying to resolve the dispute.

The Executive Director or Designate shall meet with the employee and shall reply in writing to an employee's written complaint within 7 calendar days of receiving the complaint at Step 3.

Step Four The employee may request a meeting to appeal the Executive Director's decision to the Board Chair, who will then follow the Board Policies regarding receipt of a complaint. The Board will only consider complaints to which they have governance authority over as established in Board Policies. Board Policy #20. The Board will respond within 7 calendar days after receipt of the complaint.

The Executive Director reserves the right to assign the dispute to another Designated staff member, based on complaint.

Step Five: In the event of failure to achieve resolution through the above method, The KCDC recognizes the employee's rights to external appeal. i.e. The Labour Relations Board.

References: CSSEA Conflict Resolution 2001

Justice Institute of B.C. Introduction to Conflict
Resolution
BVDC Policy and Procedures.
Board Policy #20

These references are available in the Executive Directors office and may be requested at any time by employees.

Kitimat	Policy #: 2.5.8
Child Development Centre	Subject: Discipline
Section: Operations	Subsection : Personnel
# of Pages: 2	Notes:
Effective Date: 2001	Replaces Policy: D10
Revised Date: August 2003	

DISCIPLINE

Policy

An employee who breaches a policy of the KCDCA may be subject to discipline ranging from a verbal warning, written warning, disciplinary probation, to suspension and ultimately to dismissal.

Disciplinary Philosophy

The Kitimat Child Development Centre Association uses progressive discipline to ensure staff compliance with performance standards, ethics and conduct. Except in cases of repeated willful or flagrant violations of these standards, a Coordinator will not resort to formal disciplinary measures until informal attempts to correct the problem have failed. If a Coordinator finds it necessary to use formal disciplinary measures, it is intended that the discipline be administered fairly, without prejudice and only for cause.

Disciplinary actions are of several levels, including oral and written warnings, disciplinary probation, suspension and termination. The frequency and/or severity of misconduct determines which level of disciplinary action is required.

Progressive discipline is not required for all offenses. The KCDCA reserves the right to terminate employees for committing serious infractions, regardless of progressive discipline guidelines or counseling.

More frequent performance appraisals and follow-ups will be used for staff not meeting performance standards.

Definitions

The goal of progressive discipline is to correct unacceptable behaviour by working with the employee to try and resolve the problem without imposing a severe penalty. In cases where the behaviour is not corrected, the penalty will increase in proportion with the seriousness of the misconduct and other relevant factors.

Progressive discipline contains the following stages (for each same or similar misconduct):

1. Verbal warning (first or minor infraction);
2. Two (2) written warnings;

3. Corrective review period;
4. Termination.

However, the nature of the incident warranting discipline may be such that the employer determines if it is appropriate to bypass the normal steps of progressive discipline. In cases of serious misconduct, discipline may commence at suspension and lead to termination, or discipline can start and end with termination. For example, in cases such as client abuse or theft, the action taken will be termination.

An employee may be placed on corrective review by his or her coordinator, Executive Director or Designate in order to allow the employee to demonstrate improvement or resolution of the identified problem(s).

The corrective review period begins when the Coordinator provides the staff member with a written -- and signed -- document which:

- 1) Identifies the problem(s);
- 2) Indicates the necessary improvement;
- 3) Specifies length of the corrective review period;
- 4) Informs the staff member of further disciplinary action that could result from failure to show satisfactory improvement within the specified corrective review period.

Documentation of both oral and written warnings will be signed by the Executive Director or Designate, and the employee, and kept in the employee's personnel file. If an employee refuses to sign, the Executive Director or Designate should have a witness sign that a copy was given to the employee. The employee's signature indicates receipt of the document, but not necessarily his or her agreement with it. This document should include identification of the date, violation, indication of necessary improvement and information concerning further disciplinary action that could result from failure to show improvement.

Kitimat	Policy #: 2.5.9
Child Development Centre	Subject: Indemnity
Section: Operations	Subsection :Personnel
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy:
Revised Date: August 2003	

INDEMNITY (restitution)

Policy

Where an employee is charged with an offense resulting directly from the proper performance of his/her duties and is subsequently found not guilty, the employee shall be reimbursed for reasonable legal fees, providing the employer has given prior approval to the choice of legal counsel.

Procedure

The employee must immediately notify the Executive Director of such a charge and provide ongoing information on the progress of the case.

Kitimat	Policy #: 2.6.1
Child Development Centre	Subject: Hours of work
Section: Operations	Subsection : Human Resources
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy:
Revised Date: August 2003	

HOURS OF WORK

Policy

The number of hours of work and work schedules will be defined in the letter of hire.

Full time employees are regularly scheduled for 35 hours per week. See employment status definitions Policy 2.25.

A request for modified hours of work schedule must be submitted to the Program Manager or Executive Director for approval. Every reasonable effort will be made to accommodate such requests provided that program standards are not compromised. Modified work schedules must be submitted in writing.

Work schedules will contain as much flexibility as possible with due regard to job descriptions and requirements of clients. A flexible work schedule may be organized around program needs and family/personal commitments.

There will be occasions when employees may be required to work beyond the designated work schedule in order to adequately fulfill their duties.

All extra hours that are over and above the agreed hours of work should have prior approval of the Executive Director or designate. Approved extra hours of work may be granted as flex time. See policy 2.30.

Extra hours of work will follow all requirements as stated in the Employment Standards Act.

References:

Policy 2.30 Flex Time

Employment Standards Act: http://www.qp.gov.bc.ca/statreg/stat/E/96113_01.htm

Kitimat	Policy #: 2.6.2
Child Development Centre	Subject: Employment Status
Section: Operations	Subsection :Human Resources
# of Pages: 2	Signature:
Effective Date: 2001	Replaces Policy: E10
Revised Date: August 2003	

Employment Status

This policy defines the KDCDC employee status for eligibility for benefits and scheduling of employee evaluations.

Regular full time

Are those hired for an indefinite period (permanent), who normally work 35 hours per week.

Part time

Are those who work more than 20 hours per week and less than 35 hours and those employees who work less than 20 hours per week and are employed for an ongoing contract. (For example: Building Blocks, Healthy Babies contracts.)

Casual Are those that work less than 20 hours per week and do not have regularly scheduled work hours. These employees are employed on the basis of availability of work. For example: Supported child care or Child and youth employees. Casual employees may be employed under two contracts that are providing more than 20 hours per week of employment.

Casual hours may be accumulated for benefits eligibility. See Benefits eligibility policy.

Temporary

Are those who work for a defined period of time, either full-time or part-time. They are told, in advance, the period of employment and under what conditions they will be terminated (e.g., summer jobs).

Contract

Are those who are self-employed and engaged by the employer to perform specific work.

Temporary and contract employees are not eligible to accumulate hours for benefits.

References:

Policy 2.53 Benefits Eligibility

Kitimat Child Development Centre	Policy #: 2.6.3 Subject: Attendance, lateness and absenteeism
Section: Operations	Subsection : Human Resources
# of Pages: 1	Notes:
Effective Date: 2001 Revised Date: August 2003	Replaces Policy: D4

ATTENDANCE, LATENESS AND ABSENTEEISM

Policy

It is the responsibility of every employee to attend work as scheduled on a regular and consistent basis. Employees are expected to be punctual and ready to commence work at the start of their scheduled shifts and to remain on duty until the stipulated quitting time.

Procedure

Employees who are unable to report to work at the scheduled time must advise their Program Coordinator or the Executive Director 15 minutes before their shift so that necessary arrangements can be made. The Program Coordinator, Executive Director, or Designate must report lateness or absence on the front sign in and out board. Good and sufficient reason must be provided for any tardiness or absence.

Employees who are incapable of providing regular, consistent attendance may fail to meet the requirements for continued employment

Kitimat	Policy #: 2.6.4
Child Development Centre	Subject: Personal Appearance
Section: Operations	Subsection : Human Resources
# of Pages: 1	Notes:
Effective Date: 2001	Replaces PolicyD14
Revised Date: August 2003	

PERSONAL APPEARANCE

Policy

Personal appearance, including clothing, jewellery, and grooming, shall be neat and clean, and shall reflect standards of decency, health and safety. Radical departure from conventional dress or personal grooming (including, but not limited to: excessively long hair, untrimmed facial hair on males, excessive makeup, short dresses or skirts, halter tops, short shorts and shower thong-type footwear) is not permitted. The Centre will not be held liable for damage to clothing or accessories while you are on duty.

Some job functions (i.e., preschool and playgroup staff, and childcare work) require a more casual dress because of the nature of work (painting, etc.).

Long hair will be secured off the shoulders in the following circumstances:

1. When providing direct care;
2. When preparing or handling food.

Optional: Staff aprons/smocks will be provided to protect clothing.

Procedure

If the Executive Director or Coordinator decides that a staff member is in violation of the dress code, the staff member will be asked to go home and change. The time required to do this is unpaid.

Please also review our health and safety policies regarding dress.

Kitimat Child Development Centre	Policy #: 2.6.5 Subject: Payroll time sheets
Section: Operations	Subsection :
# of Pages: 2	Notes:
Effective Date: 2001 Revised Date: August 2003	Replaces Policy: E20

PAYROLL TIME SHEETS

Policy

The Kitimat Child Development Centre Association employees will get their payroll advances on the 15th day of each month (or the Friday before if the 15th falls on a weekend). Mid-month advances are given only to the employees who make the arrangement with the KCDCA controller to receive a mid-month advance. Month-end paychecks will be issued on the last working day of the month, as long as the employee has handed in their time sheet to the KCDCA Accounting Administrator. Program Coordinators need to verify and sign their immediate employee's time sheets. Co-ordinators time sheets are signed by the Executive Director.

Procedure

All Kitimat Child Development Centre Association employees must hand in their end-of-the-month time sheet(s) no later than the 23rd. day of each month, or earlier if the Accounting Administrator indicates the need.

Employees must note hours worked, start and finish times, stat holidays, flex time, sick time and holidays being taken on their time sheets.

Appendix 2.28 (a) Employee time sheet-cover
(b) Employee time sheet 2nd page

Kitimat	Policy #: 2.6.6
Child Development Centre	Subject: Vacation
Section: Operations	Subsection :Human Resources
# of Pages: 2	Notes:
Effective Date: 2001 Revised Date: August 2003 Revised November 2005	Replaces Policy C13

VACATION

Policy

Vacation leave will be granted to eligible regular full-time and regular part-time employees as set out in this policy statement and in accordance to the British Columbia Employment Standards Act.

- Vacation entitlement and pay must be earned before it can be taken.
- A vacation day is defined as an employee's regular rate of pay for a normal workday.
- The vacation year is September 01 to August 31.
- Staff members may not take vacation days until after the first full month of employment. An employee whose employment ceases before they have completed five (5) days of employment is not entitled to annual vacation pay.
- Vacation days accumulated must be taken by December 31 of that given year (e.g., September 99 to August 2000 = 20 days accumulated must be taken by December 31, 2000).
- Vacation time may be taken by the week or by the day.

REQUEST for VACATION

- Requests for vacation are completed on the request for leave form and submitted to your immediate supervisor and then a copy provided to the payroll administrator.
- Vacation requests should be made a minimum of two months (if possible) in advance by submitting a Leave of Absence Request Form (signed by your department coordinator who will forward it to the Executive Director).
- Vacation leaves will be approved subject to a review of operational requirements.

Requests are granted upon approval of the Program Coordinator and subject to the needs of the department. In some departments, it is necessary to schedule vacations during certain weeks of the year or to designate other weeks as "no vacation" periods.

- Annual Vacation for full time employees is calculated on an earned basis or in accordance to individual employment contracts.

- On resignation or termination, employees are entitled to vacation credits actually earned on a month to month basis. Up to December 31st of the first year worked, vacation credits are earned on a monthly pro-rated basis.

Vacation Leave for Casual and Part Time Employees

- Vacation leave for a regular part-time employee shall be proportionate to regular full-time and at no time will a regular part-time employee receive a superior benefit to a full-time employee.
- Part-time employees accrue vacation days on a pro-rated basis.
- Part time and Casual staff will receive their vacation entitlement calculated as percentage of wages in accordance to the Employment Standards Act (4%, 6% and 8%). Casual employees receive a percentage payment in lieu of paid vacation in accordance to the employment standards code.
- Employees who work less than 20 hours a week, are offered vacation pay at their regular pay periods.

Full-time employees (employed November 30th 2005 or before this date) accrue vacation time according to the following schedule unless individual employment contracts specify the number of days of holidays. :

Years of service	Annual vacation time	
0-1	10 days	4%
2-4	20 days	8%
5	20 plus 1 day	8.4%
6	20 plus 2 days	8.8%
7	20 plus 3 days	9.2%
8	20 plus 4 days	9.6%
10+	25 days maximum	10%

As of November 30th 2005 in compliance with the British Columbia Employment Standards Act the following policies are implemented by the Centre:

Current employees if receiving holiday benefits above this scale will be held at their current rate until the rate matches the following scale.

All employees will receive 4% (four percent) of their gross earnings for vacations until they have been employed for 5 (five) consecutive years , at which time they will receive 6% (six percent).

The minimum rates established by the Employment Standards will be implemented:

First Anniversary	2 weeks	4% of year one earnings
Second Anniversary	2 weeks	4% of year two earnings.

Third Anniversary	2 weeks	4% of year three earnings
Fourth Anniversary	2 weeks	4% of year four earnings
Fifth Anniversary	3 weeks	6% of year five earnings.

Years of employment are defined as calendar years. i.e Fifth year of employment from your start date. (anniversary date).

Illness during Vacation

If during a period of vacation an employee is granted

- compassionate leave,
- sick leave as a result of hospitalization,
- sick leave for an illness of more than 4 days during which a medical certificate is provided to the employer, or
- other approved leave of absence,

the annual vacation days so displaced may be, with prior approval of the employer, either be added to the period of absence or deferred to use at a later date. **Reference**

H.R Advisor- Western Edition.

Canadian Society of Association Executives Sample policies.

Employment Standards Act: http://www.qp.gov.bc.ca/statreg/stat/E/96113_01.htm

Kitimat	Policy #: 2.6.7
Child Development Centre	Subject: Flex time
Section: Operations	Subsection : Human Resources
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: D7
Revised Date: August 2003	

COMPENSATED TIME OFF (IN LIEU OF/FLEXTIME)

Policy

Flextime will comply with the legislated provisions of the Province of BC.

Definition

Flextime: is time earned when working beyond the employee's regular schedule of working hours. Flex time requires prior approval and the justification for noted on the employee's monthly time sheet. . Entitlement to flex time is agreed to in employee contracts.

Flex time will be approved by the Executive Director or Designate for the following reasons:

Meeting with a client or family members after scheduled work hours.

A meeting considered to be essential to the program staff is held after hours of at at a time beyond an employee's schedule.

When requested or approved to take a course outside of regular work

Employees are expected to take their flextime off within one month of accumulation. In some instances, variances can be allowed with prior approval of the Executive Director.

Compensated time must be scheduled, documented and reviewed on a monthly basis.

Note: Employees are discouraged from working more than 60 hours in a week without taking at least one day off.

Procedure:

Approved hours worked over and above an employee's regular scheduled hours must be documented on the employee's time sheet.

Kitimat	Policy #: 2.6.8
Child Development Centre	Subject: Payroll Deductions
Section: Operations	Subsection :Human Resources
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: E19 and C-5
Revised Date: August 2003	

PAYROLL DEDUCTIONS

Deductions from eligible employee's paychecks include the mandatory and optional deductions described below:

- Mandatory deductions are CPP (Canada Pension Plan), EI (Employment Insurance Corporation), LTD (Long-Term Disability), and Provincial and Federal taxes. A staff member's paycheck may be garnished for alimony, child support, delinquent loans, or for some other reason, by court order. All mandatory deductions are made without written authorization of the employee.
- Optional deductions are made only with the written authorization of the staff member.
- Voluntary deductions include sums designated for the retirement plan. An itemized statement of all deductions from the staff member's wages accompanies the end-of-the-month pay stubs.
- Changes in RSP deductions are made when salary increments occur and/or with increased years of service, depending on the approval of the staff member (i.e. there is a maximum contribution for RSP).

Changes to health and LTD (Long-Term Disability) are made immediately upon written notification from a staff member to their immediate Program Coordinator.

References:

Canada Pension Plan: <http://www.cpp-rpc.ca/>

Employment Insurance: http://www.hrdc-drhc.gc.ca/ae-ei/employment_insurance.shtml

Court Ordered Garnishment of Wages:

<http://web2.gov.mb.ca/laws/statutes/ccsm/g020e.php>

Kitimat Child Development Centre	Policy #:2.6.9 Subject: Advance Pay
Section: Operations	Subsection: Human Resources
# of Pages: 1	Notes:
Effective Date: 2001 Revised Date: August 2003	Replaces Policy:

ADVANCE PAY

Policy

Pay advances are granted at the Kitimat Child Development Centre's discretion and only in cases when a staff member will be on vacation when there's payday, or in cases of extreme emergency (e.g., a house fire).

The following expenses are not considered an extreme emergency: rent, house payments, car payments, groceries or other normal monthly bills.

Pay advances are considered early payments of wages, and at no time will payment be made when there is not adequate work time or vacation time to cover the pay advance. Requests must be made in writing to the Executive Director or Designate.

Kitimat	Policy #: 2.6.10
Child Development Centre	Subject: Statutory Holidays
Section: Operations	Subsection: Human Resources
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy. C12
Revised Date: August 2003	

STATUTORY HOLIDAYS

Policy

Regular employees who have been employed for at least 30 calendar days are entitled to 11 (eleven) Statutory Holidays each calendar year and such other holidays as may be in future proclaimed or declared by either the Provincial or Federal Governments.

Explanation

The following eleven holidays are declared official holidays for the Kitimat Child Development Centre employees. If a holiday falls on a Saturday, it will be observed on the preceding Friday; if a holiday falls on a Sunday, it will be observed on the following Monday.

Holidays include:

- New Year's Day
- Remembrance Day
- Queen Victoria's Birthday
- Labour Day
- Canada Day
- Thanksgiving Day
- B.C. Day
- Christmas Day
- Boxing Day
- Good Friday
- Easter Monday

Part-time staff members are entitled to holiday pay on a pro-rated basis as per Employment Standards.

References: Employment Standards Act:

http://www.qp.gov.bc.ca/statreg/stat/E/96113_01.htm

Kitimat	Policy #: 2.6.11
Child Development Centre	Subject: Salary Ranges
Section: Operations	Subsection :Human Resources
# of Pages: 2	Notes:
Effective Date: 2001 Revised Date: August 2003 Revised November 2005	Replaces Policy: E2

SALARY RANGES

Policy

Salary ranges for each job title exists in writing. Changes to existing salary ranges or creation of new salary ranges for job titles are the responsibility of the Executive Director or Designate. Salary scales are linked to contract budgets and changes to salary scales are approved by the Board of Directors.

Explanation

Salaries for each job title are to be appropriate to the the nature of the position, taking into consideration the following:

- a) The diversity and complexity of duties
- b) The amount of responsibility and judgment exercised
- c) Location of position within the organizational chart
- d) Qualifications required

Total compensation to staff members includes salaries, fringe benefits and other compensation, and shall also be based on the following:

- a) Prevailing rates for similar work in other nonprofit, government and commercial organizations
- b) Provincial as well as local salary patterns
- c) Applicable legal requirements
- d) Standards established by professional organizations
- e) As outlined per contract agreements

Annual increments are administered by the Executive Director and the Program Coordinators. Annual wage increments are subject to satisfactory employee evaluations. Annual increments occur on the anniversary date of employment.

New employees to the Centre or an employee moving to work under a different employment contract may be placed on the wage scale at the incremental step reflecting their training and previous experience. An employee's incremental placement is the decision of the Executive Director.

When an employee completes successfully further education or training that justifies a change of wage the Executive Director will make this decision based on:

- Receiving verification of successful education completion

- Written request from employee received

The change is to the first increment level of the salary scale unless this is less than the employee's current wage rate. If this occurs a decision to place the employee on a higher increment is warranted. An adjustment of this nature occurs when the employee has several years of service at the Centre.

The date of increment change now becomes the annual salary review date for the employee.

Policy 2.6.12 must also be followed in making the wage adjustment.

References

Bulkley Valley CDC policy and procedure Manual .

Kitimat	Policy #: 2.6.12
Child Development Centre	Subject: Raises
Section: Operations	Subsection: Human Resources
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: E1
Revised Date: August 2003	

RAISES

Policy

A comprehensive salary schedule exists for each staff position. All salaries are gross salaries, and are subject to mandatory and voluntary deductions.

Explanation

Salary increases are based on merit and performance as indicated in the written evaluation. The fulfillment of a certain period of time in a position does not, in itself, justify a salary increase.

Salary ranges for any job classification may be increased (or decreased in times of financial difficulty) by the Board of Directors.

Salary increases depend on the Kitimat Child Development Centre's ability to meet its budget. Understand, however, that income is not entirely dependent upon the organization itself and its operation, since the sources of income include government funds and interest earned from fundraising efforts. Therefore, any changes to income by these sources will affect the organization's ability to provide raises.

The provisions of this section do not apply to temporary employees. The salaries of such staff members are individually determined by the Executive Director or the immediate Program Coordinator.

Cost of living adjustments may be made at the discretion of the Board of Directors. Such adjustments depend on the overall financial status of the Centre and are neither automatic nor granted on any regular basis.

Salary grids are available to employees on request to their supervisor or the Executive Director. Grids are kept in the administration offices.

Kitimat	Policy #: 2.6.13
Child Development Centre	Subject: Cost of Living Adjustments
Section: Operations	Subsection :Human Resources
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: C2
Revised Date: August 2003	

COST OF LIVING ADJUSTMENT

Policy

An adjustment may occur at any time when, in the judgment of the Board and Executive Director, living costs have risen significantly and they determine adequate funds are available for a salary adjustment. The Board and Executive Director, in making a determination, may take into account as one factor in making such an adjustment, the percentage cost of living increase that may have been granted at the various funding agencies.

Kitimat Child Development Centre	Policy #: 2.6.14 Subject: Minimum Daily Pay Requirements
Section: Operations	Subsection :Human Resources
# of Pages: 1	Notes:
Effective Date: 2001 Revised Date: August 2003	Replaces Policy: E17

MINIMUM DAILY PAY REQUIREMENTS

Policy

The Kitimat Child Development Centre follows the revised Employment Standards Act effective November 30, 2002 for Hours of Work and Overtime.

Minimum pay for an employee who reports for work is two hours.

Reference: Employment Standards Act

Kitimat	Policy #: 2.6.15
Child Development Centre	Subject: Leaves of Absence
Section: Operations	Subsection :Human Resources
# of Pages: 9	Notes:
Effective Date: 2001	Replaces Policy: C8
Revised Date: August 2003	

LEAVES of ABSENCE

Policy

The Kitimat Child Development Centre recognises that, at certain times, KCDCA employees may require a leave of absence from work, and will attempt to cooperate with employees, where possible in granting such requests for leaves. An employee's job performance, the impact on the Centre operations, and the employee's length of service are factors that will be considered when a request for leave is made.

Procedure

Employees are encouraged to use any outstanding vacation entitlement prior to requesting a leave of absence.

Any written request for leave of absence, without pay, for three days or less may be authorised by the employee's immediate department coordinator.

A Request for Leave of Absence without pay, or any Request for Leave with pay (except for those outlined herein, or an absence due to illness or injury), must be submitted, in writing to the employee's immediate Program Coordinator, at least one week in advance of the starting date of the requested leave. If the leave is granted, the coordinator is responsible for issuing the appropriate notices to the employee and payroll.

In all cases, the employee will be informed by the immediate coordinator of the disposition of the Request for Leave.

The Request for Leave of Absence form is to be used for request, approval, and notification purposes.

Temporary employees are not entitled to leave of absence.

Leaves of Absence will be granted in accordance with the current Employment Standards Act of British Columbia. For further clarification of this summary ask Administration for a copy of the Employment Standards Act.

TYPES OF LEAVE

Parental, Adoption and Maternity Leave

Policy

Staff members are entitled to parental, adoption and maternity leave according to the terms and conditions of employment under the Employment Standard Act.

Explanation of Act

See Labour Standards Act for details on leave.

Procedure

The employee must provide a written request giving a minimum of four (4) weeks notice supported by a certificate of a medical practitioner stating that the employee is pregnant and estimating the probable date of birth of the child.

A written request for adoption leave must be submitted to the Program Coordinator a minimum of four (4) weeks before the employee proposes to begin adoption leave. Verification of the adoption may be requested.

The Executive Director or Program Manager shall arrange for the leave and shall ensure that the leave is appropriately recorded.

If the employee is unable to report for work at the end of the leave of absence, the employee is requested to give fourteen (14) days advance notice in writing.

Compassionate/ Bereavement Leave

Employees are eligible for up to three days of compassionate leave to compensate for loss of income for scheduled work days in the event of the death in the employee's immediate family. Immediate family are defined as wife, husband or common law spouse, son, daughter, mother, father, step parents or foster parents, sister, brother, step children, mother in law, father in law, grandchildren including step grand children, legal wards or relatives permanently residing in the employee's home.

Common law is defined as "a person with whom the employee has lived for a minimum of six months and whom the employee considers a life partner."

Up to two days with pay may be granted by the Executive Director for traveling time when this is warranted in the judgment of the Executive Director.

In the event of a death of a significant other, close personal friend or relative not named in the family list, the employee may request immediate leave time of up to three (3) paid days. This may be granted at the discretion of the Executive Director or Designate.

For part-time employees if the bereavement leave is on regularly scheduled time of work this will be paid. Bereavement leave for part-time employees may be prorated.

Every effort will be made to grant additional compassionate leave without pay if requested by an employee.

Compassionate leave of one half a day with pay can be requested to attend a funeral.

Canadian Citizenship Leave

An employee will be granted one day of leave, with pay, for the purpose of being sworn in and receiving Canadian citizenship papers.

Education Leave of absence (one year)

An employee who has more than three years of continuous service, may be granted renewable one year leaves of absence, without pay, for a period not exceeding four years, for the purpose of self-education if, in the judgement of the employee's Program Coordinator, work performance has been satisfactory. The employee must attend a recognized educational institution, on a full-time basis, in order to qualify for this type of leave.

Requests for leave of this nature must have the prior approval of the Board of Directors.

On the conclusion of such a leave, every effort will be made to place the employee in a position equivalent to that held at the start of the leave. If no position is available, the employee shall be deemed to have quit employment, voluntarily, at the expiry of the leave of absence.

Elections Leave

Policy

Staff members are entitled to elections leave as set out below.

Conditions

As per Employment Standards Act

Procedures

The Canada Elections Act [(Act 148. (1) to (4)] provides that employees, who qualify as electors in a federal election, are entitled to four consecutive hours, while the polls are open, during which to vote. If hours of work do not allow for this, the employee must be granted enough time off, with pay, to make up the four consecutive hours. For example, if the polls close at 7 p.m. and the normal workday ends at 5 p.m., the employee must be granted two hours of paid leave.

The Provincial Elections Act (Section 74) provides that employees, who qualify as electors in a provincial election, are entitled to four consecutive hours, while the polls are open, during which to vote. If hours of work do not allow for this, the employee must be granted enough time off, with pay, to make up the four consecutive hours. For example, if the polls close at 7 p.m. and the normal workday ends at 5 p.m., the employee must be granted two hours of paid leave.

In the case of Municipal Elections, no time off is required because Municipal Elections usually take place on a Saturday and advance polling will accommodate those employees working on the Saturday.

Jury and Witness Leave

All regular employees will be on paid status while on jury duty. Staff members will be paid the difference between their regular salary and the amount received as jury pay (where applicable).

Procedure

If employees are called to serve on jury duty, they should notify their Program Coordinator, the Executive Director or Designate immediately. A copy of the jury summons must be turned in to their Program Coordinator in order for employees to receive pay.

Explanation

When work related

If an employee is approached to serve as a witness on a work related issue, a subpoena **must** be served to the employee. If an employee is served with a subpoena requiring him or her to serve as a witness, that employee will be permitted time off to attend the hearings/trial without loss of pay or threat of loss of pay or job. If a court attendance is necessary as part of his/her role as an employee, time will be paid.

Subpoenaed employees will be paid the difference between their regular salary and the amount received as the witness fee (where applicable). Documentation of witness times and fee must be submitted to the employee's Program Coordinator, the Executive Director or Designate.

Personal court related

Upon verification from court personnel (i.e., letter from prosecutor/ attorney, etc.), victims of a crime may submit a written request for “court attendance” to their Program Coordinator, Executive Director or Designate. The request must be approved by the employee’s program Coordinator, and the Executive Director or Designate. Time off will be charged to accrued vacation time, or the staff member may opt for time off without pay. Staff members must provide verification of attendance from court personnel.

Mandatory Leave Of Absence Without Pay

Policy

Some of the Kitimat Child Development Centre programs will be closed during the school district closure at Christmas and during the spring break. This is a mandatory leave of absence for those employees (some programs continue to operate during the breaks, such as ChildCare Worker contracts. Special consideration will be approved by the Executive Director through written documentation. A mandatory leave of absence not taken at the specified time must be taken within the fiscal year with the approval of the Executive Director.

Employees have the option of releasing vacation pay equal to the number of days during Christmas and spring break.

Personal Leave (Leave Without Pay)

Other requests for leave of absence, for any reason, will be considered under the general category of Personal Leave. Such requests will be judged on their merit by the Program Coordinator, having regard for individual circumstances such as, the purpose of the leave, job performance, length of service of the employee, the frequency of such requests, and the impact of the employee’s absence on the Centre operations. Such absences, if granted, would normally be without pay. Should pay be proposed or the request be unusual, the Program Coordinator, prior to responding to the request for leave, must consult with the Executive Director for guidance, in order that consistent and fair treatment of employees will be assured.

Sick Leave And Family Responsibility Leave - Paid

Policy

Sick leave provides time off with pay for periods of illness or incapacity resulting from injury. Sick leave may also be used by healthcare appointments that cannot be scheduled at times other than during the workday.

Administration of Sick Leave

Sick leave for regular full-time staff employees is accrued at the rate of 1.25 days per month of service, for a total of 15 days per year. Total accumulation of sick leave is 50 days. Sick leave for regular part-time employees (20 hrs/week up to 35 hrs/week) can be used on a pro-rated basis, based on the number of their regularly scheduled hours per day (after completing 455 hours of their introductory period).

Sick leave is accrued from the date of employment, but may not be used prior to the completion of three months of continuous service and satisfactory completion of their introductory period.

No payment is made for unused accrued sick leave upon separation. Any accrued sick leave that has accumulated while working 20 hrs/week or more shall remain on file should an employee have a reduction in hours.

Employee Sick Leave

Each staff member is responsible for directly notifying his or her Program Coordinator at the beginning of each working day when illness prevents his or her attendance at work. When an extended length of absence due to illness is required, Program Coordinators must be kept advised if the absence is expected to continue for a period longer than originally anticipated.

A doctor's statement may be requested if sick leave is for more than five consecutive days of absence due to illness. This request is at the discretion of the Executive Director and/or the Program Coordinator. The KCDCA may request and obtain verification of the circumstances surrounding any use of sick leave.

Family Leave

Staff members, at their discretion, may use sick leave to care for ill family members. Sick leave with pay may be applied for in order to allow the employee to prepare for or take care of family affairs that cannot reasonably be done by another person. In case of a serious illness of the spouse or child, the employee shall be entitled, after notifying the Executive Director, to use accumulated sick leave.

While on leave without pay (for up to 5 days), staff members will receive full insurance benefits. Sick leave, vacation time and seniority, however, will not accrue. If the employee decides not to return to work after the leave, he or she will be asked to pay a pro-rated share of health insurance premiums for the leave period.

Unpaid leave

Employees who continue to be off work following the expiration of their paid accrued sick benefits ***may*** be placed on leave of absence without pay for up to 12 weeks, provided

the employee applies to the KCDCA in writing of the need for such leave prior to the expiry date of the paid sick leave period. Sick leave credits or benefits will not accrue during any period of unpaid leave. Prior to leave, the Executive Director or Designate will explain the payment obligations to the staff member.

Eligible employees may be granted up to 12 weeks unpaid leave in 12-month period...

- When the staff member is needed to care for a child, spouse or parent who has a serious health condition.
- When the staff member is unable to perform his or her functions due to a serious health condition.

For the purposes of this policy, the following definitions will serve:

Child: Anyone under 18 years who is the staff member's biological, adopted or foster child, stepchild, legal ward or an adult legally dependent child. This may include a child for whom the employee has day-to-day responsibility.

Parent: Biological, foster or adoptive parents, stepparents, legal guardians, or any individual who stood in place of parents for a staff member when the staff member was a child.

Spouse: A husband or wife as defined by applicable laws (including a spouse of a common law relationship of more than 2 years).

Serious health condition: An illness, injury, impairment, or physical or mental condition that involves inpatient care, or any period of incapacity requiring absence from school or work or more than three calendar days and involving continuing treatment by a health care provider.

Procedure for requesting family or medical leave

1. Leave of Absence Request (LAR) Form must be completed by a staff member requesting leave, and submitted to the Executive Director or Designate. If 30 days advance notice is not possible, the request must be submitted as soon as possible.
2. When the leave is due to a staff member or family member's serious health condition, the staff member may be required to provide a Certification of Serious Health Condition form completed by the healthcare provider.
3. Recertification of the serious health condition may be required during leave.
4. While on leave, employees are requested to contact the Executive Director or Designate every 15 days to advise the Centre of anticipated return to work or anticipated need for continued leave.
5. When the leave is for planned medical treatment, the staff member must attempt to schedule the treatment so as not to disrupt the KCDCA's operations.

Status of benefits during leave

A staff member on leave will not lose any employment benefits accrued prior to leave, unless a benefit is used by the staff member during the leave, such as accrued annual or sick leave. Sick and annual leave and seniority does not accrue while a staff member is on family and medical leave.

If a staff member fails to return to work at the end of the leave, the KCDC may recover from the staff member the cost of any payments made to maintain the staff member's coverage, unless the failure to return was beyond his or her control.

Return to work

Before being permitted to return to work from a leave for the staff member's own serious health condition, the staff member may be required to provide certification from his or her healthcare provider that he or she is able to resume work.

Upon return from leave, most employees will be reinstated in the following priority of position reassignment: if available, the same position held before leave, or reassignment to an equivalent position with equivalent pay, benefits and other conditions of employment.

If possible, staff members on leave should notify their Program Coordinator at least two weeks before the end of the leave to inform the Centre of availability to return to work.

Failure to return from leave, or failure to contact their Program Coordinator, Executive Director or Designate the scheduled date of return, may be considered voluntary termination of employment.

References:

Employment Standards Act: http://www.qp.gov.bc.ca/statreg/stat/E/96113_01.htm

Canada Elections Act: <http://www.efc.ca/pages/law/canada/elections.html>

Provincial Election Act: http://www.qp.gov.bc.ca/statreg/stat/E/96106_00.htm

BVDC policy and Procedure manual

Appendix:

2.38 Leave of Absence Request form

Kitimat	Policy #: 2.6.16
Child Development Centre	Subject: Medical and Dental Appointments
Section: Operations	Subsection :Human Resources
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: E16
Revised Date: August 2003	

MEDICAL AND DENTAL APPOINTMENTS

Policy

Where medical and /or dental appointments cannot be scheduled outside the employee's working hours or employee has not accumulated hours in lieu of, unpaid leave of absence may be granted.

Conditions

Employees who have regularly scheduled days off will be expected to arrange appointments during those days off. Exceptions may be made for care which is required on an immediate or emergency basis, or where routine appointments cannot be accommodated on the employee's days off.

Employees who work on a casual on-call basis will be required to attend all medical or dental care appointments on their own time.

Staff are encouraged to attend medical appointments on their own time, but sometimes that is not possible. Staff that are away from work for less than an hour to attend a necessary medical appointment are not required to note this on their time sheet. Staff that must miss more than an hour of work to attend an appointment shall use earned medical leave and record this on their time sheet. Staff must make all attempts to ensure work responsibilities are covered when they are attending appointments.

Reference: Terrace Child Development Centre Policies.

Kitimat Child Development Centre	Policy #: 2.6.18 Subject: Emergency and Strike Emergency Closings
Section: Operations	Subsection :Human Resources
# of Pages: 2	Notes:
Effective Date: 2001 Revised Date: August 2003	Replaces Policy: ##

EMERGENCY AND STRIKE CONTINGENCY POLICY

Policy

The Kitimat Child Development Centre, being located on School District property may find itself unable to function due to a community emergency/disaster or due to labour disputes between the school, and their employees.

Procedure

In case of a community emergency/disaster:

- The Kitimat Child Development Centre will immediately close, if open, and send all children home. Staff must ensure that all children are returned to a parent or guardian.
- Employees of the Centre will be asked to continue with client treatment, in the client's home, if possible.
- Administration and coordination should be continued at a site convenient to the Executive Director and other employees.
- Employees will be paid for the duration of the emergency/disaster situation.

In case of a labour dispute:

- The Kitimat Child Development Centre will continue to operate during a labour dispute between the school board and its employees.
- Children and clients will not be asked to cross any picket lines surrounding the schools..
- Employees will be paid if they report to work
- In the event of a prolonged labour dispute, the Board, on the advice of the Executive Director, will seek an alternative location to continue the Centre's activities for the duration of the strike.

INCLEMENT WEATHER & EMERGENCY CLOSINGS

Policy

The Executive Director or designate may close the Kitimat Child Development Centre due to inclement weather or emergency on days other than regularly scheduled holidays. The absence will be considered an excused absence (paid day) for all employees and will not be charged to earned leave time. Should an emergency closing occur while an employee is already on earned leave time, i.e. sick, vacation, personal, he or she is not entitled to additional wages (in addition to the regular sick leave benefits, paid vacation, etc.)

In the absence of an designated closed day due to weather if staff members choose to not attend work because of the weather the staff member will record their leave as a day of vacation or personal leave time.

Procedure

Every attempt will be made to notify employees using a telephone chain (Executive Director or designate will phone program staff coordinators who will phone their staff) and announcements over local radio stations. Unless otherwise requested, employees are not expected to work during an emergency closing. It is an employee responsibility to try and inform clients/families if the Centre is closed due to inclement weather or emergency.

Kitimat	Policy #: 2.6.19
Child Development Centre	Subject: Inservice Education
Section: Operations	Subsection :Human Resources
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: E11
Revised Date: August 2003	

IN-SERVICE EDUCATION

Policy

All employees are encouraged to attend in-service meetings on a regular basis.

Conditions

In order to exchange ideas and recommendations that will assist employees in providing quality care, employees are encouraged to attend regular in-service educational meetings offered by other staff who have attended courses and workshops.

In the event the employer instructs the employee to attend a mandatory educational in-service meeting, the employee will be paid at his/her regular rate of pay or the employee will make arrangements with their Department Coordinator or the Executive Director to take flex time.

Policies:

2.34-Salary Ranges & 2.30 Flex Time

Kitimat	Policy #: 2.6.20
Child Development Centre	Subject: Education Leave, Expenses covered for education leave.
Section: Operations	Subsection: Human Resources
# of Pages: 2	Notes:
Effective Date: 2001	Replaces Policy: E11
Revised Date: August 2003	

Education Leave, Expenses covered for education leave.

Education Policy

The Kitimat Child Development Centre encourages professional development for employees and may provide assistance for expenses resulting from courses and workshops, which are directly job related. The KCDC values the importance of education for the Centre, our clients, and our community. Education is part of building community resources.

Principles used to determine education leave:

The Centre values our employees and recognized continuing education is important for continued skill development, employee motivation and satisfaction.

Continuing education will be supported financially from the Centre depending on funding availability.

If an employee is requested to attend continuing education costs will be covered. Prior to course attendance the employee will confirm with their supervisor the costs to be covered.

If an employee is requested to attend a continuing education session, prior to attendance the contract manager will confirm the expenses including salary to be covered. It is the intent if you are requested to attend that expenses will be covered. If all expenses cannot be covered it is the employee choice to attend.

Contracts which have an expectation of continuing education will have this expenditure put into their yearly operating budgets. Contract managers will then request employees to attend courses/workshops.

Employees that have a mandatory continuing education component to maintain licensure/registration may at the time of their yearly employee evaluation determine if all or part of this will be covered by the Centre.

Education leave must be related to current employment. For other continuing education Centre managers may approve use of Centre resources (i.e computer, internet, professional library) to assist staff in attaining their educational goals.

Contracts which do not have continuing education required will have 3 paid days of education leave. This is pro-rated for part time and casual employees.

When courses or information sessions are held in Kitimat (i.e. telehealth) these are not included in the three paid days.

The Centre will attempt to provide in-service education for all employees.

Requests for paid education leave shall be submitted in writing to your supervisor or the Executive Director allowing for reasonable notice. Approval is subject to the above principles and to the leave not hampering operation of Centre programs.

Not covered by the Centre:

- Travel to and from as this is included in time worked if travel occurs on normally scheduled work time.
- Registration fees for professional licensure or membership

Employees are expected to provide reasonable notice and explanation when unable to attend scheduled professional development. Where acceptable notice has not been provided employees may be held responsible for all or some of costs incurred.

Employees are required to provide an overview of the education session and to share new information and materials with other KCDC staff as appropriate.

When employees receive training paid by the society within the first two years of employment, and where the employee resigns or is terminated within those two years the employee may be required to reimburse the society for costs incurred.

Every full time employee is eligible for three paid days for continuing education. Part time employees will have this time pro-rated for them.

Employees who do not have continuing education dollars within their budgets will have the ability (if funds available) to apply to the administration budget for funding. It has been recommended to the board we explore a designated or reserve fund to support staff development. This is in the explorative stage. Do you agree with the concept? These monies would have to come from fund raised dollars, investment income etc.

Staff may attend telehealth and other locally provided information sessions/courses if it does not interfere with Centre operations. The time for these do not have to be included in the three days per year.

You must each year at the time of your employee review include a summary of your continuing education to be placed in your personnel file.

Kitimat	Policy #: 2.6.21
Child Development Centre	Subject: Travel
Section: Operations	Subsection :Human Resources
# of Pages: 2	Notes:
Effective Date: 2001	Replaces Policy: E23
Revised Date: August 2003	

TRAVEL

Policy

A) Out of Town

From time to time, staff members of the Kitimat Child Development Centre Association will be required to travel on official business.

Procedure

In order to contain the cost of travel and lodging, all employees will meet the following requirements:

- Centre employees must fill out a travel expense form within one week of returning. All receipts are to be attached to the form.
- Mileage forms are to be turned in to the Executive Director for approval of payment. Mileage is to be submitted on a quarterly basis.

Explanation

1. Report all expenses such as meals, lodging, tips, travel to and from the destination, on a Travel Reimbursement Form. Mileage on personal vehicles will be reimbursed at a rate of .40 cents per kilometer.
2. Buy airline tickets as far in advance of a trip as possible. Seek discount fares. Consult a travel agency for the best fares based on time of arrival and departure, booking restrictions and comparison of various carriers.
3. Obtain prior approval from your immediate Coordinator, the Executive Director or Designate for any overnight out-of-town travel plans.
4. Stay in moderately priced motels. For safety reasons, employees may stay in a more expensive motel or the motel where a meeting or conference is held.
5. When attending a meeting within a three-hour's drive of your home, do not rent a motel room for an overnight stay unless approved (depending on weather conditions, length and times of meeting, etc.).

6. Use discretion with meal costs and show a receipt for meal expenditures at a per diem rate of \$40:

Breakfast	\$ 9
Lunch	\$10
Dinner	\$21

Other expenses may be considered upon request.

7. All employees are expected to stay within budget limitations.

B) In Town

Report travel to and from destination on a mileage form. Monthly mileage on personal vehicles will be reimbursed at a rate .40.cents per kilometer.

Appendices:

- 2.44 (a) Travel Expense Form
(b) Mileage Form

Kitimat	Policy #: 2.6.22
Child Development Centre	Subject: Abandonment of Job
Section: Operations	Subsection :Human Resources
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: I2
Revised Date: August 2003	

ABANDONMENT OF JOB

Policy

Staff members who miss work for three consecutive days without notifying their coordinator, Executive Director or Designate, or have three consecutive days of unexcused absences, are considered to have resigned their jobs.

In cases of unforeseen and unusual circumstances, preventing the staff member from contacting the Centre for more than three consecutive days, a staff member can upon their return, write a letter to the Executive Director explaining their situation.

Kitimat	Policy #: 2.6.23
Child Development Centre	Subject: Exit Interview
Section: Operations	Subsection :Human Resources
# of Pages: 2	Notes:
Effective Date: 2001	Replaces Policy: I2
Revised Date: August 2003	

EXIT INTERVIEW

Policy

An Exit Interview will be conducted with all employees.

Explanation

The Kitimat Child Development Centre Association has a considerable investment in its employees. Therefore, it is of interest to the organization to evaluate the circumstances surrounding the separation of a staff member, whether voluntary or involuntary. Exploring an employee's reasons for resigning, or the factors resulting in termination, enables the KCDCA to better evaluate whether the work environment is conducive to staff satisfaction or whether changes can or should be made.

Guidelines

The Executive Director or Designate, in a private area, should conduct the exit interview during the staff member's regular work hours on the last date of employment. He/she will arrange a time to go over items listed below.

Information shared by the employee is not included in the employee's personnel file. The information is used internally by the Executive Director in a confidential manner.

The employee has the option of requesting or declining to discuss reasons for the separation.

In conducting an exit interview, the KCDCA will use an exit interview checklist to provide structure for the discussion. The following items may be included on the exit interview survey form:

- reasons for the separation
- employee suggestions and comments
- plans for the immediate future
- contact information
- benefits of employment with the Centre
- Medical Services Plan
- limitations of employment with the Centre

- interest in re-employment

Actions to be taken:

- equipment/key return
- verification of final pay and reimbursements

Appendix:

Exit Interview Checklist

Final Pay Agreement Form

Exit Interview Survey. Form

Kitimat Child Development Centre	Policy #: 2.6.24 Subject: Layoffs and Reduction of Work Hours
Section: Operations	Subsection :Human Resources
# of Pages: 2	Notes:
Effective Date: 2001 Revised Date: August 2003 Revised November 2005.	Replaces Policy: I4

LAYOFFS AND REDUCTION OF WORK HOURS

Policy

The Kitimat Child Development Centre Association intends to minimize the negative impact on current staff members if a reduction in the workforce becomes necessary. However, from time to time, cutbacks or reductions may be necessary. In some cases, a program may have to be reduced in size or terminated entirely if funds for its operation are no longer available.

Definitions

- Voluntary reductions in the work force -- This includes staff members who take early retirement, leaves of absence, or reductions in hours.
- Attrition -- A reduction in numbers usually as a result of resignation, retirement, etc.

Procedure

If a reduction of work hours is required (necessary), the following steps will guide the process:

- Part-time positions may be terminated prior to full-time positions.
- An attempt will be made to transfer employees from terminated positions to other vacant positions within the Centre if the employee can meet the qualifications of the position and has satisfactory performance evaluations.
- In determining which regular employees are laid off, the Executive Director or Designate may implement a seniority system giving consideration to factors as, but not limited to, the following:
 - I Special training
 - II Performance evaluations
 - III Job specialty and responsibilities
 - IV Manager input.

The Executive Director or Designate will provide notice to staff members affected and inform them of the beginning date of layoff. Within 30 days of the layoff date, the staff member will be paid for unused accrued vacation. Every attempt will be given to provide timely notice of reduced work hours.

Any staff member who believes he or she is treated unfairly during layoff procedures may file a complaint with the Executive Director or Designate.

Kitimat	Policy #: 2.6.25
Child Development Centre	Subject: Termination of Employment
Section: Operations	Subsection: Human Resources
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: I5
Revised Date: August 2003	

TERMINATION OF EMPLOYMENT – EMPLOYEES (Voluntarily)

Policy

Regular employees shall endeavor to give a notice of termination to their Department Coordinator, of at least fourteen (14) calendar days.

Conditions

The period of notice must include time to be worked and may include vacation time with the agreement of the Director Coordinator.

The requirement to give notice may be waived by the Executive Director.

Best Practices Suggestion:

It is important to note the Employment Standards Act does not define the notice period that an employee who has decided to terminate his/her employment must give the employer.

Completed Provision of Termination is added to the employee's file.

References:

Employment Standards Act: http://www.qp.gov.bc.ca/statreg/stat/E/96113_01.htm

Kitimat	Policy #: 2.6.26
Child Development Centre	Subject Termination With Just cause
Section: Operations	Subsection: Human Resources
# of Pages: 2	Notes:
Effective Date: 2001	Replaces Policy: I6
Revised Date: August 2003	

TERMINATION OF EMPLOYMENT – EMPLOYER (with just cause)

Policy

Dismissal occurs when other remedial action has failed to achieve improvement or when serious offenses warrant immediate dismissal at the discretion of the Executive Director while facts are being verified.

Explanation

These include but are not limited to:

- Theft – including, but not limited to, the removal of company property or the property of another employee from company premises without prior authorization by an employee.
- Drugs/Alcohol – possession, use of, sale, purchase or distribution on the Child Development Centre property of alcohol or any illegal drugs or illegally possessed drugs. Also: reporting to work after having ingested alcohol or illegal drugs or illegally possessed drugs, in a condition that adversely affects the employee’s ability to safely and effectively perform his or her job functions, or which would imperil the safety of other employees.
- Falsifying or altering company records.
- Sabotaging or willfully damaging KCDC equipment or the property of other staff employees.
- Walking off the job without managerial permission.
- Insubordination involving, but not limited to, defaming, assaulting or threatening to assault a staff member or client.
- Refusing performance of employment duties when safety is not a problem.
- Fighting or provoking a fight on company premises.

- Absence for three consecutive working days without notice to the Centre, in which event the offending staff member will be deemed to have quit voluntarily.
- Sleeping on the job.
- Working for another employer without written consent of the Centre, while on a leave of absence.
- Carrying concealed weapons on Centre property.

Procedure

Prior to dismissal, the Executive Director or Designate should assure that the employee has been properly counseled in writing concerning any deficiencies in performance, given sufficient time to correct these deficiencies, and informed that failure to correct them may result in termination.

Kitimat	Policy #: 2.6.26
Child Development Centre	Subject: Termination without just cause
Section: Operations	Subsection: Human Resources
# of Pages: 2	Notes:
Effective Date: 2001	Replaces Policy: I7
Revised Date: August 2003	

TERMINATION OF EMPLOYMENT – EMPLOYER (without just cause)

Policy

Where a regular employee's services are terminated other than for just cause, he/she shall be entitled to notice in writing, or regular pay for the period in lieu of notice.

Where the employee has completed a consecutive period of employment ranging from three (3) months to one (1) year, he/she shall be entitled to one (1) week's notice or one (1) week's pay in lieu of notice. Where an employee has completed more than one (1) year of consecutive employment, he/she shall be entitled to two (2) week's notice plus an additional week's notice for each subsequent completed year of employment, up to a maximum of eight (8) week's notice or pay in lieu of notice.

Exceptions

This policy does not apply to:

- casual employees,
- employees who have been dismissed with just cause,
- employees on temporary layoff who have been offered and refused reasonable alternative employment,
- employees hired for a defined term or for specific work to be completed in a period not exceeding twelve months.

Procedure

Notice must be given to the employee in writing. The period of notice must be for time worked and not include vacation time (unless agreed to by the Executive Director).

When notice of termination has been given to an employee, the wage rate and conditions of employment shall not be altered except with the employee's consent. Notice shall be deemed to be without effect if the employee continues to work after the expiration of the notice.

When an employee is on temporary layoff, he/she must first be recalled to work before being given notice of termination. Otherwise he/she will be considered terminated and

eligible for severance pay if the layoff exceeds thirteen (13) weeks in a (20) twenty-week period, or exceeds the time fixed by the Employment Standards Act. For the purpose of calculating length of notice or severance pay, employees shall be considered terminated at the commencement of temporary layoff.

Employees who leave the service of the Kitimat Child Development Centre for any reason shall receive all pay that may be due to them, with the following qualifications:

- a) Regular employees will be paid for all unused vacation days. Employees who leave before completing the introductory period are not entitled to any accrued vacation.
- b) Regular employees who are dismissed after committing a criminal offense against the KCDCA, or for other gross violations of company policies as determined by the Executive Director or Designate, will not receive notice pay.
- c) Separation date for all employees is the last day of actual work or approved leave. Final pay received by a staff member will not be construed to extend his or her employment with the Centre beyond the separation date.
- d) Failure to return Centre-issued equipment, keys, material, or other items will result in delay in payment of final pay until all Centre property is returned. If these items are damaged or missing, their value may be deducted from the employee's final cheque

Kitimat Child Development Centre	Policy #: 2.6.28 Subject: Retirement
Section: Operations	Subsection: Human Resources
# of Pages: 1	Notes:
Effective Date: 2001 Revised Date: August 2003	Replaces Policy: D15

RETIREMENT

Policy

The normal retirement age is 65. Normal retirement will occur at the end of the month in which the employee turns 65 years of age.

Procedure

Employees must notify the Executive Director in writing at least one month prior to a planned retirement date.

Kitimat	Policy #: 2.6.29
Child Development Centre	Subject: Final Pay
Section: Operations	Subsection: Human Resources
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: D12
Revised Date: August 2003	

FINAL PAY

Policy

Employees who leave the service of the Kitimat Child Development Centre for any reason shall receive all pay that may be due to them, with the following qualifications:

- e) Regular employees will be paid for all unused vacation days. Employees who leave before completing the introductory period are not entitled to any accrued vacation.
- f) Regular employees who are dismissed after committing a criminal offense against the KCDCA, or for other gross violations of company policies as determined by the Executive Director or Designate, will not receive notice pay.
- g) Separation date for all employees is the last day of actual work or approved leave. Final pay received by a staff member will not be construed to extend his or her employment with the Centre beyond the separation date.
- h) Failure to return Centre-issued equipment, keys, material, or other items will result in delay in payment of final pay until all Centre property is returned. If these items are damaged or missing, their value may be deducted from the employee's final cheque.

Child Development Centre	Kitimat	Policy #: 2.6 B.1 Subject: Benefits Eligibility
Section: Operations		Subsection :Employee Benefits
# of Pages:		Notes:
Effective Date: 2001 Revised Date: August 2003		Replaces Policy: C3

Benefits Eligibility

Employee's are eligible for benefits once they have successfully completed their introductory period { The introductory period is defined in Policy 2.4.10 as the accumulation of 455 hours (35 hours per week x 3 months x 4.33 weeks per month)}. On successful completion of the introductory period an employee becomes a regular full time, part time or casual employee..

The employee start date is used for calculating benefits (including vacation eligibility) The years of service calculations is the date of starting employment with the Centre. If there is a two year gap in service the start date begins again.

Employees who are employed under one or more casual contracts may accumulate hours from a combination of all employment contracts under which they are employed. An employee is an employee of the Centre for eligibility for benefits.

Maintaining of Benefits:

Employees who have worked enough hours to be eligible for benefits must maintain twenty (20) hours per week to continue to be eligible for benefits..

Reduction of hours:

If an employee on benefits has reduced hours of work (below twenty (20) hours per week, the Centre will maintain benefits for three (3) months and then the benefits will be discontinued until the hours of work return to twenty (20) hours per week.

Reduced hours of work is different than being given a lay off notice. Reduced hours means the employee still works for the Centre. Those with reduced hours of work can ask for a record of employment to attain their unemployment benefits.

Leave and Short Term Layoff

If an employee is on leave or given a short term layoff they may request the retaining of their benefits by paying the full costs. The exception to this is the labour standards act regarding maternity leave and when an employee is off work for a long term disability.

See Employment Status policy #2.25.

RRSP Eligibility

After one year of employment, a full-time employee is eligible to join Group Retirement Saving Plan (RSP). Permanent part-time and casual employees are required to accumulate 1820 hours (52 wks X 35 hrs/wk) before being eligible for the RSP benefit. Casual are required to accumulate 1820 hours before being eligible for the RSP benefit.

See Policy 26 B. 4 for rates of RRSP contribution.

Child Development Centre	Kitimat	Policy #: 2.6B.2 Subject: Benefits Blue Cross
Section: Operations		Subsection: Employee Benefits
# of Pages: 1		Notes:
Effective Date: 2001 Revised Date: August 2003		Replaces Policy: C3

Our carrier is Blue Cross. Plan details are available in the employee booklet. Also, employees can clarify their benefits on the Blue Cross web site. www.pac.bluecross.ca

Forms to enroll for coverage are available from our accounting administrator.

Coverage is for:

Accidental Death and Dismemberment: mandatory

Dental Employer paid 100%

Extended health (optional) Employer paid 100%

Group Life Insurance (mandatory)

Long term Disability Cost paid by employer and
employee: (2.33% of monthly gross earnings X
55% to employer 2.33% of monthly gross earnings X
45% to employee.

No cash benefit will be paid in lieu of any employee who waives the KCDCA Benefit plan (e.g. where an employee is covered for extended health through a spousal plan, no compensation is paid to the KDCD employee who does not choose our plan.)

Kitimat	Policy #: 2.6B3
Child Development Centre	Subject: Medical Services Plan
Section: Operations	Subsection : Employee Benefits
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: C10
Revised Date: August 2003	

MEDICAL SERVICES PLAN (Optional)

Policy

Basic medical benefits and extended health benefits for employees (full-time and those working 20 hours a week or more) and their dependents are available after the employee has completed 3 months of employment (or worked 455 hours).

Explanation

Dependents include your lawful spouse (legally married, or living as a couple for more than 2 years), your children and stepchildren younger than 21 who are not full-time students, and your children and stepchildren younger than 25 who are full-time students or are mentally or physically handicapped.

If you do not have a dependent at the time of enrollment in the plan, but later acquire a dependent, this person becomes eligible to participate in the plan on the date that he or she becomes your dependent.

Cost is 100% employer paid

Procedure

Reimbursement will be made by employees submitting receipts to the KCDCA controller.

Employees are responsible for obtaining their own medical coverage at the Government Agent's office.

Kitimat	Policy #: 2.6B.4
Child Development Centre	Subject: Registered Savings Plan
Section: Operations	Subsection : Employee Benefits
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: C11
Revised Date: August 2003	

REGISTERED SAVINGS PLAN (RSP)

Policy

Eligible full-time and regular part-time employees, after one year of employment or accumulation of 1820 hours, are entitled to apply for Registered Savings Plan. Part-time employees need to maintain 20 hours a week to be eligible for continued eligibility.

Explanation

The Kitimat Child Development Association will match up to a maximum of the following schedule. Contributions are based on years of service:

1-5 years service	2% of annual gross salary
6-9 years service	4% of annual gross salary
10 years	6% of annual gross salary

Procedure

Those employees who signed up for the pension plan prior to the change over to Group RSP will stay at their current rates until such time as the above schedule can be applied.

It is the responsibility of the employee to inform their immediate Program Coordinator in writing when their RSP benefits increase.

Kitimat Child Development Centre	Policy #: 2.7.1 Subject: Confidentiality and Release of Information.
Section: Operations	Subsection : Employee Responsibilities
# of Pages: 2	Notes:
Effective Date: 2001 Revised Date: August 2003	Replaces Policy: E4

CONFIDENTIALITY (Privacy Act)

By acknowledging the Code of Conduct statement of the Kitimat Child Development Centre staff, volunteers and Board members recognize we are accountable to the people we serve, our professions and our community.

The Code of Conduct (previously called the Code of Ethics states the general rules for maintaining high standards of professional service and conduct towards colleagues and clients.

Code of Conduct

By signing a copy of this code of conduct, I, as a staff member of the Kitimat Child Development Centre affirm that:

- I will not discriminate against or refuse professional services to anyone on the basis of race, colour, creed, age, sex, religion, disability or nationality.
- I will not use my professional relationship to further my own interests.
- I will evidence a genuine interest in all persons served, and do hereby dedicate myself to their best interest and helping them help themselves.
- I will respect the privacy of persons served and hold in confidence all information obtained in the course of professional service.
- I will maintain confidentiality when storing or disposing of client records.
- I will maintain a professional attitude, which upholds confidentiality towards individuals served, colleagues, applicants and the Kitimat Child Development Centre.
- I, upon termination, will maintain client and co-worker confidentiality, and I will hold as confidential any information I obtained concerning the Centre.
- I will respect the rights and views of my colleagues, and treat them with fairness, courtesy and good faith.

- I will not exploit the trust of the public or my co-workers. I will make every effort to avoid relationships that could impair my professional judgment.
- I will agree to the process of required Criminal Record Checks.
- I will not engage in or condone any form of harassment or discrimination.
- I will not permit fellow staff members to present themselves as competent or perform services beyond their training and/or level of experience.
- I will respect the confidences of my co-workers.
- When I replace a colleague or am replaced, I will act with consideration for the interest, character and reputation of the other professional.
- I will extend respect and cooperation to colleagues of all professions.
- I will not assume professional responsibility for the clients of a colleague without appropriate consultation with that colleague.
- If I see the client of a colleague during a temporary absence or emergency, I will serve that client with the same consideration afforded any client.
- If I have the responsibility for employing and evaluating staff performance, I will do so in a responsible, fair, considerate and equitable manner.
- If I know that a colleague has violated ethical standards, I will bring this to my colleague's attention. If this fails, I will report the activity to my Coordinator, Executive Director or Designate.
- I will accurately represent my education, training, experience and competencies as they relate to my profession.
- I will correct, when possible, misleading or inaccurate information and representations made by others concerning my qualifications or services.
- If serving as a Coordinator, I will make certain that the qualifications of persons I supervise are honestly represented.
- I will abide by the Kitimat Child Development Centre Association Policies regarding Speaking to the Media.
- I have total commitment to provide the highest quality of service to those who seek my professional assistance.
- I will continually assess my personal strengths, limitations, biases and effectiveness.

- I will strive to become and remain proficient in professional practice and the performance of professional functions.
- I will act in accordance with standards of professional integrity.
- I will not advise on problems outside the bounds of my competence.
- I will seek assistance for any problem that impairs my performance.
- I understand that violation of this code may be grounds for dismissal.

References:

There is a resource file on code of ethics/conduct kept in the Executive Director's office. This file is available for review on request.

Note: the Code of Conduct is posted in the Centre and reference to our code of conduct is on our publicity/information brochures.

Kitimat Child Development Centre	Policy #: 2.7.3 Subject: Confidentiality Speaking with the Media
Section: Operations	Subsection: Employee Responsibilities
# of Pages: 1	Notes:
Effective Date: 2001 Revised Date: August 2003	Replaces Policy: E5

CONFIDENTIALITY – SPEAKING WITH THE MEDIA

Policy

An employee may not speak to the news media as an official or unofficial spokesperson of the Kitimat Child Development Centre Association without prior clearance from the Executive Director or Designate. All inquiries from the media should be referred to the Executive Director or Designate.

Procedure (Speaking to the Media)

Should an employee receive a media inquiry, he/she should respond: “I have no authority to respond to your request. You should refer your question to the Executive Director or Designate.”

Kitimat	Policy #: 2.7.4
Child Development Centre	Subject: Conflicts of Interest
Section: Operations	Subsection: Employee Responsibilities
# of Pages: 3	Notes:
Effective Date: 2001	Replaces Policy: C11
Revised Date: August 2003	

CONFLICT OF INTERESTS

Policy

The Kitimat Child Development Centre Association expects the primary interest of staff members to be the people we serve. A conflict of interest occurs when the interests of a staff member or another outside party actually or potentially affects the Centre in a negative way. This policy outlines the decision making framework to be used regarding conflict of interest.

Definitions:

KCDC staff have a conflict of interest when their commitments or interests compromise their independent judgement or their loyalty to clients.

Conflict of interest is not the same as conflicting interests. Both can be managed or have frameworks of decision making.

Conflict of interest is broadly defined as a situation in which an individual making a decision could be influenced by their personal, financial, business or other concerns which are not in the best interest of the client being served.

An employee of the Centre also engaged in private sector work has a potential for a conflict of interest. An example of this is a therapist and self referral to their private therapy practice.

Personal beliefs, values and commitments are a conflict of interest when they a) prevent staff members from fulfilling their job responsibilities, b) if staff members attempt to use the Centre's time and facilities for furthering them, or c) if staff members continue attempting to convince others of their personal beliefs after they have been asked to stop. The KCDCA recognizes that its employees may hold a wide range of personal beliefs, values and commitments.

Outside business interests are a conflict when they interfere with job performance or when the employee earns profit from outside employment or business interests which result directly from their affiliation with the Centre.

Gifts and gratuities are a conflict when they are used as an inducement to provide Centre services. Employees are not to accept gifts, gratuities, free trips, personal property or other items of value from an outside person or organization as an inducement to provide services.

Procedures

Any staff member identifying a potential conflict of interest must discuss this with their immediate supervisor or the Executive Director.

Any staff identifying a potential conflict of interest occurring with another staff member must identify this conflict with the staff member and inform their supervisor of their concern.

Staff and supervisors will weigh the factors by asking focused questions including but not limited to :

- What kinds of risks are posed?
- How strong and direct is the conflict?
- What is the probability of inappropriate behavior?
- How serious might the consequences be?

A decision is made regarding the potential conflict and resolution determined. If an employee is to be working in a conflict situation permission to do so will be put in writing in their personnel file. The permission may have limitations set such as no useage of Centre equipment, resources or time for personal business.

References

Margaret Warcup, paper on Conflict of Interest 19/11/02
Reference file on Conflict of Interest is kept in the Executive Directors office and is available to staff on request.

Kitimat	Policy #: 2.7.5
Child Development Centre	Subject: Fraternalization
Section: Operations	Subsection : Employee Responsibility
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: D13
Revised Date: August 2003	

FRATERNIZATION

Policy

There will be no personal transferring of Centre money or goods between staff members and persons currently or formerly served (this refers to dollars personally gained in order to receive better services from the Centre). (This does not include gifts of appreciation of services received by clients, for example flowers.)

Centre staff are not to use clients formally or currently served to further their own personal gains (i.e., offering private therapy to clients who could be using the Centre services). Exceptions are private contracts initiated through the Centre (i.e., private childcare contracts).

Persons Currently and Formerly Served: It is assumed that involvement by our staff members with persons served will be in ways that are professional and ethical. The following guideline has been developed:

1. Employees will discuss possible relationships with the Executive Director or Designate prior to involvement so that any concerns may be addressed as they arise.

Kitimat	Policy #: 2.7.6
Child Development Centre	Subject: Personal Affairs of Clients
Section: Operations	Subsection : Employee Responsibility t
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: B8
Revised Date: August 2003	

PERSONAL AFFAIRS OF CLIENTS

Policy

Employees shall not become involved in the personal affairs of a client relating to legal, financial, or property matters.

Exceptions

An exceptions to this policy may be determined by the Executive Director or designated coordinator if the client is an immediate family member of the employee.

Conditions

1. Witness the signing of wills or other legal documents except as designated by employer's policy.
2. Handle or manage a client's monies or assets apart from the minimal personal needs funds, or accept, for safekeeping, personal effects and jewellery.

Procedure

1. In the event an employee is requested by a client to carry out any of the above, the employee shall refer the individual to the Executive Director or appropriate coordinator.

Kitimat	Policy #: 2.7.7
Child Development Centre	Subject: Smoking
Section: Operations	Subsection: Employee Responsibility
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: C11
Revised Date: August 2003	

SMOKING

Policy

The Kitimat Child Development Centre offers a smoke-free work environment to all staff members. No smoking is allowed inside the premises.

Procedure

Any employee found smoking in a non-designated smoking area may be subject to disciplinary action.

WCB Regulations

See Safety Policies and Procedures Manual, Vol. 1, Issue 1, for update (dated December 9, 1999).

WCB website:

www.worksafebc.com

Kitimat	Policy #: 2.7. 8
Child Development Centre	Subject Drug and Alcohol
Section: Operations	Subsection : Employee Responsibility
# of Pages: 2	Notes:
Effective Date: 2001	Replaces Policy: D11
Revised Date: August 2003	

DRUG AND ALCOHOL

Policy

It is the policy of the KCDCA to maintain a workplace that is free from the effects of drugs, narcotics, and alcohol abuse. The Kitimat Child Development Centre requires all employees to perform their duties free from the effects of any substance abuse.

Pre-Employment Examination

Kitimat Child Development Centre does not currently require a pre-employment substance abuse examination.

Explanation

The Kitimat Child Development Centre requires all employees to report to work and remain in condition to perform their duties free from any substance abuse effects. The possession, transfer, sale or use of illegal drugs or alcohol while on work premises during work hours, is absolutely prohibited (sanctioned activities by the Board of Directors for selected alcoholic beverages for special events are excluded).

Procedures

Violation of these rules by any employee will result in termination, in addition, employees are prohibited from off-premise abuse of drugs and/or alcohol at any time when representing the Kitimat Child Development Centre.

The Kitimat Child Development Centre reserves the right to carry out reasonable searches of individuals, their personal effects and vehicle when entering Kitimat Child Development Centre premises. An employee's refusal to comply with such a search will result in disciplinary action, up to and including dismissal.

The Kitimat Child Development Centre may require testing for evidence of substance abuse for any employee whose condition raises suspicion that they may be using or under the influence of illegal drugs or alcohol.

Some examples of reasonable suspicion are:

- The employee exhibits inappropriate or unusual behavior or poor or erratic job performance.

- In the event of a work-related accident or serious incident where the cause is unknown and the coordinator has the reason to question the physical or emotional condition of involved employees.
- Monitoring employees who have been in substance abuse treatment and have returned to work.

Kitimat	Policy #: 2.7.9
Child Development Centre	Subject: Theft
Section: Operations	Subsection: Employee Conduct
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: H10
Revised Date: August 2003	

THEFT

Policy

Theft of any kind will not be tolerated. An employee occupies a special position of trust with clients. It is essential that trust is maintained and that complete confidence exists in the employment relationship.

Definition

Theft is defined as the unauthorised procurement of property that does not belong to the employee.

The following are examples of prohibited conduct:

- * Theft of property or services from the organization;
- * Unauthorised use of the organisation's equipment;
- * Unauthorised use or theft of property from clients, visitors or other employees;
- * Theft outside working hours and the workplace which may affect the employment relationship;
- * Actions which result in the unauthorised procurement of money, property or other things from the organisation, residents, or employees.

Conditions

1. This policy also applies in cases of attempted theft by an employee.
2. Theft or attempted theft by an employee may result in the immediate dismissal and he/she may be reported to the local police authority.
3. Where an employee is suspected of stealing, he/she may be suspended pending further investigation.

Kitimat	Policy #: 2.7.10
Child Development Centre	Subject: Traffic Violations
Section: Operations	Subsection: Employee Responsibility
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: H12
Revised Date: August 2003	

TRAFFIC VIOLATIONS

Policy

All employees are expected to drive in a responsible and safe manner, and to comply with all applicable legislation while operating a vehicle in the course of their work. Where a traffic violation is committed, the employee may be subject to discipline up to and including termination of employment.

Procedures

All vehicle violations committed while operating a vehicle where clients are passengers must be reported to the immediate Coordinator within 48 hours of the violation.

Any fines resulting from violations of the Motor Vehicle Act, city by-laws (e.g., parking violations) or any other legislation will be the responsibility of the employee operating the vehicle at the time of the violation. The employer requires employees to take responsibility for challenging and/or paying fines issued to a vehicle in their charge.

References:

Motor Vehicle Act, BC:

http://www.city.richmond.bc.ca/services/forms/community_bylaw/pu5_MotorVehicleAct.pdf

Kitimat	Policy #: 2.7.11
Child Development Centre	Subject: WorkPlace Violence Prevention
Section: Operations	Subsection: Employee responsibility
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: E8
Revised Date: August 2003	

WORKPLACE VIOLENCE PREVENTION

Policy

The management of the Kitimat Child Development Centre believes in the prevention of violence and promotes a violence free environment. Any act of violence against employees or clients is unacceptable and will not be tolerated.

Procedure.

The KCDCA is committed to promoting a work environment in which all employees are treated with dignity and respect and are free of harassment in the workplace. Therefore, behaviour that comes under the definition of harassment will not be tolerated.

The KCDCA is committed to maintaining a Workplace Violence Prevention Program through the WCB committee, which includes but not limited to:

- a) investigating reported incidents of violence in a prompt, objective and sensitive manner
- b) taking necessary corrective action
- c) providing appropriate support for victims.

No individual shall be penalized in any way for making a complaint or giving evidence in an investigation regarding violence unless the charge proves to be malicious and without foundation.

Kitimat Child Development Centre	Policy #: 2.7.12 Subject: Harrassment: Sexual and Personal
Section: Operations	Subsection : Employee Responsibility
# of Pages: 4	Notes:
Effective Date: 2001 Revised Date: August 2003	Replaces Policy: E8 and E9

HARASSMENT – Personal and Sexual

Policy

The Kitimat Child Development Centre Association is committed to preventing discrimination and harassment in the workplace.

Definition:

Personal harassment is objectionable conduct or comment, directed towards a specific person, which serves no legitimate work purpose and has the effect of creating an intimidating, humiliating, hostile or offensive work environment. For the purposes of this policy, personal harassment includes conduct or comment that constitutes discrimination under the BC Human Rights Act (copy available at main CDC office).

Personal harassment includes but is not limited to:

- * unwanted actions, derogatory or demeaning comments, jokes or slurs;
- * derogatory or demeaning posters, pictures, cartoons, graffiti or drawings;
- * innuendoes, taunting ostracising a co-worker or employee;
- * threats, bullying, coercion;
- * malicious gestures or actions or any other forms of bullying.

Sexual harassment is defined as any comment or conduct of a sexual nature that is uninvited and is known or ought reasonably to be known to be unwelcome and objectionable to the recipient; or that may lead to adverse job-related consequences for the victim of harassment; or that detrimentally affects the work environment. Sexual harassment includes but is not limited to: unwanted physical contact, sexual advances, requests for sexual favours, suggestive or offensive comments or gestures emphasising sexuality, sexual identity or sexual orientation. It may consist of one incident or repeated incidents.

Procedure

An employee who feels that he/she is being harassed should complain using the following procedure: The investigation procedure and the potential consequences for an employee found to have engaged in personal harassment will be the same as for those engaged in sexual harassment.

1. An employee who feels that he/she is being harassed is encouraged to advise the alleged harasser that such conduct is unwelcome and is a breach of this policy and must stop.

2. If the behaviour does not stop, or if the employee chooses not to approach the harasser, the employee should report the incident(s) in writing to his/her immediate coordinator within one month of the latest occurrence. The coordinator will then meet with the employee to discuss the specifics of the complaint.

3. The coordinator will advise the employee accused of engaging in harassment that there has been a complaint, that the matter is being investigated, and that no threats or reprisal against the complainant will be tolerated.

4. The coordinator will investigate the complaint within seven (7) days of receiving it in writing, by interviewing the complainant, the alleged harasser, and any potential witnesses. During the investigation, every effort will be made to treat the matter with the utmost confidentiality. The Coordinator will carefully document the results of the investigation.

5. Where the alleged harasser is the employee's immediate coordinator, the employee will provide the written report to the Executive Director. The Executive Director will undertake the investigation of the matter as set out above. Where the alleged harasser is the Executive Director, the written complaint shall be given to the Chair of the Board, who will conduct the investigation.

6. If the investigator substantiates the complaint, appropriate disciplinary action will follow. This decision will be made within five (5) days of the completion of the investigation. Disciplinary action could include:

- * a disciplinary letter on the employee's personnel file;
- * a suspension without pay;
- * termination of the harasser's employment with the Kitimat Centre Development Centre Association.

7. If the complaint is not substantiated, and it is determined that the complainant deliberately made a false accusation or acted in a vexatious manner, disciplinary action will be taken against the complainant.

8. In determining the outcome of a harassment investigation, the coordinator shall consult with the Executive Director. If the Executive Director feels it is necessary, he/she may consult with members of KCDCA Board of Directors. All parties consulted will treat the matter in confidence.

Nothing in this policy shall restrict an employee's legal or civil rights to file a complaint with the B.C. Council of Human Rights or the police.

References;

- Bulkley Valley Child Development Centre Policy and Procedures 2003
- CSSEA
- B.C. Human Rights Code.

Kitimat	Policy #: 2.7.13
Child Development Centre	Subject: Abuse to Employees
Section: Operations	Subsection : Employee Responsibility
# of Pages: 2	Notes:
Effective Date: 2001	Replaces Policy: D3
Revised Date: August 2003	

ABUSE: TO EMPLOYEES

Policy

The Board and Management of KCDCA recognizes the potential for violent acts or threats directed against staff by persons other than KCDC employees.

Every effort has been made to identify the sources of such action and procedures to eliminate or minimize the risks to staff

The Board and Management of KCDCA will ensure that all staff members are aware of the hazards and are trained in the appropriate action to take for protection from acts or threats of violence.

Workers shall follow the procedures implemented for their protection, and immediately report all incidences of violence.

Definition

Abuse is defined as an action or behavior to an employee or volunteer during their interactions with any person that may result in physical, emotional or mental harm.

Categories of Abuses:

Physical

- Assault, (e.g., slapping, hitting, kicking, punching)

Psychosocial

- Verbal or emotional abuse (e.g., yelling, making demeaning or derogatory remarks, teasing, swearing, name calling)

Financial

- Theft
- Fraud
- Solicitation for compensation

Violation of Rights

- Denial of basic civil/human rights

Procedures

1. All concerns raised by employees or volunteers must be reported immediately to the responsible Coordinator.
2. If a situation arises in which a staff member feels incapable of handling, or if a staff member is abused by a client or family of a client, the staff member must withdraw from the situation as soon as practical and seek assistance. On no occasion is it appropriate for a staff member to 'punish' or take retaliatory action.
3. The responsible Coordinator will commence an investigation immediately.
4. After the completion of the investigation, a thorough review of all the information obtained, and reconciliation of any conflicting information (if any), a decision will be made regarding the appropriate response.
5. If the investigation provides proof of such abuse, appropriate steps by the KCDCA will be undertaken.

Kitimat	Policy #: 2.7.14
Child Development Centre	Subject: Abuse or Neglect to Clients
Section: Operations	Subsection: Employee Responsibility
# of Pages: 2	Notes:
Effective Date: 2001 Revised Date: August 2003	Replaces Policy: D.1

ABUSE OR NEGLECT: TO CLIENTS (by an employee or volunteer or other)

Policy

Clients of the Kitimat Child Development Centre have a right to expect an environment that is safe and free from any abuse or neglect. Any staff member or volunteer who, upon investigation, has inflicted abuse or neglected a client may be terminated.

Definition

Abuse is defined as an action or behavior by an employee or volunteer which may result in physical, emotional or mental harm to a client.

The definition of abuse is defined but not limited to

Physical: any act of violence or rough treatment which causes injury or physical discomfort;

- Assault (e.g., slapping, hitting, punching, stuffing a cloth into a client's mouth).
- Rough handling without regard for the client's comfort (e.g., unnecessary force applied during lifts, transfers and activities of daily living).
- Gross physical neglect (e.g., withholding food or personal or medical care).

Psychosocial/emotional: any act or treatment which may cause psychological or mental anguish. This may include:

- Verbal or emotional abuse (e.g., yelling, making demeaning or derogatory remarks, teasing, swearing, name-calling).
- Gross psychosocial neglect (e.g., lack of attention, isolation, confinement).

Financial: May include:

- Theft: money or personal property.
- Fraud: deceitful manipulation of finances.
- Solicitation of compensation.

Sexual Abuse/Assault: Any form of sexual conduct by force or threat of force. Any form of contact that results in a child being molested or exploited.

Medication Abuse: Over-sedation, misuse of a person's medications and prescriptions, non-compliance with medication refills.

Violation of Rights: Denial of basic civil/human rights.

Neglect: Active neglect: willful withholding of basic necessities and care.

Passive neglect: withholding of basic necessities and care, usually due to a lack of experience or information, or involuntarily giving a client foods or beverages the child is severely allergic to.

Procedure

Any staff member or volunteer who has knowledge of an incident of suspected abuse has the responsibility to report such an incident immediately to the Executive Director or Designate. Failure on the part of any witness to report such an incident will result in severe disciplinary actions and may result in termination of employment.

If there is reasonable grounds to suspect that abuse or neglect has occurred, are occurring, or may imminently occur, as an employee, you are legally bound to report the situation immediately to the Ministry for Children and Families. The duty to report overrides our commitment to confidentiality. If you report an incident of suspected abuse or neglect, you are not subject to legal action unless your reporting was deemed malicious or without reasonable grounds. Failure to report is an offense.

1. All concerns raised by clients/families of possible abuse must be reported immediately to the responsible Coordinator.
2. If a situation arises in which a staff member feels incapable of handling, the staff member must withdraw from the situation as soon as practical and seek assistance. On no occasion is it appropriate for a staff member to 'punish' or take retaliatory action. Employees are expected to obtain advice in ways of handling specific situations, which might arise to abuse allegations.
3. Any staff member who has witnessed abuse of a client, or suspects that there has been abuse, should report the incident immediately to the person in charge. Failure to report such an incident will result in disciplinary action being taken.
4. Following an allegation the Responsible Coordinator or Executive Director will immediately commence an investigation.

The Responsible Co-ordinator or Executive Director has the right to suspend an employee/volunteer while the investigation is in process.

Depending on the nature of the alleged abuse, The RCMP may be notified. A full investigation may be done in conjunction with the RCMP.

The internal investigation will follow the following principles: Staff have the right to be represented, the right to know the particulars of the accusation, the right to defend themselves, and the right to know who accused them.

Confidentiality will be maintained by all involved.

The board will be informed that an accusation has occurred and the results of the investigation will be reported to the Board respecting confidentiality. i.e. a complete investigation occurred following our policies and the result was

If the investigation concludes that abuse did not take place, the employee will be reinstated with full pay, retroactive for any time lost due to the investigation, and a letter placed in the investigation file stating there was not evidence of abuse. The employee or volunteer will be given a copy of this letter. This file will be kept confidential.

If the report concludes there was abuse by the employee or volunteer, immediate dismissal shall occur.

References:

BVDCD policy and procedure manual

Kitimat Child Development Centre	Policy #: 2.7.15 Subject: Use of Physical Restraint
Section : Operations	Subsection: Employee Responsibility
# of Pages: 1	Notes:
Effective Date: Revised Date August 2003	Replaces Policy: D5

USE OF PHYSICAL RESTRAINT

Policy

Under no circumstances is physical punishment ever to be administered to persons served. On rare occasions, however, it may be necessary to physically restrain or remove a client from a Centre program or activity in order to prevent injury or the threat of injury to the client, to other clients, to staff or to the public at large. This should be done in the least restraining manner possible, given the specific circumstances of the situation and the disruptive individual.

Procedure

Whenever possible, a staff member should talk the client out of his or her inappropriate actions. If this fails, assistance should be solicited. This third party should also attempt to talk the client out of the inappropriate behavior. If the third party fails and it is the decision of the two staff members that the client will need to be physically restrained or removed, the following guidelines should be used:

- a) Another staff member should be enlisted to serve as a witness.
- b) The two staff members should get on either side of the client and restrain or remove the individual, using the least amount of physical restraint or force. If time allows, the aid of a police or fire fighter should be sought, when necessary.
- c) Staff members should be careful not to force any joints or apply a pressure point to an artery and to protect the client's head. The exception to this is the case of a violent client who could endanger the lives or safety of other clients or staff.
- d) All staff members involved independently should submit an incident report form within 24 hours to the Executive Director using the Kitimat Child Development Centre incident report form.

The above circumstances do not apply to "coaching," which is the process of physically moving a client or parts of a client's body to a designated location or through a range of motions as a means of demonstrating desired behavior (i.e., physiotherapy, hand-over-hand assistance to do a task).

Child Development Centre	Kitimat	Policy #: 2.8.1 Subject: Transportation of Children, Youth and Families
Section 1 : Operations		Subsection:Centre Insurance coverage
# of Pages: 3		Notes:
Effective Date: 2001 Revised Date August 2003		Replaces Policy: D5

Policy Statements

General Policy

1. Transportation may be provided for clients of centre programs if personnel, vehicles and appropriate child safety seats are available. With approval Tax vouchers may be arranged for client to attend Centre meetings and activities.
2. Transportation of clients must be authorized transportation. Authorized transportation is specific to individual employment contracts.
3. Transportation of children and youth must be done using approved safety seats and all children under 12 are to be passengers in the back seat of the vehicle.
4. To transport clients staff must have the appropriate insurance coverage. It is recommended that all staff carry 3 million liability.
5. Staff will be reimbursed for a per kilometer rate when they transport clients. This rate is calculated to cover expenses such as gas, vehicle wear and tear while working.
6. The Centre carries a special access policy of 15 million liability insurance covering all staff, volunteers and board members while doing Centre business..
7. The Kitimat Child Development Centre will not assume responsibility for any parking fines, loss or damage to a vehicle or contents concerning a private vehicle that is being used for the organization's business. (replaces policy D-5, 2000).
8. All employees are expected to drive in a responsible and safe manner, and to comply with all applicable legislation while operating a vehicle in the course of their work. Where a traffic violation is committed, the employee may be subject to discipline up to and including termination of employment.

Policy specifics and procedures

1. Staff members may be requested to use their personal vehicle for Kitimat Child Development Centre business. If requested the staff member must ensure their vehicle has adequate auto insurance and is in safe condition to cover the business purpose for which it is being used.
2. Staff that are eligible for mileage reimbursement are those whose employment duties require home visits, visits with children, youth and families outside the main centre facilities, transportation of children, youth and families as part of

- providing services for clients, as authorized by service contracts. Requests to use a personal vehicle for Centre business is dependent on the contract under which the employee is working. Employees should confirm this with their contract manager.
3. Insurance reimbursement is approved for eligible staff for the difference between to and from work insurance to business use insurance. To and from work insurance can be used for business use up to 6 days per month.
 4. . Approval for reimbursement must be attained from your Contract Manager. For part time employees the managers may approve only a percentage of insurance coverage. The Centre will cover the difference between to and from work and business insurance coverage. If you are not using your vehicle 6 or more days per month for work you do not require business insurance.
 5. Mileage will be reimbursed at a rate of 40 cents per kilometer. Mileage reimbursement requests must be submitted monthly to receive reimbursement. Outstanding mileage submissions over two months will not be paid. All submissions must be made by March 31st our budget year end.
 6. Guidelines for mileage reimbursement are as follows:
 - Mileage reimbursement must be approved by the contract managers
 - Mileage reimbursement is not covered for travel from your home to your place of work.
 - Mileage for in town is for the area defined as the Village road to the Bridge This region does not require pre-approval.
 - Mileage to the Village, Cablecar, to Terrace and past the Service Centre Bridge must approved as part of the service delivery plan for the client.
 - Pre-determine mileage amounts are as follows:
 1. Terrace 120.k. If eligible for Ministry reimbursement this must be applied to the cost.
 2. Hot springs
 3. Cablecar subdivision
 4. Village
 - For budget management contract managers may require employees to have pre-approved client care plans where transportation or mileage costs are part of the care plan.
 - Yearly prior to income tax preparation staff may request from Accounting administration a statement of mileage paid by the Centre. ¹
 7. For safety reasons at all times when transporting clients staff must carry identification of the client. Preferably at all times but always if out of town staff must carry a cell phone. Staff must sign out on our staff in/out board where they
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are working or have a detailed weekly schedule submitted to their contract manager. Reference Cell phone useage policy.

8. All vehicle violations committed while operating a vehicle where clients are passengers must be reported to the immediate co-ordinator within 24 hours of the violation. All fines resulting from the violations of the Motor Vehicle Act, city by-laws or any other legislation will be the responsibility of the employee operating the vehicle at the time of the violation. The employer requires employees to take responsibility for challenging and/or paying fines issued to a vehicle in their charge. (replaces Policy H-12 2000).

Appendices:

Mileage log Form.

Cell phone policy

Sign in/out board policy

Kitimat	Policy #: 2.8.2
Child Development Centre	Subject: Personal Property Damage
Section: Operations	Subsection :Centre Procedures
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: H9
Revised Date: August 2003	

PERSONAL PROPERTY DAMAGE

Policy

The employer shall repair or compensate damaged employee property under the conditions outlined below.

Conditions

The employer shall repair or indemnify any damage to the belongings of an employee if:

1. the employee was on duty at the time;
2. reasonable proof is submitted that the damage was caused by the actions of a client and/or in the normal course of duty; and
3. the personal property damaged is an article of use or wear of a type suitable for use or wear while on duty (i.e., prescription eyewear)

Kitimat	Policy #: 2.8.3
Child Development Centre	Subject: Bulletin and Sign out Boards
Section: Operations	Subsection: Centre Procedures
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: H1
Revised Date: August 2003	

BULLETIN and SIGN OUT BOARDS

Staff, when on community visits, are required to follow procedures to indicate when they are away from their offices during working hours, where they can be reached, and when they are expected back.

KCDC and Family Fun Spot bulletin boards are to be used to benefit clients and staff.

Procedures

Sign Out Policy

When staff are away from their offices during working hours, they are required to write their names, the phone number where they can be reached, and the time of their expected return to their offices on the wipe off board.

Bulletin Board Policy

The bulletin board in the public area is for “Information Only” for parents and visitors. All staff are responsible to keep these boards updated and organized.

Kitimat Child Development Centre	Policy #: 2.8.4 Subject: Change of Address and/or Telephone numbers
Section: Operations	Subsection :Centre Procedures
# of Pages: 1	Notes:
Effective Date: 2001 Revised Date: August 2003	Replaces Policy: H2

CHANGE OF ADDRESS AND/OR TELEPHONE NUMBER

Policy

Staff members are to keep their employer informed at all times of any changes in his/her name, address, telephone number, marital status or number of dependents. These changes should be given to the Office Manger to update employee files. (These changes are required for benefit entitlement and other financial communications.)

Procedures

When resigning from the organization, a forwarding address must be filled with the employer to ensure the employer can forward income tax T-4 slips and other relevant documentation.

Kitimat	Policy #: 2.8.5
Child Development Centre	Subject: Lockup
Section: Operations	Subsection: Centre Procedures
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: E15
Revised Date: August 2003	

LOCK UP

Policy

The Kitimat Child Development Centre staff must ensure the security of its client/staff records, equipment, and information.

Procedure

Each staff member is issued office key(s) upon date of hiring. Key(s) need to be returned to the Centre upon termination of employment.

Kitimat	Policy #: 2.9.1
Child Development Centre	Subject: Communications
Section: Operations	Subsection: Employee Responsibilities
# of Pages: 2	Notes:
Effective Date: 2001	Replaces Policy: H4
Revised Date: August 2003	

COMMUNICATIONS - USE OF E-MAIL, TELEPHONE, CELLULAR PHONES AND FAX MACHINE

Policy

It is the intent of this policy to set guidelines for the use of all communication systems of the Kitimat Child Development Centre Association.

Use of the KCDCA communication systems must be lawful, ethical and consistent with the KCDCA professional reputation, standards, policies, procedures and guidelines.

In using all communication systems, each staff member must exercise good judgment and follow the spirit of this policy.

Communication systems include e-mail, the Internet, as well as any other forms of communication.

Conditions

The following uses of communications systems are prohibited:

- illegal, unethical or immoral uses;
- sending, receiving or accessing offensive, objectionable, abusive, pornographic, obscene, sexist, racist, harassing or provocative messages, images or other materials, including adult-oriented Web sites or news groups;
- defamatory, derogatory, or false messages;
- distributing e-mail chain letters;
- political activities, solicitation of funds (excepting for fund raising efforts), for advertising goods or services for personal gain;
- other commercial or business uses;
- unauthorized access to other users' e-mail, data or communications;
- uses that infringe copyright or other intellectual property rights;
- unsecured disclosure of confidential or privileged information;
- unauthorized use of data encryption; and
- uses that may compromise system integrity or degrade system performance.

Personal uses

Employees are discouraged from making local personal calls, faxes, and e-mailing on Centre machines. Personal use of equipment for long distance calls by staff members at this Centre is not allowed, except in the case of an emergency. However the Centre understands that employees need to occasionally make and receive short personal calls regarding family, medical, and business matters. For this reason, staff members are encouraged to obtain and use a personal telephone calling card to bill long-distance calls to their home. If this is not possible, the employee must ask his or her coordinator for approval and enter the call in the long-distance phone call record book. Payment to the Kitimat Child Development Centre for any personal calls must be made monthly, upon receipt of an itemized bill.

All personal uses of the communication systems must comply with this policy and the organization's other policies, procedures and guidelines.

It should be noted that all communication systems, data and uses, including e-mail, and Internet are not private and are subject to KCDC's access and control.

Third-party access

Non-employees are not permitted to use or access the communication systems, including the organization's Internet and e-mail accounts, without prior authorization from a Coordinator.

Confidential communications

External E-mail

External e-mail and data transmission is not secure or private unless it is encrypted. E-mail and other data sent externally would pass through many computers and systems that are not under the KCDCA's control, and may be subject to unauthorized access. For this reason, confidential e-mail or other data should not be sent or received via external e-mail unless it is secured by encryption software authorized by the Executive Director.

Cell Phone use

Some staff members use a Cell Phone in lieu of the regular phone system and some staff need to use them while away from their offices. These Cell Phones need to remain charged and turned on during working hours.

Any personal calls made on KCDCA Cell Phones will be charged to that employee.

Kitimat	Policy #: 2.9.2
Child Development Centre	Subject: Computer Use and Security
Section: Operations	Subsection : Employee Responsibilities
# of Pages: 1	Notes:
Effective Date: 2001	Replaces Policy: H5
Revised Date: August 2003	

COMPUTER USE AND SECURITY

Policy

Computerised client information is accessible for authorised use only.

Procedure

Client reports or any other client information must not be saved on computers in areas with no security lock up when staff are away.

Kitimat Child Development Centre	Policy #: 2.9.3 Subject: Computer Use - Internal
Section: Operations	Subsection: Information Technology
# of Pages: 4	Notes:
Effective Date: 2003 Revised Date: November 2003 Review Date: Annual	Replaces Policy: none (new policy)

INTERNAL COMPUTER USE

Internal Computer Use is defined as any usage, business or personal; of Centre computers and technology by KCDC Staff, Contractors and Volunteers (all herein referred to as 'User') working for the Centre. Examples include using computers, internet, and multimedia equipment for business or personal use.

Policy

Access to, and the use of, computer and telecommunications services of the Kitimat Child Development Centre are subject to the following conditions:

General Use Responsibilities

The user is required to:

- be accountable for all actions performed under their User ID
- adhere to all policies, standards, or procedures issued by the computer system administrators
- advise the system administrator without delay, of any circumstances, incidents or events, which may impact or are related to, the privacy, availability or security of the computer system or the data stored on it (including virus or virus-like activity)

The user may not:

- attempt to access or modify the computer program or data of another User ID, without the explicit authorization of that user;
- enable other users to access computer programs or data belonging to a third party without the consent of that third party;
- use the computer system or data for activities different from those for which access was granted;
- make unauthorized copies of data;
- reveal details of any security mechanisms included in hardware or computer programs to any unauthorized person;

- take any action which might reasonably be construed as likely to impact other users by obstructing, interrupting, or interfering with the lawful use of computer programs or data;

Software Installation and Use Responsibilities

The user is required to:

- Comply with the Centre policy on Software Licensing and respect the legal protection provided by copyright and licenses with respect to programs and information (see Software License Compliance Policy a);
- Receive approval from Executive Director with assistance of IT Administrator before purchasing or installing any software.

The user may not:

- Make unauthorized copies of Programs;
- Install any program which has not been approved by the Executive Director with the advice of the IT Administrator;
- Install privately-owned programs (those which require a license and have not been purchased by the Centre);
- Acquire or install any Third-Party Software or Services which have not been approved with the IT Administrator; or
- Take any action which might reasonably be construed as likely to alter or destroy computer programs data or to render them meaningless, useless or ineffective.

Internet Usage Responsibilities

Users of the internet must adhere to the following standards:

- Users must comply with all applicable laws and regulations and must respect the legal protection provided by copyright and licenses with respect to both programs and information;
- Ensuring that the use of Internet access is appropriate and consistent with ethical conduct as outlined in the Code of Ethics;
- Internet usage must be able to survive public scrutiny and/or disclosure. Users must avoid accessing sites that might bring the public service into disrepute, such as those which carry offensive material;
- Sensitive and/or confidential information, defined as any information pertaining to or suggesting of clients (refer to Confidential Information Policy b, Confidentiality Policy c, and Release of Information Policy d as directed in References), must not be transmitted via or exposed to Internet access;
- Internet forums such as newsgroups may be used only to conduct work related business or to exchange technical or analytical information. Users who wish to express personal opinions must use a private Internet provider and a personal ID.

- Users must not attempt to obscure the origin, or any message, or download material under an assumed Internet address;

Personal Computer Usage

- Employees may use computers and Internet services provided by the Kitimat Child Development Centre for personal improvement, outside of scheduled hours of work, provided that such use is consistent with professional conduct and is not used for personal financial gain

Interdepartmental Borrowing

- Computer equipment may be lent and borrowed interdepartmentally with approval from the Department Manager (refer to Equipment Loan Policy e)
- Borrowing party assumes responsibility for any activities involving the borrowed equipment while in their possession
- Installed software programs cannot be lent to another department until the program is no longer in use (uninstalled from source location) so as to comply with licensing laws
- User agrees to return equipment in a prompt manner ensuring fair use of the equipment by all parties, and so as not to interrupt or delay any business process.

Borrowing of Equipment for Personal Use

- Computer equipment may be borrowed from the Centre with the intent of personal use with approval from the Department Manager
- The intent of the personal use of borrowed Centre equipment must be consistent with ethical conduct as outlined in the Code of Ethics, and must not be used for personal financial gain
- User agrees to provide for the equipment's security and safe operation while the equipment remains in their possession.
- User agrees to return equipment in a prompt manner ensuring fair use of the equipment by all parties, and so as not to interrupt or delay any business process.
- Employee will assume monetary responsibility in the case of damage to the equipment while it is in their possession

Procedure

- All users sign an Internet Usage Agreement and a Computer Use Agreement before access is allowed (signed agreement will be placed in users personnel file.)
- Alleged inappropriate use of Centre equipment or the Internet will be reviewed on a case by case basis by the Executive Director and may lead to disciplinary action up to and including dismissal. Refer to Dispute Resolution Policy f.
- There will be random and periodic checks on computer use conducted by IT Administration to ensure this policy is adhered to.

References

- ^a Policy 2.9.8 – Software License Compliance Policy
- ^b Policy 2.7.1- Confidential Information Policy
- ^{c e} Program Manual Policy XXXX – Equipment Loan Policy
- ^f Policy 2.5.7– Dispute Resolution Policy
- BC Center for Ability’s Computer Use Policy

Appendix

1. Computer Use Agreement Form
2. Internet Usage Agreement Form

Kitimat Child Development Centre	Policy #: 2.9.4 Subject: Computer Use - External
Section: Operations	Subsection: Information Technology
# of Pages: 3	Notes:
Effective Date: 2003 Revised Date: November 2003 Review Date: Annual	Replaces Policy: none (new policy)

EXTERNAL COMPUTER USE

External Computer Use is defined as any usage of Centre computers and technology conducted by persons other than KCDC Staff, Contractors, and Volunteers conducting work for the Centre. These persons include clients, public persons, and KCDC Partners (herein referred to as ‘Users’). Examples include using computers, internet, and multimedia equipment for business (ie. research, activities with Staff member) or personal (ie. web-based electronic mail, games) use.

There are a few Centre computers dedicated to External Computer Use, and have appropriate configurations and security measures in place. Clients of the Centre also occasionally use personnel computers for business or personal use. Any shared workstations are under no circumstances available for users.

Policy

Non-staff access to, and the use of, personnel computers in the Kitimat Child Development Centre are subject to the following conditions:

User Responsibilities

The user is required to:

- Request and receive approval (from staff with authority to grant approval) for use of any computer equipment, both those dedicated to external use or personnel equipment.
- For clients over the age of 12, record name and time of use on public workstations on appropriate logs (see attached “Public Workstation Sign-In Log”)
- Follow ethical conduct

The user may not:

- Use any Centre equipment with intent to misuse or damage Centre equipment, with intent to access or disclose non-public Centre information
- Use any Centre equipment in any involvement in illegal activity or content
- Correspond on behalf of the Kitimat Child Development Centre

- Use any Centre equipment for immediate personal financial gain (with exception to approved and ethical financial gain such as researching grants, government support, various funding etc)

Upon violation of these guidelines, user may have computer use privileges temporarily or permanently removed.

Staff Responsibilities: Public Workstations

- Staff members may, exercising their own judgment, grant any person external computer use of the designated Public workstations. Where staff is unsure of authority to grant approval, staff member will refer user to another staff member.
- Staff must direct user to Sign-In sheets at appropriate workstation.
- Management must be informed by staff, of any suspicious activity taking place on the public workstation.

Staff Responsibilities: Business Workstations

The staff member who has granted any person external computer use of their business workstation is responsible for all user activities on their workstation, and is herein referred to as “Assisting Staff Member”.

Responsibilities of the Assisting Staff Member include:

- Supervision of any external use on personnel computers, while exercising their own judgment on level of supervision required for users (attended vs. unattended supervision)
- Documenting all external computer use on the provided form (see attached “External Computer Use Log”)
- Report any suspicions of questionable computer use activity directly or indirectly involving the Centre to Management

Procedure

Public Workstations

- User must request approval for use of computer equipment.
- Staff member may grant approval to the user, or if not qualified to make the decision, find another staff member who can either grant approval or deny use of computer equipment.
- User, after approval and if over the age of 12, must sign name, date and time on Computer Log Sheet.
- After use of workstation, user must record the log-out time on the Computer Log Sheet (see Appendix) and submit sheet to the staff member who granted approval (either directly or via another staff member). The staff member accepting the log

sheet directly from the user will ensure log sheet has all required information, and upon being incomplete, will ask user for specific data.

- Staff member submits log sheet to IT administrator for online datasheet entry (see “Public Computer Log” in appendix) and filing.

Business Workstations

- User must request approval for use of computer equipment.
- Staff member may grant approval to the user for use of the staff member’s own workstation, and not for any other workstation.
- Staff member must document user name, date and time on the Log provided.
- Staff member must supervise user, whether attended or unattended supervision.

References

BC Center for Ability’s Computer Use Policy

Appendix

1. Public Workstation Sign-In Sheet
2. Public Computer Log
3. External Computer Use Log

Kitimat Child Development Centre	Policy #: 2.9.5 Subject: Information Validity Standards
Section: Operations	Subsection: Information Technology
# of Pages: 1	Notes:
Effective Date: 2003 Revised Date: November 2003 Review Date: Annual	Replaces Policy: none (new policy)

INFORMATION VALIDITY STANDARDS

Policy

The setting of standards applied to Information Resources is for the purpose of improving the quality of information from the Internet or other sources, being used for business or forming personal opinion.

Information used in the Kitimat Child Development Centre will be determined valid before being used in any business process, including reporting, consultation, etc.

Information from the Internet or any other source that is to be used and credited as a valid information resource is to be measured against the following standards before considered valid:

- Accuracy – correctness of information
- Completeness – wholeness of information
- Relevance – pertinence to research guidelines
- Timeliness – information is current and up-to-date, not compromising its accuracy

Procedure

Information Validation

- All Internet content must undergo a validation process before it can be considered valid
- Validation will follow the process as outlined in the Centers documentation entitled “Validating Information on the Internet”^a

Information Use

- Only information determined valid will be used within the Centre.
- Upon use of information deemed valid, source of information must be credited for future reference

References

- ^a KCDC Publication – “Validating Information on the Internet” *in progress

Kitimat Child Development Centre	Policy #: 2.9.6 Subject: Hardware & Software Purchasing
Section: Operations	Subsection: Information Technology
# of Pages: 2	Notes:
Effective Date: 2003 Revised Date: November 2003 Review Date: Annual	Replaces Policy: none (new policy)

HARDWARE & SOFTWARE PURCHASING

Policy

Purchasing of hardware and/or software will be standardized and outlined through a policy in order to assist in maintaining a uniform technology environment within the Kitimat Child Development Centre. This consistent acquisition of computer equipment will minimize potential costs accrued through service and support for issues involving hardware conflicts, incompatibilities, etc.

- All purchasing of Centre computer software and hardware devices shall be centralized within the Centre to ensure that all computer components conforms to the Centers hardware standards and is purchased or leased at a competitive price.
- All requests for hardware devices must be in the annual approved budget document. Refer to the Finance Policy Manual ^a for more information. All purchasing of hardware devices will be approved by the Executive Director, and may be advised upon by the IT Administrator
- All hardware devices acquired by the Centre is and shall remain company property, until sold, donated or destroyed.

Procedure

Any request for purchasing hardware or software must be presented to and approved by the chain of authority: Supervisor, Department Manager, and Executive Director. The Executive Director, in turn, may then consult IT Administration for further assistance if necessary.

The process of approval for purchasing of hardware of software will be determined through the following guidelines:

General Purchasing Guidelines

- There is a need for requested purchase item
- Item for purchase is an item of high quality
- There are funds available for the purchase, previously allocated in the annual budget

- There are no more cost-effective options available, (for example, donated or used items, replacing or upgrading existing equipment, or reorganizing business processes around existing systems)
- All purchasing will undergo cost comparisons, and will be purchased at the best possible price. Though the main priority in purchasing is cost savings, consideration to possibility of purchasing locally will also be considered and favored if prices are comparable.
- Warranty will be purchased or accepted where included for all applicable items

Hardware Guidelines

- For computer systems, refer to Computer Purchasing Standards
- Staff needing computer hardware other than what is outlined in the Computer Purchasing Standards must request such hardware from the Executive Director. Each request will be considered with or without technical advice, on a case-by-case basis in conjunction with this policy.

Software Guidelines

- All Operating Systems will be Windows based
- Proven compatibility (consult software documentation) with existing operating systems and computer hardware before purchasing
- Licensing options, where applicable and available, must be considered in terms of compliance, as well as cost-effectiveness (for example, individual vs. volume)

Printer Guidelines

- Printer requests must be or be made suited for primary need (if printer will be used mostly for document printing, and only occasionally for photo printing, purchase printer to meet the needs of document printing); consider type of printer before purchasing
- Consideration to: printing speed, print quality (photo vs. document printing)
- Cost of replacement ink cartridges must be known and included in cost analysis before purchase

References

^a Financial Policy Manual

Appendix

1. Computer Purchasing Standards

Kitimat Child Development Centre	Policy #: 2.9.7 Subject: Technology Inventory
Section: Operations	Subsection: Information Technology
# of Pages: 3	Notes:
Effective Date: 2003 Revised Date: November 2003 Review Date: Annual	Replaces Policy: none (new policy)

TECHNOLOGY INVENTORY

This policy establishes various requirements to help assure the accurate and consistent recording and tracking of assets. The Kitimat Child Development Centre requires that all computer hardware (desktop, laptop, server, peripherals and equipment) and software be included in the Centre's central inventory records, regardless of the item's cost/value.

Policy

The Kitimat Child Development Centre must know the specifications, location, and person associated with each of its technological equipment assets. This includes both hardware and software, hardware referring to any technology device including, but not limited to: computers, monitors, printers, peripherals (any devices directly related to, but not essential to the computer), and technological equipment (referring to devices such as digital cameras, fax machines, etc).

Inventory Records are to be updated upon any of these circumstances involving hardware or software:

- Upon acquisition (through purchase or donation);
- Reassignment (newly assigned to a user, or reassigned from one user to another);
- Disposal of any hardware or software items; or
- Review of inventory records suggest inaccurate documentation

Inventory Personnel Responsibilities

IT personnel will be primarily responsible for updating inventory records, property disposals and transfers, and physical security in these processes. IT personnel refers to the IT Administrator, or any persons performing IT services for the Kitimat Child Development Centre, including Summer Students.

The personnel assigned to inventory is responsible for:

- Recording and updating of inventory information;
- The periodic review of Inventory reports for accuracy and completeness;
- The report of theft, loss, or disappearance to the Executive Director;
- Annual inventory in full; and
- Annual reporting at the end of the fiscal year including large inventory balances for financial reporting purposes, and any major changes during the year.

Staff Responsibilities

Departments and/or individuals are required to report any acquisition of computers, peripherals, and software, whether items are in use or not.

Inventory Data

Inventory data to be recorded includes detailed information on each item such as serial number, make, model, acquisition date, components (for computers or peripherals), location, assigned user, and use status.

A current copy of inventory records will be stored:

- on-line in the IT data share,
- hard-copy in the financial accounting files, and
- hard-copy either offsite or in a secure and fire-safe location.

At points of significant update (large amount of data added or modified), inventory sheets will be regenerated and added to the existing filed hard-copies.

Procedure

Full Inventory

At the beginning of the implementation of the Inventory policy, and annually after this, a full inventory will be completed. A full inventory requires that every item of hardware and software has its information recorded. The inventory data file (ie. spreadsheets) must be stored on-line in the IT data share, as well as be printed and two copies filed (see this policy, section *inventory data*).

Inventory Update

Upon any change in the Centre's inventory, including acquisition of items, relocation of items, or disposal of items, inventory records must be updated accordingly. An update is also required if any inconsistencies or inaccuracies are found in the inventory data records during review. Following an update, two copies must be printed and filed (see this policy, section "inventory data").

Inventory Review

Physical inventory and records will be reviewed periodically for incongruence. Upon any equipment discovered during a physical inventory and either currently not recorded or not up-to-date, records will be updated accordingly (see this procedure, *Inventory Update*)

Inventory Reporting

Annual inventory reporting, the responsibility of the IT Administrator, will be conducted if there are large inventory balances and/or any major changes in inventory that year. This is at the discretion of the Financial Accounting personnel or the Executive Director.

The report will include the inventory records, an inventory summary, any large inventory balances (for financial reporting purposes), and any major changes during the year.

This report will be submitted to the Executive Director for approval, then forwarded and retained by the Financial Accounting Department.

References

Financial Policy Manual

Appendix

1. Inventory Spreadsheets

Kitimat Child Development Centre	Policy #: 2.9.8 Subject: Software Licensing
Section: Operations	Subsection: Information Technology
# of Pages: 2	Notes:
Effective Date: 2003 Revised Date: November 2003 Review Date: Annual	Replaces Policy: none (new policy)

SOFTWARE LICENSING

Policy

The Kitimat Child Development Centre is committed to follow the copyright laws and regulations regarding the proper installation and use of computer software. The Center will promote and enforce an environment aimed at 100% license compliance as this will reduce the risk of license violation and liability.

License agreements for most Copyrighted software state the conditions under which a specific software application may be used. The purchaser agrees to take responsibility for the correct use of the software package. Each licensee of the software package is bound by the license agreement and may not use the software in any manner that is contrary to these restrictions. License agreements typically specify: the number of machines on which the software can be installed; the site restrictions; network installation restrictions; restrictions on modifying the original code and software duplication restrictions.

- Any software package that is to be installed on a Centre computer must be properly licensed. No staff member or IT Administrator is permitted to install a software package unless the appropriate license has been presented. A specific software license must be valid for the number of installations, site location, and network location (if applicable).
- The software license for all software must be on record in the IT Data Share.
- All software license information must be documented and documentation kept current.

Responsibilities

- All internal users of the Kitimat Child Development Centre computer system are responsible for following licensing compliance (see Internal Computer Use Policy a).
- Any persons installing software must submit the license of the software to IT Administration for filing.
- Both the IT administrator and staff members are responsible for informing the Executive Director of any discovered copyright violations. Upon this incident,

the Executive Director is responsible to provide written notice to the involved department informing them that the software packages are not legal and that the licenses should be updated or the software removed. Upon further violation by the same department, disciplinary action may be taken upon the involved parties. See Center's Dispute Resolution Policy ^a for more details.

Documentation

- Software CD key numbers or serial numbers, and any applicable license numbers for all software that is installed shall be recorded. Additional information to be documented includes computer/user name, software name, serial number, and license number and will be recorded in the Software License Data Form.
- Any changes in software use status including uninstallation and/or moving of software location from original computer will be documented and relevant data updated on data form.

Review

- Licensing will be reviewed annually during annual hardware and software inventory ^c. If necessary, updates will be done at this time.

References

- ^a Policy 2.9.3 – Internal Computer Use Policy
- ^b Policy 2.5.7 Dispute Resolution Policy
- ^c Policy 2.9.7 – Technology Inventory Policy

Appendix

1. Software License Data Form

Kitimat Child Development Centre	Policy #: 2.9.9 Subject: Hardware Maintenance
Section: Operations	Subsection: Information Technology
# of Pages: 3	Notes:
Effective Date: 2003 Revised Date: November 2003 Review Date: Annual	Replaces Policy: none (new policy)

HARDWARE MAINTENANCE

Policy

Hardware maintenance is the process of keeping hardware functional. Consistent and proper maintenance of hardware will potentially reduce costs of replacing hardware. Types of hardware maintenance include:

- Preventive Maintenance: ongoing procedures to sustain functionality of operating units
- Corrective Maintenance: detection and either repair or replacement of faulty units

The Kitimat Child Development Centre will implement preventative maintenance procedures in order to reduce malfunction of equipment. Corrective maintenance will potentially be reduced, but will be done on an as need basis.

Preventative Maintenance

Preventative maintenance will be conducted on a regularly scheduled basis, either semi-annually or annually. IT personnel (IT Administrator or any persons performing IT services for the Centre, including Summer Students) are responsible for the technical maintenance (that which requires IT knowledge or skill) of every computer. Their duties include:

- Regularly assess hardware, and address any arising needs or vulnerabilities
- Regularly perform the cleaning and servicing of equipment

For the regular cleaning and servicing of equipment, IT personnel will use the Inventory Records (refer to Technology Inventory Policy ^a) to ensure that all computer and computer related equipment is accounted for within the Maintenance Procedure.

All users can perform non-technical preventative maintenance (those which are standard and involve no technical skill), in accordance with Centre procedures.

Corrective Maintenance

Corrective maintenance will be conducted on an as-need basis, by IT personnel. It is the responsibility of the IT personnel to determine most cost-effective remedy for the issue at hand, and to implement the approved determination.

Procedure

Corrective Maintenance

Corrective maintenance will be conducted by IT personnel. It is the responsibility of the IT personnel to determine the best correction to implement by the following procedure:

- Identify fault in hardware
- Determine with research the most cost effective method (repair vs. replace) to correct the fault (if solution involves purchasing, refer to Centers Hardware and Software Purchasing Policy b), and submit proposal to Executive Director for approval
- Upon approval, implement the correction needed
- Document solution

Preventative Maintenance

Technical preventative maintenance (that which requires IT knowledge or skill) will be conducted on a regularly scheduled basis, either semi-annually or annually by IT personnel who are assigned to and responsible for the Technical maintenance of every computer. For the scheduled preventative maintenance, IT personnel will use the Inventory Records (refer to Technology Inventory Policy a) to ensure that all computer and computer related equipment is accounted for within the Maintenance Procedure.

Regular Assessment

IT personnel will periodically test and assess Centre equipment using their own discretion and/or equipment documentation to ensure that any vulnerabilities may be addressed. Where necessary, equipment will be serviced (ie. printer heads cleaned and realigned, etc) to avoid postpone potential fault.

Cleaning of Computers

1. Shut down system and unplug the unit from wall
2. Clean keyboard by holding up at an angle (so dust or debris will fall away), and spraying with compressed air.
3. Clean dusty areas in back of computer (cooling fan vents) using compressed air.
4. IT Administrators only: Open tower casing and clean dusty areas of interior using compressed air.

5. Use computer wipes, or an anti-static cloth and cleaning solution for wiping down the external parts of the tower.

CRT Monitor Cleaning (regular monitors)

1. Use computer wipes (suitable for monitors) to clean screen, or
2. Use a small amount of non-abrasive cleaner applied directly to soft, anti-static, non-abrasive cloth; ensure the cloth is damp and not wet (do not spray any cleaner directly onto screen)
3. Gently wipe screen
4. Wipe down the rest of the surfaces on the monitor (exterior); be sure not to drip any excess liquid onto the monitor

LCD Monitor Cleaning

1. Use computer wipes (only if suitable for LCD screens), or
2. Use a small amount of non-alcohol and non-ammonia cleaners such as water, diluted vinegar, or Isopropyl Alcohol, applied to a soft, non-abrasive cloth for cleaning the screen (do not spray any liquid directly onto screen)
3. Gently wipe screen in one direction, being sure not to press too hard on the display
4. Wipe down the rest of the surfaces on the monitor (exterior); be sure not to drip any excess liquid onto the monitor

Thorough Cleaning of Keyboards

1. Loosen or remove any dust or debris by holding keyboard up at an angle so dust or debris will fall away and not into the keyboard
2. On one side of the keyboard to start, gently use a small screwdriver applied to the side of the key to pry it up, and off of the keyboard. Repeat this process so there are several keys removed in a small area approximately 1 1/2 to 2 inches to work with.
3. Gently clean the uncovered area using a q-tip slightly moistened with water-ammonia solution. Clean the bottom of the removed keys in the same manner.
4. Reinsert key onto keyboard. Test the next key to be sure it is properly set in place.
5. Repeat this process for the whole keyboard

Cleaning of Other Equipment

Cleaning of other equipment will be conducted by IT personnel and is to be done following equipment manuals or on-line resources.

References

- ^a Policy 2.9.7– Technology Inventory Policy
- ^b Policy 2.9.6– Hardware and Software Purchasing Policy

Kitimat Child Development Centre	Policy #: 2.9.10 Subject: Database Maintenance
Section: Operations	Subsection: Information Technology
# of Pages: 2	Notes::
Effective Date: 2003 Revised Date: November 2003 Review Date: Annual	Replaces Policy: none (new policy)

CIMS DATABASE MAINTENANCE

Policy

To prevent possible database corruption by exercising regular database maintenance procedures on the CIMS Database.

Procedure

Utilizing the CIMS Program's built-in maintenance functions, regular maintenance will be performed and documented online by a dedicated person on a monthly basis.

1. Assignment of dedicated person(s)
 - one or more persons will be assigned and dedicated to the CIMS maintenance procedure
 - if the dedicated person is no longer able to perform duties, another person will be assigned to the maintenance procedure
2. Scheduling of maintenance procedure
 - Maintenance procedure will be scheduled on a monthly basis
 - Upon circumstances where schedule is not efficient, a new schedule will be created
 - A formal schedule is necessary for documentation of this procedure
3. Maintaining the database (refer to CIMS Manual for more information):
 - i. Open CIMS Program
 - ii. Go to *Utility* → *System Maintenance*
 - iii. Click *Maintain and Compact Database*
 - iv. Click *Clean Data*
4. Documenting database maintenance
 - i. Open "CIMS – 2003 2004 – Database Maintenance.xls" located in S:\CDC Maintenance\
 - ii. Update document with date of completed task and task details

References

CIMS (Client Information Management System) User Manual Section 9.2

Appendix

1. Database Maintenance Procedure Documentation (example)

Kitimat Child Development Centre	Policy #: 2.9.11 Subject: Fault Tolerance – Power Backup
Section: Operations	Subsection: Information Technology
# of Pages: 1	Notes:
Effective Date: 2003 Revised Date: November 2003 Review Date: Annual	Replaces Policy: none (new policy)

POWER BACKUP

“The effects of power problems include keyboard lockup, complete data loss, hardware degradation, damaged motherboards, and more, making downtime inevitable. An APC Back-UPS instantly switches your computer to emergency battery backup power and allows you to work through brief power outages or to shut down your system in the event of an extended outage. High-performance surge suppression protects your computer from electrical noise and damaging power surges - even lightning.” – source: American Power Conversion

Policy

To ensure that workstations housing critical data and/or critical applications are protected from power events such as blackouts, surges or spikes, by being equipped with Power Backup units.

At minimum, all critical workstations will have a Backup Unlimited Power Supply (UPS).

Procedure

The UPS will be installed and requires testing of the UPS following hardware installation.

Kitimat Child Development Centre	Policy #: 2.9.12 Subject: Fault Tolerance – Backup
Section: Operations	Subsection: Information Technology
# of Pages: 10	Notes:
Effective Date: 2003 Revised Date: November 2003 Review Date: Annual	Replaces Policy: none (new policy)

DATA BACKUP

Policy

Data backup is the duplication of data as a precautionary measure against loss or corruption of data. Loss or corruption of data may occur when hardware or software components malfunction, or upon user initiated (intentional or accidental) modification or deletion of data. Backups create a copy of original data, to be used if original data is inaccessible, lost or corrupted. Adequate and procedural backups will allow data to be recovered if necessary.

Data Backup Personnel

Each ideal data backup process has at least one primary person and one substitute person. The Centre requires both a primary and at least one substitute person for most backup processes. The IT Administrator must also be trained and capable of performing backup and/or restore when necessary.

Data Selection Criteria

Not all data in the Centre is necessary to be backed up, due to costs of backup, as well as efficiency and complexity of performing backups. For example, the Centre has decided, for the present time, not to backup software, because of costs of media and process personnel, as well as because of the involvement required by this type of backup on a peer-to-peer network.

Particular data is selected and considered for backup:

- Mission-critical data is defined as data which, upon being made temporarily or permanently unavailable, will delay or halt on-going business operation
- Critical data is defined as data which is imperative for, and upon loss, would halt present business processes and business operation; any data essential to the Centre
- Non-critical data is all other data not falling into the above two categories and does not require backup.
- End-of-Year data and archiving data is defined as data which, upon year end, is determined to be archived

Backup Scheduling Standards

Backup of data is only as effective as the currentness of the duplicated data. The backup of critical data, because of its extreme importance, is required more frequently than mission-critical data. The following standards are being established by the Centre for schedules of data backups:

- Mission-critical data must be backed up at interval periods, with maximum one week intervals;
- Critical data must be backed up very frequently; with minimum frequency as daily
- End of fiscal year data must be backed up annually

Backup Type

Different types of backup are available, and are used for different purposes. Some of these types include Full Backup, an entire point-in-time duplication of data; and Incremental Backup, a duplication of any new or modified data since the last Full Backup.

Backups will be either Full or Incremental pending on the nature of the data, as well as the utility used for backup (ie. batch file vs. backup utility), and will be specified in the backup procedures.

Data Backup Storage

Location

Because backup sets are essentially the insurance policy of the Centres system information, protective measures are needed in the transfer and storage of backup media.

- Backup sets should be stored either offsite (taken home with Backup personnel), or if on-site, in a fireproof and protected location (ie. firesafe vault)
- Transfer and holding of media involved in offsite backup storage must be in accordance with the Centers Data Security Policy a.

Retention

A consecutive array of backup sets, referred to as a hierarchy, is often maintained to increase quality of insurance by backups. This will minimize the risk of catastrophic loss, in providing additional options for data restoration. For instance, maintaining a hierarchy of daily backups from a one week period could prove very valuable if data corruption is not detected immediately, and data must be restored from an earlier date than when corruption has been detected.

The Kitimat Child Development Centre will maintain a hierarchy of backup sets as outlined:

- Daily backups will be retained in a one-week array (MTWTF) for a two week minimum period

- Weekly backups will be retained in a one-month array for a two month minimum period
- End of fiscal year backups along with yearly archive data backups will be duplicated and stored indefinitely in the Centers fireproof vault.

Deletion

All backup sets will be deleted/destroyed after the minimum retention period, and must be done so in congruence with the deletion procedures specified in the Centers Data Security Policy ^a. Removable media must be either reformatted, or destroyed to conform to this policy.

Data Recovery

The restoration of data using data backups must be tested at various times, but at least after every modification to the data backup procedure or configuration. This will ensure that data restoration is possible, and that the data backup procedure is appropriate.

Data Backup Documentation

Documentation is necessary for orderly and efficient data backup and restoration. Each data backup procedure should fully document the following information:

- Name of data backup process
- Type of data backup (Full, Incremental, Differential, etc)
- Automated vs. Initiated execution
- Responsibility for data backup
- Schedule of backup procedure
- Content and location of data backup (Files/Directories)
- Media on which the backup data is stored
- Data backup software name
- Data backup configurations and/or parameters
- Storage location of backup copies
- Additional details relevant to backup

Data Backup Monitoring

Automated data backups must be monitored at irregular intervals, to ensure that backups are functioning properly. After any error in, or incompleteness of a data backup procedure, the following backup process must undergo monitoring.

Backup Personnel Training

User training is required and will be provided for each Backup procedure. All persons-in-charge of data backup should receive adequate training on the data backup process, data restoration process, media rotation, and storage. Training resources will be made available for reference, as well as for training new personnel.

Consequences of Non-Compliance

To minimize any potential loss or corruption of this data, departments and individual staff are responsible for following the appropriate backup procedure, and ensuring their data is safely backed up. *Non-compliance with this policy could impact the business operations*

of the Kitimat Child Development Centre and so adhering to the following policy and procedures is critical.

Policy References

^a Policy 2.9.13 – Data Security Policy

FINANCIAL DATA BACKUP Procedure

Policy 2.9.11 – Data Backup Policy

Data Type – Critical Data

Primary Responsible Person – Financial Accounting Staff

Required schedule – Daily backup, end of work day

Backup Type – Full backup

Backup Utility – Batch file (windows xcopy command)

Data Backup

The procedure for the Backup is as follows:

1. Run Backup Program
 - Double-click the Backup icon on the desktop, executing the backup program.
2. Power off workstation
 - Shutdown the computer using Start→Turn off Computer
3. Remove Backup drive
 - Using key, unlock the drive
 - Lift handle and remove drive
4. Offsite storage
 - Backup drive is stored in fire-safe vault in CDC building and removed beginning of next business day, re-inserted into a powered off computer.

Data Recovery

Due to the nature of the backup, IT personnel must execute any data recovery, and do so by the following procedure:

1. Verify batch file parameters
 - Confirm xcopy target directories in restoration batch file entitled Restore.bat, located on root of backup media. Ensure specified target directories are identical to current data working directories.
2. Verify backup set date
 - Record date of backup data and verify with user that restoration of this backup set is acceptable (ie. if data backup procedure has not been followed, and data set is old, user may not want data restored)
3. Execute restore
 - Run batch file.

4. Test restoration

- Have user run program and test data to ensure program functionality and data validity

References

IT Documentation: “BKUP-ACCT – Details - 2003.10” document

CIMS DATA BACKUP Procedure

Policy 2.9.11 – Data Backup Policy

Data Type – Critical Data

Primary Responsible Person – Automated, with Assigned Staff

Required schedule – Daily full backup, evening

Backup Type – Full backup

Backup Utility – Handy Backup program

The CIMS Data Backup is to be a mostly automated process, with user assistance required for “setting up” the backup, storing the backup set, and if needed, restoring the backup data. The procedure is as follows:

Data Backup

1. Backup Set created
 - If there is no backup set (the last one is full), a set of 5 CDs must be created as a backup set. Each CD-R (blank CD) must be labeled with the current date (start date of backup set), and “Monday” through “Friday” label on each CD.
2. Auto-Run Backup Program
 - Backup program is run automatically every evening, no user assistance necessary (as documented in IT Documentation ^a).
3. Ensure Backup Status
 - After every backup is successfully run, the CD which the backup is written to will be ejected automatically. This will indicate the backup has completed successfully.
 - If the CD has not been ejected automatically, backup status (success or failure) must be determined by reading the log, located within the backup program. To read the log and determine backup status:
 1. Open Handy Backup by double-clicking icon in Windows XP’s Notification Area of the taskbar (located by the clock; lower right hand corner).
 2. Read the log located in the bottom half of the Handy Backup window, scrolling down to find the appropriate date of backup being checked.
 - If Backup status is successful (CD has automatically ejected), continue to point #4. If Backup status is failure, continue to next point (#3).
4. Manual Run Backup Program (if Backup Completion status is Failure)
 - Determine cause of failure (cause listed in log)
 - Remedy cause of failure (ie. Provide new disc if other disc was full)
 - In Handy Backup, select appropriate Backup Job and choose Execute

5. Prepare next Backup Set CD for next Backup
 - Cycle the CDs appropriately, using the next CD in the series for the next backup (ie. if this procedure is being completed on Monday, the next CD to use is Tuesday)
 - Put CD into drive and close drive.
6. Offsite storage
 - The backup set, less any one CD, will be stored at all times in the Centres fire-safe vault. At all times one CD from the backup set will be in the CIMS computers CD drive.

Data Recovery

1. Select most recent backup set suitable for restoration, and confirm with Management before restoring data
2. Execute restore
 - As according to Handy Backup Program Utility; refer to Training document ^b for more information ^a
3. Test restoration
 - Have any user run CIMS application and test data to ensure program functionality and data validity

Procedure References

- ^a IT Documentation: “BKUP-CIMS – Details - 2003.10” document
- ^b Training Documentation: “Training – Handy Backup”
Handy Backup online documentation

USER DATA BACKUP Procedure

Policy 2.9.11 – Data Backup Policy

Data Type – Critical and Mission-Critical Data

Primary Responsible Person – All users

Required schedule – Daily backup, end of work day; Weekly backup, end of work week

Backup Type – Full backup

Backup Utility – Windows Backup utility

Data Backup

This procedure pertains to the peer-to-peer networking environment of the KCDC, which has no formal backup programs or procedures. Upon implementation of the client-server network, this procedure will be modified accordingly.

1. Determine data to be backed up
 - Data selection is by the Users' determination, based on the above definitions, and may be assisted by IT Administration guidance upon request.
 - Close any files needing to be backed up which may be open.
2. Begin Backup Process
 - Using the Windows Backup Utility ^a, select data determined for backup
 - Insert a 3.5" floppy disk and begin the backup (press "Backup" button)
 - Continue inserting additional disks until backup has completed.
3. Storage of backup
 - Daily and Weekly backup disks should be stored offsite (taken home with user), and must be in accordance with the Centers Secure Data Policy ^b.
 - Weekly backup disks will be stored for a one week period, after which time the disk may be reformatted (erased), or written over with next backup data.
 - Daily backup disks will be stored for one day, after which the disk may be reformatted or written over with next day's backup data.

Data Recovery

1. Determine and confirm data needing to be recovered before restoring data
2. Execute restore
 - Insert first disk of backup set and open Windows Backup Utility ^a;
 - Select data for restoration, and begin restoration (press "Restore" button); and

- If necessary, continue with additional backup set disks until restoration has completed.
3. Test restoration
 - Test data (ie. open recovered file/document) to ensure program functionality and data validity

References

- ^a Policy 2.9.13 – Data Security Policy
- ^b Training Documentation: “Training – Windows Backup Utility”

Kitimat Child Development Centre	Policy #: 2.9.13 Subject: Data Security
Section: Operations	Subsection: Information Technology
# of Pages: 7	Notes:
Effective Date: 2003 Revised Date: November 2003 Review Date: Annual	Replaces Policy: none (new policy)

DATA SECURITY

Policy

To establish and maintain a computing environment in which computer data remains secure.

General

- Do not aid or allow any unauthorized person to use Centre computer or network equipment (refer to Centers External Computer Use Policy ^a).
- Users must ensure their workstation, when logged on to the network, is reasonably secure in any prolonged absence from the office. Measures include logging off of system or locking office door before departure.
- Do not, under any circumstances, violate Centre security measures in any way
- If any staff should inadvertently obtain information to which they are not entitled or become aware of a breach of security pertaining to any computing service, immediately report the incident to the Executive Director.

Passwords

- Passwords will be used where available, when pertaining to securing computer systems. Examples of areas include computer logon, screensavers, encrypted files, and system configurations.
- Guidelines outlining creating an effective password will be followed in creating or changing passwords.
- Default passwords shipped with servers, operating systems software or applications must always be changed when the hardware or application is installed or implemented
- All passwords will be changed regularly, at least every six months, and immediately after any suspected violation of Centre Security measures
- No password will be disclosed to any persons internal or external to the Centre, with the exception of IT Administrator and Executive Director, who will keep all passwords filed
- Passwords will not be recorded by individuals and stored or displayed in an exposed or easily accessible place (ie. tack board, desk drawer)

- Passwords will be recorded and stored in an encrypted file with password protection; these records will be updated immediately after any changes

Screensaver

- Screensavers will be used on all workstations; any staff computers will use a password-protected screensaver while public use computers will have no password
- Standard timeout period is 7 min for workstations, 3 min for server
- Password will be synchronized with users log-on password

Secure data storage

- Floppy disks and cartridges must be stored in a locked file cabinet or desk;
- Business data, critical or not must be stored on the server for increased security and backup purposes (upon implementation of client-server network)
- Computer disks (hard disks and floppy) containing sensitive information will be properly discarded or erased completely;
- Data at the highest levels of sensitivity must be encrypted
- IT sensitive data such as password or security configuration files must be encrypted and password protected
- IT sensitive hardcopy data, such as password lists must be labeled as CONFIDENTIAL, stored in locked cabinet, in which the location is not shared knowledge, and if referenced, immediately returned to storage place and not exposed to unauthorized persons.

Secure data transfer

- Removable media (floppy disks, cds or tapes) in transit should be stored securely and moved directly to destination
- Any sensitive data being moved via email, internet (i.e. FTP), or removable media must be encrypted and password protected
- No security related data, such as passwords, should be transmitted via email unless data is encrypted and password protected (encryption password may be given to directly to recipient or verbally, such as via telephone)

Virus protection

- All computers within Centre must be scanned at regular predefined time intervals to ensure that the environment is free of any virus corruption.
- Any file transferred electronically (ie. email, floppy disk, etc) into the Centre's computer environment must be scanned for virus infection prior to execution or use.
- All virus scanner programs must be current and up-to-date (within one month) at any given time
- Users must participate in both preventative and corrective measures of virus protection (see procedure for more details)

Procedure

Password Guidelines

- Each password a user may have should be unique – do not use the same password, or pattern of words for multiple areas or systems;
- Password should be at least seven characters long (the longer the more secure);
- Contain both letters and numbers;
- Use a mix of upper and lower case; and
- Should not contain all or part of the users name or computer account name;
- Should not be alphabetic sequence such as “abcdefg”, or numerical sequences such as “1234567”.

Changing System Log-on Password

- It is the responsibility of each individual user to change their log-on password at intervals no greater than six months, and to inform the Executive Director or IT Administrator of the password change immediately after the change.
- Changing password in Windows XP:
 1. Start menu → Control Panel
 2. Double-click User Accounts
 3. Click on appropriate account
 4. Choose “Change my password” and follow Windows instructions
 5. Immediately inform Executive Director or IT Administrator of password change via direct verbal exchange, or placed in a sealed envelope in appropriate mail slot

Email Encryption

- All email users are required to encrypt any mail containing sensitive or confidential information.
- Each individual user is responsible for setting up and implementing the encryption procedure, using the KCDC Encryption Publications as a guide. IT Administration may also be contacted for further assistance or training.
- It is essential that the encryption procedure is followed, so as to comply with the Center’s Confidentiality related Policies c. For procedure not followed, refer to *Security Breaches* procedure below

Data Encryption

- Data at the highest levels of sensitivity must be encrypted using WinRAR or equivalent programs which include encryption of archived data as well as filenames, sizes and attributes.
- Data may also be encrypted using .zip archive format, though this is less secure than .rar, as filenames, sizes and attributes are not encrypted and available for viewing.
- Refer to online documentation for WinRAR, Winzip or equivalent programs, or consult IT Administration for more details and/or instructions.

Virus protection

See following page for full Virus Protection Procedure.

Security Breaches

- Any known or suspected security breaches (physical, network intrusion, etc) must be immediately reported to the Executive Director who will, if deemed necessary, inform the IT Administrator. If the Executive Director is unavailable, IT Administrator will be informed of the security breach details.
- Internal security breaches will be investigated and dealt with on a case-by-case basis, conducted by the Executive Director, and may involve disciplinary action up to and including dismissal. See Dispute Resolution Policy ^d.

References

- ^a Policy 2.9.4 – External Computer Use Policy
- ^b KCDC Publications: “Encryption Instructional Brochure”
- ^{c1} Policy 2.7.1- Confidential Information Policy
- ^{c2} Policy 2.5.7 Dispute Resolution Policy
- WinRAR, Winzip online documentation

VIRUS PROTECTION PROCEDURE

Policy 2.9.13 – Data Security

The Kitimat Child Development Centre is implementing virus protection using Norton Anti-Virus versions 2001-2004 which is herein referred to as NAV.

Centre implemented processes for preventative protection from viruses include:

- Automated virus scanning of each workstation with an internet connection, and some of those which are business workstations with no internet connection.
- Manual virus scanning of data being transferred in or out of the Kitimat Child Development Centre network.
- Current and up-to-date Anti-virus software
- Current and up-to-date operating system software
- User knowledge (detecting, validating)

Centre implemented virus control procedures include:

- Detection
- Deletion
- Deletion Verification

Automated Virus Scanning

Workstations are configured to automatically scan all files on every hard drive within the computer. These scans are scheduled in the early morning hours, and require that the user remains logged on at the end of the work day.

Virus scanning of email is configured to automatically scan all messages and attachments upon sending or receiving of email messages.

Manual Virus Scanning

Manual virus scanning is necessary for files any foreign files entering the Kitimat Child Development Centre system (via disk, email or Internet download). Users may also have to perform a manual virus scan if they are suspicious of any virus infection.

To manually scan files or an entire hard drive, open Norton Anti-Virus. Click on “Scan for viruses” and then select target to scan (files, hard drive, floppy drive). Wait for scan to complete and check report to determine status.

Current Software Updates

Norton anti-virus requires virus definition and program updates in order to provide greatest level of protection. NAV automatically downloads and installs these via its Live Update utility. All operating systems must also remain updated, and are configured for weekly unattended updates.

Manual updating of software by users may be necessary upon receipt of a valid virus alert.

- To manually update Norton Anti-Virus, open NAV, click the Live update button and follow the steps to complete the update. Users may have to reboot computer if directed.
- To manually update Windows, launch Windows Update from the Start Menu, and follow the instructions ^a. Only critical updates (if any) will be installed.

Users' Preventative Measures

1. Users should never open attachments to emails from an unknown source. These emails should be deleted.
2. Upon receiving a suspicious looking message, users should deactivate or close the "preview pane" in Outlook Express email program (as a virus could potentially be activated merely by being previewed and without any clicking on messages) before selecting on the message for deletion.
3. Downloaded files should be manually scanned before opening.
4. Users should download only software updates available from legitimate vendor websites such as Windows Update. No user should ever download software offered in an unsolicited email, unless it is from a legitimate source, and is approved by IT personnel.

Virus Control

Upon determination that there is a virus on a users workstation (detected by NAV):

1. User must determine status of detected virus (deleted, quarantined, etc)
2. User will immediately report the status to the IT administrator.
3. Work processes may be continued, unless IT administrator has advised otherwise.
4. IT administrator must prioritize an incident follow up, using NAV log for further information.

Virus Alerts

The Centre should be watchful for bogus virus warnings, hoaxes, rumors, etc. It is recommended that the user verify the validity of these types of messages before taking any action such as opening or forwarding a message. Virus validity and potential consequences can be assessed at reputable sites such as Symantec at <http://securityresponse.symantec.com/avcenter/hoax.html>

Upon receiving a virus alert directly from a trusted source (such as Internet Service Provider, Microsoft, or Symantec), user must take the following action:

1. Forward message to IT Administrator
2. Manually update NAV definitions
3. Manually update operating system software ^a
4. Request assistance from IT administrator if virus alert has indicated any other necessary courses of action.

Upon user suspecting virus infection or any virus-like activity on their workstation, they must:

1. Manually update NAV virus definitions
2. Manually scan computer hard drives
3. Determine following action based on results of the scan

References

- ^a Microsoft Windows on-line documentation
- Norton Anti-Virus on-line documentation

Kitimat Child Development Centre	Policy #: 2.9.14 Subject: KCDC Website
Section: Operations	Subsection: Information Technology
# of Pages: 1	Signature:
Effective Date: 2003 Revised Date: November 2003 Review Date: Annual	Replaces Policy: none (new policy)

KCDC WEBSITE

Policy

To utilize the KCDC Website as an effective advertising and communications tool, and to regularly maintain this website so it remains effective.

The website will adhere to the following standards:

- Content presented on the Website will be accurate information (see Information Validity Standards Policy ^a)
- Regularly scheduled reviews and updates of Website content
- Regular Maintenance will be done on the Website (ie. Fixing broken links, etc)
- A copy of the updated website content will be stored in the IT Data Store

Procedure

Website Content Review

- Website Content Review will be scheduled and done regularly, on a quarterly basis
- Website Content will be reviewed and updated by Executive Director
- Updated website content will be supplied to person responsible for maintaining Website

Website Maintenance

- Maintenance on the Website will be scheduled and done regularly, on a quarterly basis
- Website Maintenance includes coding the updated Website Content, as well as general web page maintenance
- Any/all changes made to the Website (in content, design, or functionality) must be documented and submitted to the IT Administrator for filing. The entire directory or website content will be copied and stored in the IT Data Store on the server.

References

- ^a Policy 2.9.5 - Information Validity Standards Policy

Kitimat Child Development Centre	Policy #: 2.9.15 Subject: Information Resource Library
Section: Operations	Subsection: Information Technology
# of Pages: 2	Signature:
Effective Date: 2003 Revised Date: November 2003 Review Date: Annual	Replaces Policy: none (new policy)

INFORMATION RESOURCE LIBRARY

Policy

Information is an important asset to the Child Development Centre. Creating a centralized pool of IT information will benefit the Centre by increasing staff knowledge and skill of technology, as well as possibly decreasing support costs.

The Information Resource Library will be a growing collection of information regarding various technologies in the Centre. The purpose of this Library is to assist staff in their efficient use of technology.

The Information Library will adhere to the following standards:

- Present information that is accurate and pertinent to the technologies in the Kitimat Child Development Centre
- Made accessible to all users at all times
- Organized in an easy reference manner
- All documents and resources dated and source credited
- Reviewed regularly

Procedure

Collecting of Information

- Information deemed useful may be collected by any Centre staff
- Information must be collected in whole, though areas of the resource may be highlighted.
- Information must be validated according to the Information Validity Standards Policy ^a
- Acquired information may be validated by staff or submitted to IT Administrator for validation
- Acquired information must not duplicate resources currently in library

Organizing of Information

- Information must be organized in a manner that provides ease of reference

Storing of Information

- Information can be stored in one or both of the Libraries (same resource in each library is not considered duplicate)
- Information may be filed by staff member, or submitted to IT Administrator for filing
- Regular review and maintenance of the library will be done bi-annually by IT Administrator or qualified staff member, during which data will be reviewed for relevancy (ie. outdated information, obsolete programs) and deleted or modified accordingly.

1. Physical Resource Library

- Resource Library is located in Centers Central File Room (referred to as “Business Center” in new building plans)
- A directory will precede the Resource Library to aid in the organizing and referencing of information
- Upon removal of Resources, return of Resources shall be done in a timely fashion

2. On-Line Resource Library

- On-Line Resource Library will be stored on the server (CIMS workstation until Client-Server network in operation) in a share called “IT Resource Library”, and will be accessible from each workstation via desktop shortcut.
- The directory tree of the Resource Library will be created and updated only by IT Administrator
- Staff may add to the Resource Library, but may not in any way alter or delete existing files or directories

References

- a Policy 2.9.5 - Information Validity Standards Policy

Kitimat Child Development Centre	Policy #: 2.9.16 Subject: IT Administration
Section: Operations	Subsection: Information Technology
# of Pages: 3	Signature:
Effective Date: 2003 Revised Date: November 2003 Review Date: Annual	Replaces Policy: none (new policy)

IT ADMINISTRATION

IT Administration includes the administration of technology, for the purpose of creating/maintaining an efficient and reliable system.

Policy

With increased and procedural administration of IT, efficiency is increased and various costs such as support and down-time are decreased. To work towards this goal and continually improve the system, IT Administration of the Kitimat Child Development Centers technology, whether in-house or outsourced, will be conducted consistently with priority on:

- Minimizing costs to the Centre (asset purchasing, down-time, support)
- Maintaining data integrity
- Minimizing down-time
- Maintaining secure environment
- Documenting processes

Responsibilities of IT personnel include:

- User support – providing assistance, resources, or on-the-spot training to users for computing processes, or for troubleshooting and solving particular user issues.
- Technical Systems support – providing support services to the Kitimat Child Development Centre system, in terms of preventative or corrective maintenance (see Hardware Maintenance Policy ^a for more details), acquiring and implementing new technologies, training, advising Centre on technology issues, etc.
- IT Administration – providing maintenance for the IT department related issues including inventory, documentation, IT data filing, and general administration of the IT department.

IT Services are currently outsourced to contractors, and so to maintain a consistent and efficient environment, it is essential that IT Administration procedures are well-known by contractors and strictly adhered to.

General

- All IT personnel must receive a copy of the Centre's IT Administration policy and procedure and conform to the standards outlined within.
- All work to be completed must be approved by the Executive Director unless the Executive Director has previously granted a broader range of approval. This broader range of approval is by decision and on terms of the Executive Director, and may be granted or withdrawn at any time.
- Any proposed purchases must first be presented and approved by the Executive Director, and processed as specified in the Hardware and Software Purchasing Policy b.

IT Documentation

- IT documentation is required by all IT personnel.
- IT personnel must complete the appropriate documentation for processes, file documentation in the IT data store, and forward any relevant document to the appropriate recipient.
- All IT documentation must be dated and record the name of the document creator and, where applicable, the document updater.

Procedure

User Support

User support will be performed as follows:

- Initial consultation with user will be done in a timely manner;
- Priority is determined and based upon IT personnel judgement, considering also users opinion of priority;
- Issue is addressed and resolved in a timely and satisfactory manner;
- Issue is followed up (informing user of outcome), with approval from user or Executive Director
- Problem and solution are documented if applicable (see IT Documentation below)

Technical Support

- All advising of the Kitimat Child Development Centres technology is to be based upon expertise and is industry supported.
- Reporting any/all user breach of security, computer misuse, or other technology policy violation directly to the Executive director.
- No task shall be left unfinished for an unreasonable length of time, as often complications arise from these, or other IT personnel may unknowingly interfere or repeat task.

- Task completion includes deleting temporary testing data and/or components, as well as restoring any test configurations to their previous state. “Test data” or “test configurations” implies any temporary object or component created or modified by IT personnel in the process of troubleshooting or testing. This would include creating or modifying data for the purpose of testing, or creating temporary shares for the purpose of IT initiated data access or transfer.

IT Documentation

IT documentation is required by all IT personnel and for the following processes:

- Troubleshooting – for issues which have not been encountered in the Centre, and have required considerable measures and/or research for solution. These issues, along with details as to troubleshooting process, testing, solution, and used information resources are to be documented using the Centre’s Troubleshooting Log template.
- Configurations – upon new implementation of a system or program, configurations must be documented and include information such as name of configuration, configuration purpose, configuration description, and all configuration details.
- Correspondance – any correspondence involving the process of reporting personnel (in the instance of security breach, misuse of systems, etc) must be documented and stored on file
- General Administration – any general tasks requiring maintaining documentation. For example: updating inventory, or transferring data from public workstation sign-in sheets to a computer log.

References

^a Policy 2.9.9 – Hardware Maintenance Policy

^b Policy 2.9.5 – Hardware and Software Purchasing Policy

Forms

RECEIPT OF POLICY BOOK STATEMENT

I have received a copy of or have been informed of where in the Centre the Policy and procedure manuals for

- a. Operations (includes human resource management),
- b. Program policy and procedures manual,
- c. Health and Safety Manual. are available to guide my work for the Child Development Centre.
- d. Financial Policies

I will read these manuals or have it read to me . I understand that this manual has been prepared for the information and guidance of staff members working at the Kitimat Child Development Centre. It is intended to cover the policies that most often apply to day-to-day work activities. Some of the information will change from time to time since our policies are under constant review and are revised when appropriate. I understand that I will be informed of changes.

I understand that there is no guarantee of employment made to any staff member, either expressly or implied, in this manual.

Employee Signature

Date

Employee Name (printed)

Executive Director or Designate Signature

Date

The Recommendation Procedure

OBSERVATION:

CONCLUSION:

RECOMMENDATION:

COST:

BENEFITS / SAVINGS:

Prepared by (Signature)

(Date of Preparation)

Date of Review

Reviewed with

Date Recommendation Completed
and Motion #

Board approval date

Notes:

Recommendation #

Refers to Employment Practices Policies 2.5 to 2.14 Operations Policy Manual

NEW EMPLOYEE ORIENTATION CHECKLIST

Employee: _____ Hire Date: _____

Title: _____

Social Insurance Number: ~~~ ~~~ ~~~

Telephone: _____

Address: _____
Street Town Postal Code

Emergency Contact Name: _____ Telephone: _____

Section I – Welcome to the Kitimat Child Development Centre

- ~ Welcome new employee, introduce new staff member to other staff.
- ~ Share the history, mission, vision and purpose of the Kitimat Child Development Centre
- ~ Show new staff member his or her work area (explain supplies, give keys to building as appropriate).
- ~ Explain the purpose of the new employee's department and his or her role
- ~ Present copy of or show the employee the Centre Policy and procedure manuals. Explain to the employee their responsibility to become familiar with its content
- ~ Give employee copy of their job description

Section II – General Information

(Use this section to emphasize important points contained in your employee handbook)

- ~ Explain work hours (define work week, state flex time policy)
- ~ Explain telephone, fax, e-mail, photocopy policies
- ~ Explain employee responsibilities regarding attendance and scheduling of work, personal grooming, smoking, drugs, and alcohol.
- ~ Explain introductory period for new employees
- ~ Explain Centre's payroll procedures (time sheets, lieu time, date of first cheque, criminal record check, personnel file completed).
- ~ Explain safety commitment, committee, and procedures
- ~ Explain performance review (date for first review, frequency thereafter)
- ~ Explain pay procedures (time sheets, date of first cheque)
- ~ Explain steps in discipline procedures (verbal warning, written warning, etc.) and specify actions that will result in discipline.

Section III – KCDCA benefits, policies

- ~ Complete TD – 1 Form for employee to claim payroll deductions
- ~ If eligible explain Centre’s benefits and fill out necessary forms (health insurance).
- ~ Explain holidays- statutory days off, sick leave, lieu time (if in contract, vacation days).

~

Section IV – Question/Review

- ~ Answer any questions employee has
- ~ Note any further information required or requested.

I acknowledge that I have discussed the items checked above.

Employee’s Signature

Date

Executive Director’s Signature

Date

Refers to Policy 2.57 Operations Policy Manual

CONFIDENTIALITY ACKNOWLEDGMENT

I shall respect the privacy of the people we serve, and I shall hold in confidence all information obtained in the course of professional service concerning a client. Therefore, I will not disclose an individual's confidences to anyone, except: 1) as mandated by law; 2) to prevent a clear and immediate danger to a person or persons; 3) where I am compelled to do so by a court or pursuant to the rules of a court or 4) with informed consent from the client following the KCDC policies on release of information.

I shall store or dispose of professional records in ways that maintain confidentiality.

I shall possess a professional attitude that upholds confidentiality toward the people we serve, colleagues, applicants and any sensitive situations arising within the Child Development Centre.

I, upon my termination, shall maintain client and co-worker confidentiality and I shall hold confidential any information about sensitive situations within the Centre.

I understand that violation of this confidentiality statement may be grounds for immediate dismissal.

Date

Employee's Signature

Date

Witness

Date

Refers to Policy 2.46 Operations Policy Manual
EXIT INTERVIEW CHECKLIST

Employee's name: _____ Position: _____

To be obtained from employee, if applicable:

- | | |
|---|--|
| <input type="checkbox"/> Keys to building(s) | <input type="checkbox"/> Resignation statement |
| <input type="checkbox"/> Copy of personnel policies | <input type="checkbox"/> Record books |
| <input type="checkbox"/> New address & telephone number | <input type="checkbox"/> Other _____ |

To be discussed:

- Extended medical coverage insurance plan
- Retirement plan
- Life insurance
- Other

To give to employee:

- Record of employment (sheet with dates of employment and position(s) held)
- Final paycheck (including vacation pay, if applicable)
- Other

Feedback:

- What is your reason for leaving?
- What did you like and dislike about this Centre?
- What did you like or dislike about your job?
- Were you treated fairly? If no, please explain.
- What suggestions could you offer to make this a better place to work?

Permission to release reference information:

- I do I do not

give permission to release reference information regarding my employment with the Kitimat Child Development Centre.

Interviewer's signature and title

Date

Employee's signature

Date

FINAL PAY AGREEMENT FORM

I understand that upon my separation from the Kitimat Child Development Centre Association, I am responsible for returning any equipment or property issued to me, including keys, final reports and daily record books. If I fail to return any such items, I agree that the KCDCA may withhold from my final paycheck an amount equal to the value of the non-returned items.

The following items have been issued to _____:
(print employee's name)

Item	Date of Issue	Date of Return
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Employee's Signature

Date

LEAVE OF ABSENCE REQUEST FORM

NAME		DEPARTMENT	
POSITION			
FIRST DATE OF LEAVE	LAST DATE OF LEAVE	RETURN TO WORK DATE	
REASON FOR REQUEST			
Educational _____			
Vacation _____			
Other _____			
EMPLOYEE SIGNATURE		DATE REQUESTED	

With pay/without pay (circle one)

Program Coordinator Approval

Date

Executive Director Approval

Date

TRAVEL EXPENSES

For expenses incurred by _____ on
_____ 200__ at _____
_____ conference/meeting.

EXPENSES:

(For payment all receipts must be attached)

1. Travel from _____ to _____

Air, bus, train (fare) _____

Car (\$.40 per kilometer) _____

Ferry _____

Taxi _____

Parking _____

Other (details) _____

2. Accommodation and Meals _____

Hotel () of nights _____

Meals (40:00 per day per diem) _____

Other (details) _____

TOTAL _____

SIGNATURE _____

Kitimat Child Development Centre Computer Use Agreement

Before access to the Kitimat Child Development Centre network, you must read the Centers Internal Computer Use Policy, followed by this document, and sign the Agreement that follows.

1. The use of the Kitimat Child Development Centre network is a privilege that may be revoked by the administrators of the network at any time for abusive or inappropriate conduct. Such conduct would include, but is not limited to, the placing of unlawful information on or through the computer system, accessing another person's e-mail, and the use of discriminatory ideas, objectionable language or images in either public or private files or messages.
2. Any software or computer equipment provided by the Kitimat Child Development Centre remain property of the Centre. Upon staff leaving the employment of the Kitimat Child Development Centre for any reason, any and all computer equipment or software (originals and/or copies) in the users possession shall be returned immediately.
3. Client information contained on the Kitimat Child Development Centre network is considered sensitive and confidential and will not be exposed to the Internet.
4. Rules and regulations of system usage can and will be modified, added to and posted from time to time by the administrators of Kitimat Child Development Centre and/or the network. Users of the network are subject to these additional rules and regulations. Changes to policy will be posted in the Kitimat Child Development Centre Office.
5. The Kitimat Child Development Centre network is intended for the exclusive use of its staff and clients. As a user, you are responsible for the use of your account and password. Any problems that arise from the use of a user's account are the responsibility of the account holder. Any misuse will result in disciplinary action up to and including dismissal suspension or termination of the account privileges.

I have received and read both the Kitimat Child Development Centre Computer Use Policy, as well as the Computer Use Agreement and understand and agree to adhere to the principles and procedures listed within. I also understand that the additional rules and regulations which may be added from time to time become a part of this agreement. Should I break this agreement, I understand that I may lose all network access privileges. I also understand that illegal use of network facilities may result in notifying the appropriate authorities. Parents and/or guardians will be held accountable for use by their children. This form must be on file for all Kitimat Child Development Centre Staff, Volunteers and Contractors prior to use of the system.

User Signature

Date

PUBLIC COMPUTER Sign-In Log

Internal Use Only
File No

Date	Client Name	Start Time	End Time

PUBLIC COMPUTER Sign-In Log

Internal Use Only
File No

Date	Client Name	Start Time	End Time

PUBLIC COMPUTER Sign-In Log

Internal Use Only
File No

Date	Client Name	Start Time	End Time

PUBLIC COMPUTER Sign-In Log

Internal Use Only
File No

Date	Client Name	Start Time	End Time

