



RAVEN RECENTRE PERSONNEL POLICIES & PROCEDURES

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Executive Director

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1.0 Preamble

Welcome to Raven Recycling! These policies are integrated into your employment agreement, and it is important that you read them before you begin work. The purpose of this policy is to maintain harmonious and mutually beneficial relationships between the Employer and the Employee and to set terms and conditions of employment.

If any provision, section or benefit provided within this Policy is invalid, illegal or incapable of being enforced by reason of any Statute, rule of law or public policy, all other conditions and provisions within the Personnel Policy will remain in full force and effect. For example, if the sick leave benefits section is found to be outdated by new legislation it does not mean that the vacation leave benefits section is out of date too.

The Executive Director works with Raven's management team to review this document at minimum every two years. We endeavor to update all outdated sections in a timely manner, as they come to our attention. All employees are encouraged to bring outdated sections to the Executive Director's attention.

2.0 Responsibilities

The Board

Raven Recycling is governed by a volunteer Board of Directors which, in turn, is governed by two sets of policies, (1) Internal Board Policies, and (2) Bylaws that ensure the Society is compliant with the Societies Act. The Board reviews both sets of policies periodically.

The Board has ultimate responsibility for the Raven Recycling Society as an organization but is not involved in Raven's day to day operations. The Board determines the overarching goals for Raven and is responsible for hiring the Executive Director and monitoring executive performance. The Board defines the ED's duties, responsibilities and executive limitations and monitors the ED's achievement of the society's Ends. The Board meets with and evaluates the ED's performance monthly. One of the ED's performance indicators is the fair and equitable treatment of Raven's employees which is proved, in part, through the development and adherence to fair and equitable personnel policies.

Executive Director

The Executive Director is responsible for ensuring a fair and equitable workplace for all employees. The ED ensures the personnel policies reflect these goals and are followed by managers and employees. Specifically, the ED is responsible for:

1. Periodic review of the policies to ensure they meet or exceed minimum standards for compliance with related legislation.
2. Providing all employees an opportunity to provide input on draft amendments to the policy.
3. Communicating proposed policy changes to all staff members.
4. Ensuring all managers have a good understanding of the policies and are able to implement them.

Managers

All managers sign a code of conduct agreement to honour the personnel policies while managing and supervising other employees.

All employees

All Raven employees are responsible for reading, understanding and honouring all personnel policies.

3.0 Recruitment

Workplace Equity

Raven Recycling encourages and maintains the diversity of Raven's workforce by employing fair hiring practices. All job postings encourage applications from equity groups. Raven Recycling will review its hiring practices on a regular basis to improve and ensure equity.

Recruitment Process

Managers are responsible for identifying the staffing needs of the areas they oversee and lead recruitment and hiring in those areas. The Executive Director is responsible for identifying staffing needs and leading recruitment and hiring for all managerial positions.

When recruiting staff, managers will:

1. Assess vacancies as they occur;
2. Collaborate with management, including the Executive Director to assess the current operational needs and ensure the organization has the financial resources needed to meet and maintain the staffing request.
3. Lead all aspects of the recruitment process, including advertising, confidential storage of applications, screening, appointment of an interview team, interviewing, debriefing, reference checks and communication with both successful and unsuccessful applicants in a dignified manner.
4. Ensure all aspects of the recruitment process are equitable in practice.

Criminal Records Check

All Raven Employees who handle cash or operate in an educational role that involves contact with minors consent to disclose Criminal Record Information through the RCMP.

Raven's employment and hiring policies are in compliance with the Yukon Human Rights Act. We do not discriminate based on past or existing criminal charges or records. However, we will consider whether someone's criminal charge or record will put the public at risk of harm, or whether it may impede an employee's ability to fulfill their employment obligations.

Once received, the Record is kept in the Employee's Personnel File, which may only be accessed by the Executive Director and direct manager. Please refer to the Employee Privacy & Confidentiality Policy.

4.0 Conditions of Employment

Standard Probationary Clauses

The probationary period is 6 months for all new staff members, with the exception of the Executive Director, whose probationary period is one year. The probationary period gives the new staff member and Raven an opportunity to determine if the employment arrangement is a good fit for both. During the probationary period, either party may decide not to continue the employment, preferably with two weeks' notice. During the probationary period:

- Employees receive vacation pay on each pay cheque at a rate of 4% of earnings. After the probation period, vacation days are accumulated at the rate agreed upon hire.
- Employees participate in two performance reviews (at 2 and 6 months or as requested by the employee's manager).
- Employees hold on to receipts for steel toed boots and gloves. These items are eligible for a 50% reimbursement after 2 months working for Raven.

Performance Reviews

All Employees are required to participate in performance reviews (PRs). PRs are a valuable tool for several reasons.

- They provide an opportunity for managers to connect with Employees individually and talk about how the work is going. This allows for self-determination and expression and a collaborative assessment of the tools that may be needed to improve the Employee's experience and performance.
- PRs are an opportunity for managers to learn from Employees' experiences and to improve the operational efficiency of the organization.
- PRs provide an opportunity for managers and staff to bring up any issues that may be preventing staff from contributing to Raven to the best of their ability and to develop a plan for Raven to support staff better.
- Equally importantly, PRs are an occasion for managers to recognize the hard work and/or outstanding performance of Employees.

Performance reviews are held to the following standards:

1. Performance reviews are conducted between a staff member and their direct manager. The manager may invite the ED to be present at the review.
2. PRs for managers will be based on the specific terms, tasks and responsibilities laid out in their Employment Agreement. PRs for all other staff will be based on a list of performance review standards developed and reviewed by managers in each department.

3. PRs for new staff members are conducted at 2 months and upon completion of the probationary period (6 months). After that, reviews are conducted on an annual basis or at the discretion of the manager. Employees may request a PR anytime.
4. PRs are not necessarily linked to wage increases. Wage increases are approved at the discretion of the Executive Director and are subject to Raven's financial status, changes to the cost of living, the performance of the Employee, and other factors (please see Raven's Wage Policy on page 11).
5. The PR process (timeline) is renewed when staff members are promoted to new positions. The intent is to provide support to the Employee equivalent to what a new Employee receives.
6. Any time an Employee's performance does not meet the requirements of their position, review and assessment are required. Employees will be required to meet with their immediate manager or the Executive Director to discuss options. Dismissal will only be considered in circumstances as outlined in section 6.0 Procedures for Termination of Employment. As far as practicable, Raven will consider adjustments to the position, training, re-assignment, or other options that support Raven Recycling's employees and operations.

Hours of Work

Raven Recycling operates in accordance with the Yukon's Employment Standards Act. Information about Employment Standards may be found here: <https://yukon.ca/en/employment/employment-standards/find-out-about-employment-standards-act>

Operational requirements will determine hours of working, however reasonable efforts will be made to accommodate staff needs. The following standards apply to all Raven employees:

1. Full time is considered 30-37.5 hours per week. Hours worked in excess of 40/week are considered overtime hours.
1. Overtime hours are rarely required, however, if they are necessary, they must be approved by the Executive Director or direct manager.
2. Lieu hours: An Employee and an employer may agree in writing that the Employee will receive time off with pay instead of overtime pay. The following rules apply to how lieu hours should be credited:
 - Overtime wages must be credited to the time bank at the overtime rate as set out in section 8 of the Act, or as specified under an averaging agreement per section 10 and 11 of the Act;
 - Must be paid at the Employee's regular rate of pay at the time it was earned;
 - Must be paid within a 12-month period;

- Must be paid out at the end of the 12-month period stated in the agreement or, if no period is stated, within a calendar year;
3. One month's notice is required on alteration or termination of the time bank agreement;
 4. In normal operating conditions all staff members have two consecutive days off per week.
 5. An Employee is considered part-time if their regular work schedule is for 59.99 hours biweekly or less. An Employee is considered full-time if their regular work schedule is for 60 hours or more biweekly.
 6. Timesheets must be kept accurate and up to date by Employees. Timesheets must be signed and fully completed at the end of each pay period in order to process pay cheques in a timely manner. Failure to complete a timesheet may delay an Employee's pay for up to 30 days.
 7. With the approval of the Executive Director, in cooperation with the department manager, flexible hours or compressed work week provisions may be asked of the employee. Employees must sign a 'Compressed Workweek Agreement' with the Executive Director for this to take place.

Casual or Term Employment

Employment for a limited period, for specific purposes, is subject to the same conditions of employment that apply to other full or part-time Employees unless otherwise specified in the offer of employment, job description or in this policy.

Staff members working on a term, temporary or "on call" basis will receive payment for annual vacation in accordance with the Employment Standards Act of the Yukon.

Breaks

Most jobs at Raven require physical labour in sometimes tough conditions. We recognize the need for breaks above and beyond what is required by the Employment Standards Act. Breaks and lunch **must** be taken to ensure safety for all staff.

Shift length	Break length – paid	Lunch length - unpaid
3.5-5 hours	15 minutes	0
5-7.5 hours	15 minutes	30 min
7.5-10 hours	2 x 15 minutes	30 min
10+ hours	2 x 15 minutes	60 minutes

Wages

Raven Recycling Society is a social enterprise working on behalf of our whole community. Providing a fair and living wage is one of the ways that we work towards community wellness and model good employment practice. As such:

1. An Employee's rate of pay will be within the pay scales established for that position by the Executive Director and will be determined on the basis of the Employee's education and other experience. Pay scales for all positions will be reviewed biennially, taking into account the current cost-of-living, minimum wage requirements, current rates-of-pay for individual positions, Federal wage schedules, and Raven Recycling's current financial situation.
2. All staff members will be informed of the wage or salary for their position at the time of hiring and agreed by the Employee and Raven through the completion of an Employee contract or an employment agreement.
3. During the probationary period, non-salaried Employees starting at the bottom of their pay scale will receive a pay increase at 2 months and then again at 6 months upon completion of satisfactory performance reviews for those periods. Pay increase is recommended by the Employee's direct manager and approved by the Executive Director.
4. Pay increases for salaried Employees following completion of the probationary period will be made on an annual basis and are dependent on a satisfactory performance review and Raven Recycling's financial status.
5. Pay increases are not always linked to satisfactory performance review and may be assigned in recognition of initiative and excellence in an Employee's work. See Performance Review section for more info.
6. Employees are paid bi-weekly.
7. When the budget allows, Raven will apply a cost of living increase to the wages of employees who have worked for RRS for over 6 months, based on changes to the Consumer Price Index reported by the Yukon Bureau of Statistics for Whitehorse. The new wage will be effective on the first pay period of the fiscal year. Wages will not decrease when the CPI for Whitehorse decreases. Raven strives to provide a cost of living increase annually.
8. If a pay cheque is lost, or if an Employee misses the cut-off day to submit their timesheet, Raven will reissue a replacement for the cheque. Raven will strive to reissue the cheque within the pay period, however, it may take up to 30 days.
9. An Employee who is retiring and has been employed for ten years or more is entitled to a one-time retirement pay-out equal to one week's wages for each year they were employed. The calculation will be based on the wages made in the last year of work. The final amount will be determined by the Executive Director based on the end of the year surplus.

Statutory and General Holidays

All Employees are given time off with pay for Federally and Territorially mandated statutory holidays. Other holidays are granted at the discretion of the Executive Director. Raven currently offers three non-statutory paid holidays per year. See below for details.

All permanent Employees will be granted Statutory and General Holiday pay equal to the hours of their average workday.

Part-time Employees will be granted Statutory Holiday pay at the equivalent of 10% of their wages for the hours worked in the two-week period preceding the week of the general holiday provided the employee has completed 30 calendar days of employment before the holiday, has worked or earned wages in the two week period preceding the holiday, has worked their scheduled shift before and after the holiday and has reported to work on the holiday if required or scheduled to do so.

If a statutory or general holiday falls on a full-time Employee's regularly scheduled day off, the Employee will be granted the holiday. The holiday will be granted on the Employee's first regular working day immediately following the statutory holiday unless alternate arrangements have been agreed upon by the Employee, their direct manager and the Executive Director.

<i>Statutory Holidays</i>			
<i>Date</i>	<i>Holiday</i>	<i>Description</i>	<i>Granted at ED discretion</i>
<i>January 1st</i>	New Year's Day	To start the year right	
<i>February</i>	Heritage Day/Rendezvous	To stave off cabin fever & celebrate Yukon	Yes
<i>March/April</i>	Good Friday	Day of significance for Christians	
<i>March/April</i>	Easter Monday	Day of significance for Christians	Yes
<i>May</i>	Victoria Day	Queen Victoria's birthday. She was Queen during confederation.	

<i>June 21st</i>	National Indigenous People's Day	Day of celebration and respect for the heritage, culture, contributions and sovereignty of Indigenous People in Canada	
<i>July 1st</i>	Canada Day	Anniversary of confederation in Canada (1867)	
<i>August (3rd Monday)</i>	Discovery Day	Day to think about the discovery of gold in Yukon	
<i>September (1st Monday)</i>	Labour Day	Day to participate in labour action or take a break from labour	
<i>September 30th</i>	National day for Truth & Reconciliation	Day to honour family members, victims and survivors of residential schools	
<i>October (2nd Monday)</i>	Thanksgiving	Annual harvest celebration with multiple origins	
<i>November 11th</i>	Remembrance Day	Day marking end of WWI hostilities	
<i>December</i>	Christmas Day	Day of significance for Christians	
<i>December</i>	Boxing Day	Day of consumerism following Christmas	Yes

Benefits, Incentives and Bonuses

RRS pays the employee portion of all wage-related benefits according to the law. These benefits include:

Employment Insurance – Compulsory coverage as per federal legislation.

Canada Pension Plan –There is compulsory participation in the Canada Pension Plan through salary deductions.

Worker's Compensation – Injuries sustained by staff in the performance of their duties must be reported immediately to the direct manager. Anyone injured while on Raven Recycling Society business is covered pursuant to the Worker's Compensations Ordinance of the Yukon. Claims to the Worker's Compensation Board must be made by the Employee and employer within 72 hours of the incident in question.

Additionally, Raven offers the following benefits above and beyond Employment Standards:

MyHSA Health Spending Account - All permanent employees are enrolled in the MyHSA, a flexible health benefits plan which reimburses Employees for health expenses up to an amount determined annually by the Executive Director. In 2023, health spending amounts are:

- \$2000 for full time employees (30+ hours)
- \$1000 for part time employees (10-29.99 hours)

Health benefits become available the day after an Employee's probationary period ends.

Employees have half of their allocated amount in the first six months of their plan and half in the second.

Health plans are renewed annually and remaining balances will not be rolled over.

Common Good Portable Savings and Retirement Program - all employees are entitled to participate in this RRSP/TFSA savings program upon completion of their probationary period. An Employee must confirm their intent to participate with the Bookkeeper. Raven will match an employee's contribution up to \$500/year.

Incentive Programs - An Employee may be entitled to participate in any Incentive Program introduced by the Executive Director, in the manner and to the extent described in their employment agreement or as described by the Executive Director. The introduction, amendment, revision or cancellation of any Incentive Program will be within the sole discretion of the Executive Director.

Bonuses - Bonuses are awarded based on length of employment with RRS and achievement of the Ends of the society. Bonuses are not guaranteed, however, it is Raven's goal to provide bonuses to all employees on a yearly basis. Bonuses are awarded when the organization's budget allows.

Staff Expenses

Raven Recycling Society reimburses Employees for all work related expenses incurred due to their employment at Raven Recycling Society. Examples of expenses that Employees may incur include but are not limited to:

- Mileage for work-related travel (not including transportation to and from work).
- Work-related phone charges on personal phones.
- Personal protective equipment (see Personal Protective Equipment Policy below).
- Per-diems for work-related travel.

All expenses must be pre-approved by a direct manager or the Executive Director.

Staff Expenses are reviewed monthly and must be approved by the Executive Director.

Right to Disconnect

Raven Recycling believes that guaranteed disconnection from work is essential for employees' wellbeing, safety and productivity. While some positions at Raven require managers to be readily available even when away from work, the following guidelines place limits on Raven Recycling's ability to contact staff outside of employees' scheduled working hours.

Full-time employees

Managers will not contact employees working 30-37.5 hours per week during their days off unless there is an urgent need to do so (e.g. an unexpected closure affecting their next scheduled shift).

Part-time employees

Employees working 0-29 hours per week may be contacted on their days off if there is a staffing shortage or to communicate important information.

Managers

To ensure the safety of staff and the continued operations of Raven Recycling, managers are available for contact during Raven Recycling's hours of operations. Staff should not contact managers outside of operating hours unless there is an emergency situation or to notify them when taking a sick or mental health day. Ideally these calls should be made as early as possible to allow the manager to find an alternate worker. Managers should check for messages from other staff an hour before the earliest shift in the day.

Managers are responsible for contacting other employees to notify them of closures due to cold, power outages or other reasons. These calls usually happen before shift hours begin.

Managers will be compensated for their availability during time off as outlined in their individual employee contracts.

Executive Director

The Executive Director is available on-call to respond to concerns from managers. Concerns reported must only be for issues which cannot be resolved without the ED's attention. The ED may assign their on-call time to an Acting ED at any time to promote healthy work-life balance. When the ED is on vacation, managers contact the Acting ED for all after hours concerns.

Building-related emergencies

Raven's security system monitors the building for break-in and freeze-up. The order of on-call response to building related emergencies, unless an alternate arrangement has been made between the people in these positions is:

1. Operations Manager
2. Executive Director
3. Administration Coordinator or Danny Lewis
4. Metals/Yard manager

Vacation time

Raven Recycling will not contact staff who are on vacation or other leave without permission. (Appendix 3).

5.0 Vacation, sick days and other leaves of absence

General

Raven Recycling Society is dedicated to the wellbeing of all Employees. Raven provides a combination of paid and unpaid leave benefits. All Employees are entitled to leave without pay in many circumstances, as described in the Employment Standards Act. In most cases, Raven provides leave benefits above and beyond these standards.

Leave benefits are designed to foster a culture of health, fairness, compassion and wellbeing. We understand that all Employees come to Raven with unique circumstances and we hope you will find that the leave benefits offered accommodate planned and unforeseen time away from work. We encourage all Employees to gain a full understanding of the leave benefits available before you begin work at Raven. Leave requests are reviewed by managers and the Executive Director and may be subject to operational requirements

Leave credits (sick) will not be accumulated during periods of leave without pay greater than 10 working days, with the exception of Jury Duty.

Employees are expected to apply for leave as far in advance as possible.

Vacation Leave

Vacation leave is provided in compliance with the Employment Standards Act and meets or exceeds the standards laid out in the act. Vacation leave is provided to ensure Employees have a work-life balance that allows them to rest, to pursue other interests and to return to work ready and able to contribute to the workplace to the best of their abilities.

1. Vacation leave is accrued at a minimum of 4% of an Employee's regular pay and increases by request, with time worked at Raven. See vacation leave schedule below.
2. Non-permanent Employees are paid out vacation time on each cheque.
3. It is important for staff to use their vacation time each year. Vacation pay will not be paid out in cash. Vacation pay may not be accumulated and used in a following year of employment without a written agreement from the ED. As it relates to vacation leave, the end of the year is on an Employee's date of hire.
4. All Employees sign a vacation leave agreement upon hire (see appendix 1). Employees entering their second year of work may increase the length of their vacation time upon request. Managers will mention this possibility during the Employee's performance evaluation and requests will be submitted to the Executive Director for approval.
5. Accumulation of vacation will start on the first day of work and will be paid out on each cheque until the end of the 6 month probationary period. After the probationary period, vacation time will be available for use at the rate that it accumulates. During the probationary period, employees may take leave without pay for urgent matters with approval from their manager.

6. Vacation leave cannot be taken until it has been accumulated.
7. Any Employee who leaves their position at Raven Recycling Society will be paid for all vacation time accrued up to the last day of employment on their final pay cheque.
8. If a statutory or general holiday occurs during an Employee's vacation, the Employee will count that day as a stat holiday rather than a vacation day.
9. Employees request vacation time using a 'Vacation leave request' form, which they submit to their direct manager. Vacation leave requests are most likely to be granted if they are submitted well in advance of the requested leave dates. Requests will be considered on a first come first served basis. Operational requirements may affect a manager's ability to grant the requested leave.
10. Employees may request payment of their accumulated vacation pay up to a day before the Employee starts their vacation. This request should be made clear at the time the Employee completes their vacation leave request form.
11. If an Employee wants to take time off but has not accumulated vacation pay, the Employee may take an unpaid leave only with the approval of their direct manager.

Vacation Leave Schedule		
Years worked at Raven	# weeks vacation (1 week = 5 days)	Rate of accumulation
Less than 1 year	2 weeks	4%
1-3 years	3 weeks	6%
3-5 years	4 weeks	8%
5-7 years	5 weeks	10%
7+ years	6 weeks	12%

Sick Days & Emergencies

Raven Recycling believes that Employees who are able to take care of themselves and their family are Employees who can work safely, be present, and support their coworkers. Raven Recycling is committed

to supporting the overall health and well-being of all Employees and provides leave benefits in alignment with or better than what is required by the Employment Standards Act.

The Employment Standards Act can be found by clicking on this link, or by copying this url into a browser window: (<https://yukon.ca/sites/yukon.ca/files/cs/cs-special-leave-without-pay-fact-sheet.pdf>)

1. Permanent staff earn one day of paid sick leave per calendar month (12 days per year) beginning on their date of employment, in proportion to their hours of work. The length of a day is adjusted to the average hours worked in a week. For example, if you work 37.5 hours per week, your length of day is 7.5 hours (37.5/5). If you work 30 hours per week, your length of day is 6 hours (30/6).
2. Casual Employees are not eligible to earn paid sick or mental health leave.
3. An Employee whose employment starts on or after the 15th day of the month will start accumulating sick leave on the first day of the following month.
4. Paid sick and mental health days can be carried over a calendar year but cannot exceed the above stated maximums.
5. Employees may use their sick leave for illness or injury incurred at or outside of work, for rest and recovery of mental health, to care for a sick family member, or to deal with a health-related situation.
6. To help ensure Raven is able to operate safely and effectively, Employees must call in at least 30 minutes ahead of their shift to inform their manager of their absence. Not calling in will be considered abandonment of position as defined in "Reasons for Dismissal" item 2. As per the Employment Standards Act, an Employee's informed absence from work due to illness or injury is not cause for termination.
7. Employees do not have to disclose the specific reason for their sick leave to any other Employee of Raven Recycling, however, if three or more consecutive days are taken as leave, a manager may request a doctor's note at their discretion.
8. Paid sick and mental health days are benefits rather than entitlements and will not be paid out when employment ends.

Pandemic-Related Leave

If required to self-isolate (as per Territorial or Federal guidelines) for reasons of exposure or illness related to a deadly communicable disease during a pandemic, Raven will follow all recommendations made by Yukon's Chief Medical Officer of Health.

For Employees who have to stay home due to illness or isolation requirements, or to care for a family member who is ill, we will assist Employees in obtaining paid leave benefits from Territorial and Federal programs available at the time.

If an Employee's sick benefits from Raven and all other sources have been exhausted and an Employee is still determined to be infectious or is suffering from long lasting effects after infection, additional paid or unpaid leave may be approved by the Executive Director. The Executive Director will base this decision on whether Raven Recycling's current financial status will allow for additional support.

Special Leaves of Absence

Raven understands that life happens and Employees may need to take immediate or planned leave for any of a number of reasons. In the event of unplanned or emergency leave, the Employee may negotiate with the Executive Director for an immediate leave, and details such as length of leave and a return to work date may be negotiated while the Employee is on leave. Special leave may be provided with the approval of the Executive Director according to the guidelines below. Leaves approved and taken by an employee who does not have vacation or sick time available are considered leave without pay.

Voting Time

- Employees are entitled to paid time off work for voting in territorial and federal elections in accordance with territorial and federal legislation.

Sickness Leave

- Extended sickness leave is granted as specified and funded by Employment Insurance. During this leave, the Employee will be entitled to retain any annual sick leave or vacation credits accumulated prior to going on leave.

Parental Leave

- Parental leave will be granted as specified and funded by Employment Insurance. During this leave, the Employee will be entitled to retain any annual sick leave or vacation credits, which were accumulated prior to leaving.
- Additionally, Raven Recycling Society will contribute one working week of paid parental leave to any permanent Employee according to their standard hours of work at any point after the birth or adoption of their child up to 24 months postpartum.

Study Leave

- Raven encourages Employees to pursue continuing education in their fields and endeavours to provide information about opportunities for professional development to all Employees. The ED will consider requests for job-related leave to attend courses and other educational opportunities that improve competence and skill related to the Employee's work at Raven. See Staff Training and Development (Section 6.0).

Jury Leave

- Anyone who is required to perform jury duty on a day which they would normally have worked, will be reimbursed by the Society for the difference between the pay received for the said jury duty and the Employee's regular salary for the said period of time.
- The Employee will be required to provide proof of jury duty and pay received to the ED. Vacation and sick leave credits will be calculated as though the Employee had worked her/his normal working days during the period.

Bereavement Leave

- Leave with pay may be granted for up to five working days in the case of death in the Employee's family.
- Additionally, as per the Employment Standards Act, an Employee may take an unpaid leave of absence of up to 28 weeks to care for or support a family member with the following conditions: The Employee must give the ED a certificate issued by a qualified medical practitioner or nurse practitioner that states that the family member has a serious medical condition with a significant risk of death within 26 weeks from the day the certificate is issued (see subsections 60.01(2) and (6) of the Act). The leave starts the first day of the week that the certificate was issued and ends the last day of the week in which the family member dies or 52 weeks have passed. The Employee must take the leave in periods of at least one week. If two or more Employees take compassionate care leave to care for or support the same family member, together, they may take up to 28 weeks of leave.
- If an Employee is designated by the family of a deceased member of a First Nation as the person responsible for organising the funeral potlatch, the Employee is entitled to leave without pay of up to one week.

Compassionate Care Leave

- Leave with pay may be granted for up to five working days in order for an Employee to assist family members with a serious illness, medical condition or personal emergency. Paid compassionate care leave is granted at the discretion of the Executive Director.
- Leave without pay may be granted to an Employee for up to fifteen weeks to provide care or support to a family member with a serious medical condition and a significant risk of death within a specified 26 week period. Details of the requirements to qualify for compassionate care leave are available in the Yukon Employment Standards Bulletin.

Leave Related to Critical Illness of a Child

- As per the Employment Standards Act, an Employee who is a family member of a critically ill child may take a leave of absence of up to 37 weeks to care for or support the child if: The Employee has completed six months of continuous employment; the Employee provides the ED with a certificate from a qualified medical practitioner or nurse practitioner that states that the child is critically ill and needs the care or support of one or more family members, and that sets out the period for which the child needs the care or support; and the Employee gives the ED at

least two weeks of written notice of their plan to take this leave before the leave starts (unless circumstances require a shorter notice).

- The Employee must take the leave in periods of at least one week.
- The leave starts on the first day of the week in which the certificate was issued and ends the last day of the week in which either the child dies or 52 weeks have passed. This period may be extended if the Employee is caring for two or more critically ill children.
- If two or more Employees take this leave to care for or support the same critically ill child, they may take up to a combined total of 37 weeks of leave.

Leave Related to the Death or Disappearance of a Child

- As per the Employment Standards Act, an Employee is entitled to a leave of absence of up to 104 weeks if: The Employee has completed six months of continuous employment with Raven Recycling; the Employee is the parent of a child who has died and it is likely that the death was the result of a crime; the Employee gives the ED written notice at least two weeks before they intend to take the leave (unless circumstances require a shorter notice).
- The Employee must take the leave in periods of at least one week.
- The Employee's entitlement begins on the day that their child died and ends 104 weeks after the day of the child's death. If two or more Employees take this leave for the same child, their combined total must not be longer than 104 weeks.
- An Employee is entitled to a leave of absence of up to 52 weeks if:
 - The Employee has completed six months of continuous employment with Raven Recycling;
 - The Employee is the parent of a child who has disappeared and it is likely that the disappearance was the result of a crime; and
 - The Employee gives the ED written notice at least two weeks before they intend to take the leave (unless circumstances require a shorter notice).

Extended Unpaid Leave

- Employees who wish to take extended, unpaid leave (either planned or unplanned or emergency leave) for personal reasons may do so with the approval of their direct manager.
- Reasons for planned, extended leave can include (but are not limited to), sick leave that extends beyond sick leave credits accrued by a Employee and sick leave benefits covered by another entity (please see Extended Sick Leave policy above), extended mental health break, long-term travel plans, professional development, etc.
- Reasons for emergency extended leave can include (but are not limited to) such situations as a sudden serious illness in the Employee's family, a legal emergency or a personal crisis.

Domestic and Sexualized Violence Leave

- The Domestic and Sexualized Violence leave policy comes into effect immediately upon the first day of employment.

- All Employees can use domestic or sexualized violence leave if they are:
 - a victim of sexualized violence, which includes sexual assault and violence targeted at the victim because of their sexuality or gender;
 - a victim of domestic violence, which includes violence by a family member or intimate partner;
 - a person supporting a child, family member, intimate partner, or close friend who is the victim of domestic or sexualized violence.
- To access this leave, Employees should either fill out the Domestic and Sexualized Violence Leave form and submit directly to the Executive Director, or speak to their direct manager or the Executive Director.
- Due to the sensitive nature of this leave, Employees experiencing domestic or sexualized violence are not required to disclose proof or any details.
- Domestic and sexual violence leave can be taken all at once, as single days or in groups of days.
- The Employee experiencing domestic or sexualized violence may use this leave in any way that they deem necessary to ensure their personal safety. An Employee may take domestic or sexualized violence leave if they need time to rest, recover, heal or seek services such as, but not limited to:
 - medical attention;
 - services from a victim services or social services organisation;
 - psychological or professional counselling;
 - legal or law enforcement assistance;
 - moving or relocation.
- The leave provides:
 - 5 days of paid leave; and
 - up to 15 weeks of unpaid leave. This leave may be taken all at once or a few days at a time..
- All reports of domestic and sexualized violence will be kept confidential, and only the minimum number of people needed to process the leave will be notified (e.g. the Executive Director). Any related paperwork will be kept in a secure location that will only be accessible by the Executive Director.

6.0 Staff Training & Development

The Executive Director encourages capacity building by allocating a reasonable sum of money in the budget each year for staff development and training. The Executive Director may also take advantage of other opportunities and resources that become available to the Society for training purposes.

- All training and development outside of Raven Recycling is considered according to the financial and practical needs of Raven Recycling's operations and must be approved by the Executive Director.
- All Employees are encouraged to identify training or courses that would augment their skills and knowledge and support their role in Raven's operations. The ED will consider requests for training in regards to impact on operations and budget.
- From time to time staff may be required to participate in training and development courses to ensure our knowledge and skills stay relevant to the work we are doing. Employees will be compensated for time they spend in required training at their usual rate of pay and all course costs will be covered by the organization.
- From time to time, Raven may offer courses that result in future employment advantages for Employees, such as equipment operation and First Aid certifications. In this case, course costs may be covered by Raven but Employees will not be paid for the time they spend in training.
- Managers are expected to identify professional development opportunities such as conferences and training that enhances their ability to be effective in their positions. Associated budgets should be developed prior to the Executive Director's presentation of the budget to the Board of Directors in March. Opportunities that arise throughout the fiscal year will be considered on a case by case basis, in consideration of budget constraints.

7.0 Communication

Staff Meetings

General staff meetings are held during regular operating hours. Attendance is mandatory for all staff on site.

Management meetings occur weekly during operating hours or at the discretion of the Executive Director. Attendance is mandatory for all managers.

Lines of Communication

Lines of communication are established to ensure that all Employees have a predictable way to give and receive important, work-related information to other Raven Employees and to ensure that managers can take appropriate and timely action when needed.

You must call your direct manager AND the front desk to inform management if:

- You need to take a sick day for personal emergency or illness
- You need to take a mental wellness day
- You are unable to get to work due to lack of transportation
- You will be late to work for any reason
- You will be absent for any other reason.

Please let both your manager and the front desk know when you expect to return to work.

Managers and the Executive Director must call the front desk and leave a message if any of the above applies.

The Executive Director must inform the Board of Directors if they will be absent for more than 2 consecutive days. In this case, an Acting Executive Director will be chosen by the ED or Board.

The Administrative Coordinator must check messages at the start of their work day and periodically throughout the day and communicate any absences to the appropriate manager. In the absence of the Administrative Coordinator, the Operations Manager or Bookkeeper will check messages at the beginning of their shift.

Staff Contact List

Raven maintains a list of contact information for all Employees. It is important for managers to be able to contact Employees in the event of:

- Closure for any reason, including cold weather

- A staff shortage requiring replacement staffing
- The need to communicate any other work-related issue

All Employees are asked to sign a “Permission to be contacted” agreement (see appendix 2). It is up to all Employees to ensure their contact information is kept up to date. Changes to any contact information should be communicated to the direct manager AND the Administrative Coordinator.

Staff contact information will never be given to any person outside the organization.

Only the Executive Director and managers will have access to all employee contact information. Contact information for all managers will be made available to all employees in the event that immediate managers cannot be reached.

If a non-emergency situation arises where a staff member must contact management-level staff and no management staff are available on site, they should attempt to contact another member of management in the following order:

1. Direct manager
2. Operations Manager
3. Metals/Yard Manager
4. Bookkeeper, Administrator or Communications Coordinator

Company cell phones and computers

Employees using company phones will ensure that all Employee information stored in the devices is secure by:

- Not allowing use by anyone other than approved Raven Employees.
- Ensuring devices are kept locked and secure at all times.
- Leaving devices on Raven property unless needed for work completed off site.

Employees who take company phones and computers off site must take all reasonable steps to ensure the security of the equipment and all personnel information stored on the device.

Company phones and computers should not ever be used for personal reasons.

Employees sign a company device agreement with the Executive Director before activating the device.

Internet and Phone Use at Work

Raven Recycling provides a computer with internet access to all Employees for the following purposes:

- To provide access to training required for employment at Raven
- To allow opportunity for exploration of professional development opportunities related to working at Raven

- To ensure all Employees have access to email communications from managers and the Executive Director
- Any other work-related assignment

All Employees may use the computer in the staff lounge to access the internet for personal reasons with the following limitations:

- The computer and internet may not be used to facilitate illegal activity of any kind
- The computer may not be used to store personal files
- Employees must log out of their email and other accounts after use to ensure other Employees cannot access personal information. Employees should not agree to allow the computer to store personal passwords.

Cell phone use for personal matters may pose a safety risk to Employees working in the depot, warehouse and yard in particular. Cell phone use at work is permitted within reason and at the discretion of the manager. All Employees must limit cell phone use while they are at their work stations to emergency use only. Personal calls, texts and other communications should only be checked and made during breaks.

Media and Public Relations

All Employees must seek approval from the Executive Director to speak or present on behalf of the organization and will allow enough time for review of any statements before the event. Employees speaking or presenting on behalf of Raven Recycling Society are oriented to and agree to Raven's external communications policies upon hire.

8.0 Employee Privacy & Confidentiality

General

Raven Recycling respects the privacy of its Employees and only keeps personally identifying information on file that is required to:

- Authorize and issue pay
- Meet tax obligations
- Remain eligible for insurance coverage
- Maintain the safety of the workplace
- Ensure Employees are eligible for compensation from the Workers Safety & Compensation Board

This information will be held in the strictest confidence. Raven Recycling staff and board members are only permitted to share an employee's personally identifying information with a third party if:

1. the Employee gives their prior and informed consent to having their information released;
2. withholding the information compromises the safety and wellbeing of the Employee, a coworker or coworkers, board members, or members of the public;
3. Raven Recycling is legally required to do so.

Consent to share personally identifying information must be made in writing and will include the signature of the Employee. This documentation will be kept in the Employee's personnel file, which may be accessed only by the Bookkeeper and the Executive Director.

Raven Recycling is required by law to keep all records for a period of seven years. After this period, all documentation is destroyed.

Employee Records

Employees have the responsibility to inform Raven Recycling if any of their personal information changes (address, phone number, health status, etc.).

Raven Recycling will use the most recent information provided by staff for its official records and any communication with staff.

Sensitive documents, including (but not limited to) performance evaluations, disciplinary documents, notices of termination, criminal record checks, or other information an Employee wishes to be kept private, are kept in password protected files accessible to the Executive Director and direct manager only.

Wage and tax related documents are kept in a separate file that is only accessible by the Executive Director and the Bookkeeper.

Managers have access to all Employee contact information, as per the policy on Lines of Communication.

Employees may have access to any information in their personnel file upon request.

9.0 Safe Work Practices

Personal Protective Equipment

Raven Recycling requires all operational staff to wear CSA approved steel-toed boots while working. Raven will pay a maximum of 50% of the cost of steel toe boots. Employees must submit receipts to the bookkeeper for reimbursement. New Employees will have the expense reimbursed after two months of employment.

Raven also requires operational workers to wear work gloves, safety glasses or goggles, ear protection, and hi-viz gear while working. Raven will provide these items free of cost.

If the options provided by Raven Recycling do not meet the needs of an individual Employee, the Employee may suggest an alternative. Alternatives must be approved by management and may only be used if they meet the safety standards set out in Raven Recycling's Safety Policy Manual.

As per WCB standards, Raven Recycling is not required to cover the cost of alternative equipment unless it is due to a workplace-related injury.

Power Outages

1. In the event of a power outage during hours of operation Employees are required to keep working if there is enough light for safety and their jobs can be performed without electrical equipment.
2. Employees working in areas of customer service will continue to work until the end of shift or until it becomes unsafe to continue to work.
3. The decision to stop work because of unsafe conditions due to a power outage is at the discretion of the manager. If a manager is unable to be present, an Employee will be designated to make this decision.

Cold Weather Policy

As Whitehorse, Yukon is in a sub-arctic climate zone, it is not unusual for temperatures to occasionally drop below -40 degrees Celsius in the winter, and all people who live here must adapt to that reality. However, that level of cold is hard on Raven's workers and equipment, and so this policy aims to reduce the strain caused by such cold temperatures while still being able to maintain Raven's operations to a reasonable level.

Preparation:

In October of each year, Raven's management team should designate a Cold Weather Team of 2-3 people from each department (both managers and other staff) who are willing and able to work in extreme cold. This can be based on factors such as: level of experience and knowledge of the building/equipment, and ability to transport themselves to work in cold weather.

Procedure:

Based on CBC's weather report or Environment Canada's website at 7:30am, if the temperature is -40 degrees or colder without wind chill, and this period of -40 is only expected to last 1 or 2 days:

1. Raven Recycling will be closed and no operations will be expected to be carried out.
2. No employees except for those who are part of the Cold Weather Team will be expected to come into work.
3. One member of the Cold Weather Team should come to Raven Recycling in the morning to do the following:
 - a. Ensure that the building's heating and other systems are functioning.
 - b. Put up notices on the doors alerting the public that Raven is closed.
4. The Operations Manager should communicate with all delivery companies advising them that Raven is closed.
5. The Communications Coordinator or another staff member should update Raven's social media to advise the public that Raven is closed.
6. The member of the Cold Weather Team who comes to the building, as well as anyone else working from home, will be paid for a whole day.
7. All other staff scheduled to work will be paid for a half-day.

If the period of -40 degrees or colder without wind chill persists for 3 - 5 days:

1. Raven Recycling will remain closed to the public but limited operations will be carried out.
2. The entire Cold Weather Team should come to Raven in the morning to do the following:
 - a. Ensure that the building's heating and other systems are functioning.
 - b. Clear out areas where material may have been left by the public, such as the donations drop box in the Depot, the public drop-off bins/bunkers, and the e-waste drop-off area.
 - c. Check phone messages and respond to callers as needed.
 - d. Ensure that signage informing the public of the closure is still in place.
 - e. Receive any urgent deliveries.
3. If daytime temperatures rise above -40, the Cold Weather Team may also do the following:
 - a. Open the Depot to the public.
 - b. Do a limited amount of baling of cardboard, paper and mixed plastics to prevent those piles of material from overflowing.
4. The members of the Cold Weather Team, as well as anyone else working from home, will be paid for a whole day.
5. All other staff scheduled to work will be paid for a half-day of work, budget-permitting.

If the period of -40 degrees or colder without windchill persists for more than 5 days:

1. Raven Recycling's management team will determine whether to continue to proceed with only limited operations carried out by the Cold Weather Team, or attempt to carry out regular activity with all staff.

Once temperatures rise above -40 degrees as of 7:30 am:

1. All staff will be expected to return to work, and operations will be carried out as normal.

Sober at Work

Employees who are under the influence of any substance (prescription or recreational drugs, alcohol, etc.) known to hinder performance will not be permitted to operate machinery, interact with customers, or perform any other duties at Raven Recycling. An Employee who is unable to perform their tasks due to the influence of substances that hinder performance should call their direct manager and the Front Desk to let Raven Recycling know they are not able to work. Employees who do not call in may be subject to the Abandonment of Position Policy under Reasons for Dismissal.

Employees unable to work due to a substance which hinders their ability to work may be able to apply Sick Leave to their absence with the approval of their direct manager or the Executive Director.

Employees who struggle with addiction and who are seeking support from outside resources may ask the Executive Director for support in the form of Special Leave or under any other applicable Policy.

All Employee information shared regarding Addiction falls under Raven Recycling's Privacy Policy and will therefore be kept confidential.

For a list of Addiction Services available in Yukon, please see the Resource List at the end of this Policy.

Personal Listening Devices

Raven Recycling understands that music and podcasts can have a positive effect on Employees while they are at work. However, using earbuds or earphones can present significant risks to employee and customer safety in some situations. Therefore, Employees using headphones or earbuds should always take into the account the following:

- Wearing headphones/earbuds should never prevent someone from being able to hear machinery that is moving around them.

- Wearing headphones/earbuds should never impede someone's ability to hear other people who need to communicate with them.
- Wearing headphones/earbuds is not a substitute for safety ear protection.

Therefore, all Employees listening to music or podcasts on a personal device must:

- Leave one ear free of earbuds or headphones.
- Keep the volume at a level that allows them to hear equipment operating and co-workers talking to them
- Ensure their device does not impede their ability to wear safety ear protection

Should management observe that someone is unable to focus on their safety and/or job while listening to their personal devices, even when following the above guidelines, management may make the decision that headphones will not be permitted while on the job.

Lost & found policy

Many things are found at Raven, some of which have great value and which may have been lost by our customers. To protect our workers and ensure the public has the best possible chance of recovering their lost items, all employees must follow these guidelines:

- Items that are likely to have been lost by a customer or other member of the public must be turned in to the most immediately available manager right away with details about where and when it was found. Items include:
 - Cheques
 - Cash over \$20
 - Any other item of significant value
- The receiving manager will take the item to the RCMP at the earliest opportunity and provide details about where and when it was found and by whom.
- If it is not possible to take the item to the RCMP right away, the item may be kept in Raven's safe for up to 24 hours.
- With the finder's permission, the manager will request that the item is returned to the finder if it is not claimed after 90 days. The manager will provide the finder's contact information to the RCMP.
- Under no circumstances will any employee keep an item found at Raven, unless it is cash under \$20, without following the above steps.

Customer and employee care

Policy

Raven Recycling employees are expected to treat all customers and coworkers with care and respect.

The building and surrounding area poses many hazards to customers. All employees are expected to understand what those hazards are in order to ensure the premises are as safe as possible, and to anticipate that some customers will need more help than others.

Procedures

Raven employees are expected to help customers to the best of their abilities at all times. This includes:

- Keeping all areas accessed by the public free of snow, ice and dangerous materials.
- Ensuring that any area undergoing construction is secured and instructions for the public are visible.
- Helping customers bring material into the building if needed.
- Helping customers lift material over the counter if needed.
- Explaining how Raven's programs work to new customers or others who need a refresher.
- Communicating clearly with customers when there are changes to the way Raven operates.
- Listening carefully and documenting customer concerns and complaints.
- Assuring the customer that their concern will be passed along to the appropriate manager if the issue cannot be resolved immediately.
- Requesting contact information for the customer to allow for follow up.
- Providing the customer with contact information for the appropriate manager if requested.

Employee and customer safety is Raven Recycling's primary concern. The following points are meant to guide employee conduct in unsafe situations:

- Employees are not required to engage with customers or co-workers who are behaving in an aggressive manner. However, if interaction is unavoidable or they are witness to aggressive behaviour, the employee is expected to let their manager, or another manager, know about the interaction immediately.

- In a situation where a customer or co-worker is harassing or otherwise creating an unsafe situation for the employee, the employee may physically remove themselves from the situation. The employee must inform their manager or the nearest member of management as soon as possible.
- If an employee witnesses a co-worker harassing or otherwise creating an unsafe situation for a customer, the incident must be reported to the worker's manager, or another manager, as soon as possible.
- Managers have the authority to ask employees or customers to leave the premises if that person:
 - Is behaving violently or abusively to Raven employees or other customers
 - Discriminates against Raven employees or other customers
 - Is under the influence of any substance that, as a result, causes concern for the safety and wellbeing of themselves or others

If a customer or employee behaves violently or threatens to become violent, Raven employees must immediately call 911 and fill out an incident report.

- In instances where a customer has caused harm to staff or property, Raven's managers are expected to make decisions in a manner that allows a fair chance for corrective action to be taken by the person who caused harm, or otherwise behaved poorly, and for a second chance to be given when appropriate. The following steps will be taken:
 - The manager will ask the customer for their contact info and let them know that they will follow up with them if appropriate.
 - The manager will impose a temporary ban on that person entering the premises and support staff to recognize the person if they do attempt to return.
 - The manager will bring the incident to the next management team meeting or sooner.
 - The management team will make, and document, a decision about whether the customer will be allowed back on the premises and under what conditions.
 - The manager will provide an opportunity for their team to debrief the incident and decision.
 - The manager will document any concerns raised by their team members.
 - If the person of concern is a staff member, the manager will provide the ED with documentation to add to the employee's personnel file. No other copy will be kept in any location.

10.0 Discrimination, Violence & Harassment

Raven Recycling Society is committed to providing a workplace where all workers are treated with dignity and respect. Each worker has the right to a workplace free of violence, discrimination and harassment. Discrimination, violence and harassment will not be tolerated from any person in the workplace including managers, workers, customers, clients, other employers, or members of the public.

Workplace violence is generally understood as the threatened, attempted or actual application of physical force toward a worker that is likely to cause harm or lead a worker to believe that they are likely to be harmed. Violence can cause physical and psychological injuries.

Workplace harassment is generally understood as any comments or behaviours that we know, or should know, are unwelcome. This includes (but is not limited to) any inappropriate comments or objectionable behaviour relating to a worker's sex, sexual orientation, race, gender identity, gender expression, marital status, financial standing, disability, etc.

Discrimination is generally understood as occurring when a person or group is treated unfavourably because of a protected personal characteristic. As per the *Yukon Human Rights Act* these protected characteristics are:

- Ancestry, including colour or race
- National origin
- Ethnic or linguistic background or origin
- Religion or Creed, or religious belief, religious association, or religious activity
- Age
- Sex, including pregnancy, and pregnancy related conditions
- Gender identity or gender expression
- Sexual orientation
- Physical or mental disability
- Criminal charges or criminal record
- Political belief, political association, or political activity
- Marital or family status
- Source of income
- Actual or presumed association with other individuals or groups whose identity or membership is determined by any of the above

Responsibilities

Raven's Executive Director, managers are responsible for a safe work environment, free of harassment. All managers sign a Manager's Code of Conduct, in which we agree to respect the workplace discrimination, violence and harassment prevention policy and procedures. We are responsible for ensuring that the procedures are known and followed by all Employees.

Employees are entitled to a discrimination, violence and harassment-free workplace. Each Employee at our organization must comply with the workplace discrimination, violence and harassment prevention policy and its procedures. Employees must treat each other with respect and not engage in any workplace discrimination, violence or harassment. Each Employee has the right to report any concerns or incidents of discrimination, violence and/or harassment.

Reporting

Employees have the right to report any instance of discrimination, violence and/or harassment. Should a worker witness or become the victim of discrimination, violence and/or harassment either by the employer, another Employee or a customer, they are encouraged to report the instance to their manager and fill out an incident reporting form as soon after the incident occurs as possible (appendix 4).

If the manager is the perpetrator, or the Employee who has experienced discrimination, violence or harassment is uncomfortable reporting to their manager for any reason, the Employee may report to the Executive Director.

If the Executive Director is the perpetrator, an Employee should report to the Board of Directors.

If a board member is the perpetrator, the Employee should contact the Workers Compensation Board or the Yukon Human Rights Commission.

If an Employee is not comfortable reporting to any of the above people, a report can be filed through the Spot app. Spot is an automated chatbot designed to help you document experiences of harassment or discrimination. You may keep your reports for yourself until you decide on a course of action. You may also submit them to the Yukon Human Rights Commission for safekeeping or use Spot to ask questions.

Investigation

Once an incident is reported, Raven Recycling will take the following actions in a timely manner:

- If warranted, Raven will take immediate action to protect the Employee making the complaint.
- A meeting will be scheduled with the complainant within five days after a complaint.
- Interviews will be conducted to investigate the details of the complaint within 15 days.

- An investigation report will be available within 3 days.
- Both parties will have 14 days to respond to the report. After this time period, corrective actions may be taken.

The privacy of all involved in a complaint or incident of discrimination, violence and/or harassment will be protected as much as possible. Raven Recycling will not identify to anyone a complainant, a respondent, any witnesses or any circumstances about a complaint, including personal information, unless it is necessary for the purpose of the investigation; to share the results of an investigation; for corrective action relating to the complaint; to inform workers of a risk of discrimination, violence and/or harassment; or where required by law.

If any personal information is shared, it will be the minimum amount needed to complete the investigation.

This violence and harassment prevention policy does not limit a worker's rights under any other laws.

Resolution

Any Employee found to have discriminated against, to have been violent toward or to have harassed another person will be subject to appropriate corrective action by the employer. Corrective actions include, but are not limited to the following:

- Training on internal policies and procedures.
- Training on conflict resolution or assertiveness.
- Reprimanding, suspending or terminating.

No Employee can be penalized or reprimanded when doing their best to follow this policy and the procedures for preventing workplace violence and harassment.

Resources

Employees who have been affected by workplace discrimination, violence or harassment have access to the following services and resources:

- Yukon Workers Health and Compensation Board: assesses whether or not a workplace is compliant with legislation and will identify whether or not the current workplace policies/procedures are the minimum needed to address specific complaints.

- Yukon Human Rights Commission (YHRC): handles cases that have involved discrimination and provides information on human rights and workplace sexual harassment.
- If taking time off for treatment, Employees may be entitled to sick leave pay or benefits via the Workers Compensation Board
- Mental health care resources (please refer to the Resource List)
- Spot is hosted on YHRC's website: <https://yukonhumanrights.ca/spot/>.

Training

Raven Recycling Society will ensure that all employees have read and understand the policies and procedures in this Personnel Policy.

At minimum, Raven provides annual training to all Employees about workplace harassment, violence and discrimination, and strives to provide information regularly throughout the year at wellness day events. These events are typically held once every other month and involve presentations by people working within the human rights, worker compensation & safety and mental wellness fields.

Our organization will make sure that this policy and supporting procedures are implemented, updated and maintained as needed. The policy and procedures will be reviewed and adjusted at minimum every three years. If there are any concerns with this policy or the procedures, please describe and bring them to the attention of the Employee's direct manager.

11.0 Disciplinary Actions

Disciplinary actions are designed to be part of a constructive and positive process to ensure a sound understanding of the Employee's performance and role within the organization and to promote improvement.

Disciplinary action may be recommended by a direct manager and is determined in consultation with the Executive Director.

All disciplinary actions will be carried out in accordance with Raven's confidentiality policies (Section 8.0)

Any disciplinary action will be in keeping with the degree and/or nature of the incident and may include:

- Corrective counselling - the manager will clearly identify the Employee's action or behavior that is not acceptable and provide specific steps that the employee needs to take to change the behavior or avoid a repeat incident
- Verbal warnings - these are intended to give employees clear guidance that their action or behavior is not acceptable
- Disciplinary letters - these are written warnings that occur when an unacceptable action or behavior has been repeated after a verbal warning. Disciplinary letters clearly identify the unacceptable action or behavior and the next steps that will be taken if the action or behavior are repeated.
- Suspension - this is a last resort and will only happen if a behavior or action has been repeated after a verbal and written warning, or following a verbal warning if the action or behavior is severe enough to warrant. Suspension will be limited to a maximum of one week of work, according to the Employee's average length of work week.

If all attempts to retain employment have been made using disciplinary action but there is no improvement, termination of employment will be necessary. See section 12.0.

12.0 Ending Employment

Voluntary Resignations

All staff submitting resignations after their probationary period must give notice in writing to their manager with two weeks' notice. If the direct manager is not available, written notice should be submitted to the Executive Director. Any Employee may ask their manager or the Executive Director for help writing a resignation letter at any time. Any Employee may revoke their verbal or written resignation within 48 hours.

The Executive Director will keep a record of the resignation in the Employee's personnel file for 7 years following the Employee's exit from Raven Recycling as required by the Federal Government.

Terminations

General

Termination of employment is used as a last resort to deal with issues that have been addressed with an Employee fairly by Raven management but have not been resolved by an Employee. Before termination of employment is considered, all attempts within reason will be made by management to help Employees fulfill their obligations outlined within the personnel policies, employment contracts or agreements and work plans.

Raven complies with the Yukon Employment Standards Act for all terminations. Details can be found here: <https://yukon.ca/sites/yukon.ca/files/cs/cs-termination-of-employment-fact-sheet.pdf>

Reasons for Dismissal

Include but are not limited to:

1. Harassment, discrimination or physical aggression towards other staff or the public.
2. Behaviour which creates a hazard to the public, to themselves or to any other worker.
3. Non-compliance with the job description, work plan or conditions of employment.
4. Abandonment of position.
5. Engagement in theft or fraudulent activity.
6. Wilful damage to Raven's property or staff or public property contained therein
7. Continued damage to Raven's property after training and other appropriate supports are provided and other avenues for mitigation are exhausted.

Procedure for Dismissal of Staff

1. Dismissals may be delivered verbally or in writing.
2. All dismissal matters will be dealt with and documented in a confidential manner.

Layoffs

Depending on the organization's financial solvency, layoffs of personnel may be necessary. Layoff decisions will be based primarily on operational requirements and seniority.

13.0 Grievances

General

Raven Recycling recognizes that grievances relating to personnel practices and decisions will arise from time to time and is committed to resolving any conflict, misunderstanding or infraction in a manner that is positive and constructive both for the individuals involved and for the organization as a whole.

All Employees have the right to bring a grievance forward to their direct manager, Executive Director or Board of Directors at any time during their employment or after receiving notice of termination of employment.

Grievances may address any serious issue including but not limited to:

- Disciplinary actions
- Performance evaluations
- Violation of personnel or safety policies
- Denial of benefits
- Working conditions
- Termination of employment
- Any reason outlined in the Employment Standards Act and Regulations

An Employee can elect to have someone to assist them through this appeals/grievance process and should follow this sequence of steps:

- Try to solve the issue through direct communication with the manager or other employees involved as the case may be.
- If the grievance is not resolved in the above manner, the employee(s) and manager will present the grievance to the Executive Director for resolution separately and then together as appropriate.

If the Executive Director is involved in resolution, they will define a process and schedule for hearing from parties about the grievance, and will advise all parties about the process and schedule.

- The process will provide a fair, safe and respectful opportunity for all parties to present views to the ED.
- The ED will endeavor to complete their process within 15 days after agreeing to hear the grievance.

Taking a grievance to the Board of Directors

Staff may take a grievance to the Board level if the Employee alleges either that the Raven Personnel Policy (a) has been violated or (b) does not adequately protect his/her human rights or meet Employment Standards, or if the grievance directly involves a complaint about the Executive Director. In any of these cases the following applies:

- Notice of grievance must be submitted in writing to the Board President within 15 days of the incident or decision.
- If a grievance is made more than 15 days after an incident or decision, then the person or party must submit a written request for permission to grieve, which must outline the reasons for the delay.
- The notice must include:
 - a brief summary of what is being grieved
 - a list of all parties involved in the grievance
 - if it is a group grievance, the name of the contact person
 - relevant background information
- Copies of the notice of grievance must be given to all parties involved by the person or party making the grievance.
- Once a grievance is submitted, the Board will respond in writing to all parties within five business days to confirm it has received the grievance and to set a date, time and location for the hearing into the grievance or to give notice of its decision (with reasons) not to hear it.
- If the Board agrees to hear the grievance, then the Board will define a process and schedule for hearing from parties about the grievance, and will advise all parties about the process and schedule.
 - The process will provide a fair, safe and respectful opportunity for all parties to present views to the Board.
 - The Board will endeavor to complete its process within 15 days after providing notice that it will hear a grievance.

Board President contact info: ravenboardcontact@gmail.com

If an email sent to this address is not responded to within 24 hours, please ask Raven's Administrative Coordinator for an alternate contact.

Resource List

Emergency Services

In an emergency situation, call 911

From Raven internal phone dial 9-911

Legislative resources

Yukon Employment Standards

307 Black St, Whitehorse

Ph: (867) 667-5944

<https://yukon.ca/en/employment/employment-standards>

Yukon Workers' Safety & Compensation Board

401 Strickland St, Whitehorse

Ph: 867-667-5645

Toll free: 800-661-0443

www.wcb.yk.ca

Yukon Human Rights Commission

305 Main St #215, Whitehorse

Ph: (867) 667-6226

<https://yukonhumanrights.ca/>

First Nations Resources

Kwanlin Dün First Nation

35 McIntyre Drive, Whitehorse

Ph: (867) 633-7800

Ta'an Kwach'an Council

117 Industrial Road, Whitehorse

Ph: (867) 668-3613

Committee on Abuse in Residential Schools Society (CAIRS)

4198 4th Ave, Whitehorse

Ph: (867) 667-2247

Skookum Jim Friendship Centre

3159 – 3rd Avenue, Whitehorse

Ph: (867) 633-7680

Food & Housing

Emergency Youth Shelter

3159 – 3rd Avenue, Whitehorse

Ph: 867-633-7699

Food Bank

306 Alexander St, Whitehorse

Ph: (867) 393-2265

Safe at Home Society

<https://safeathomeyukon.ca/>

310 Alexander Street, Whitehorse

Ph: 867-332-0630

Addiction Services

Adult Counselling Services

Ph: (867) 456-3838

Available Mon-Fri

Alcohol & Drug Services:

609 Steele St, Whitehorse, YT Y1A 1M9

Ph: (867) 456-3838

Toll free in Yukon: 1-866-456-3838

Kwanlin Dun First Nation Jackson Lake Healing Camp

35 McIntyre Drive

Whitehorse, YT, Y1A 5A5

Ph: (867) 633-7800

212 Main Street, Suite 210 – 2nd floor

Champagne and Aishihik First Nations Wellness Program

#1 Allen Place, P.O. Box 5310
Haines Junction, YT, Y0B 1L0
Ph: (867) 821-4251

Mental Health & Counselling

Adult Counselling Services
Ph: (867) 456-3838

*Canadian Mental Health Association,
Yukon Division*
415 Baxter Street
Whitehorse, Yukon Y1A 2T6

Hospice Yukon
409 Jarvis St, Whitehorse
Ph: (867) 667-7429
#10-4230 4th Ave

Reporting & legal services

Victim Services
Phone: 867-667-8500
Spot – Yukon Human Rights Commission
<https://yukonhumanrights.ca/spot/>
Ph: (867) 668-6429
E-mail: admin@yukon.cmha.ca

RCMP
Ph: (867) 667-5551

Yukon Legal Services Society
101-2131 2nd Ave, Whitehorse
(867) 667-5210

Workplace Sexual Harassment Clinic
info@lawsocietyyukon.com

Resources for Women

Victoria Faulkner Women's Centre
503 Hanson St, Whitehorse
Ph: (867) 667-2693

Women's Transition Home
Ph & crisis line: (867) 668-5733

Yukon Aboriginal Women's Circle (YAWC)
(867)667-6162
info@yawc.ca
407 Black St., Whitehorse

Support for 2SLGBTQIA+ persons

All Genders Yukon Society
<https://www.allgendersyukon.com/>

Queer Yukon
Email: info@queeryukon.com
<https://www.queeryukon.com/about-qys.html>

(867)668-4231
104 Elliot St. Suite #304

APPENDICES

1 - Vacation Leave Agreement

Vacation leave schedule		
Years worked at Raven	# weeks vacation	rate of accumulation
Less than 1 year	2	4 %
1-3	3	6%
3-5	4	8%
5-7	5	10%
7+	6	12%

Name of Employee: _____

Number of years of employment: _____

Number of weeks requested: _____

Comments: _____

I agree to use all of my _____ weeks of vacation time:

Signature of ED

Signature of Employee

2. Permission to Contact Agreement - General

In the case of closure for cold weather, shift changes, or other work-related reasons that need to be communicated to employees who are off-shift, it is necessary for Raven Recycling to contact Employees outside of working hours and to store phone numbers on company mobile devices. Employee contact information will be kept confidential as per the Company Cell Phone Policy.

I, _____, give permission to Raven Recycling to contact me
Please print
outside of work hours for reasons relating to my employment there. I also give permission for my manager to keep my number in their phone for the duration of my employment.

Signature

Date:

3. Permission to Contact Agreement - vacation leave

I, _____, give permission to Raven Recycling to contact me during my
 Please print
time on vacation, with the understanding that I may choose not to respond.

Signature

Date:

4. Incident Report - Violence, Harassment & Discrimination

This report may be filled out by a victim or a witness.

Please provide as much detail about the incident as you are comfortable reporting. Raven Recycling will keep information shared here private and confidential, within our legal responsibilities.

After you have reported an incident, Raven is responsible for conducting a fair investigation and helping find a resolution. Please refer to the personnel policy for the process that we follow.

Thank you for helping make Raven Recycling a safer place to work.

Today's date: _____ Time: _____ Your Name:(optional) _____

Are you the victim of or a witness to this incident? _____

When did the incident occur? Date: _____ Time: _____

Where did it happen? _____

Were there any (other) witnesses? _____

Was anyone physically injured?

- Yes
- No

Was first aid or medical aid required?

- Yes
- No

Incident Description

Please describe, in as much detail as you are able, the incident(s). You may attach additional pages if required.

Who is (are) the offender(s)? _____

What was specifically said or done (words, tone, actions, etc.): _____

How did the incident affect you? _____

Was the incident reported to anyone before you filled out this incident report?

- Yes
- No

If yes, who did you report it to and when?

- Name of manager/supervisor: _____
- External body (RCMP, etc.): _____
- Date and time of reporting _____

Temporary measures

What support do you need from Raven Recycling's management at this time?

Signature (optional): _____ Date: _____