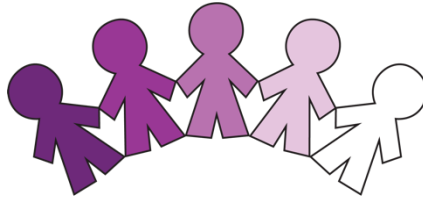


**Umbrella Family and Child
Centres of Hamilton**



Good care educates. Good education cares.

STAFF RELATED POLICIES AND PROCEDURES

Child Care Centre Employees



**Umbrella Family and
Child Centres of Hamilton**

Manual

Staff Related Policies

Last Reviewed

June 2025

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All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



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7.1 JOINING THE UMBRELLA

MANUAL	Staff Related Policy Manual
SECTION	7- Human Resources
POLICY	7.1 Joining the Umbrella
LAST REVISED	December, 2024

RATIONALE

UFCC is committed to hiring, training and compensating staff fairly. Non-discriminatory hiring practices are supported in order to give individuals of all racial and religious backgrounds the opportunity for employment. UFCC believes that everyone has worth and value and all staff are entitled to be respected, supported and treated fairly by their co-workers and supervisors.

UFCC is committed to accommodating applicants with disabilities throughout the hiring process, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Human Resources will work with applicants requesting accommodation at any stage of the hiring process.

RESPONSIBILITY

Human Resources personnel; Supervisors.

POLICY

The Interview Process

During the interview process, applicants will be asked to provide:

- Resume and two business references
- Copies of relevant Diplomas and Certificates, including Food Handlers Certificates (where applicable)
- Evidence of current certification in Standard First Aid and CPR Level C
- Verification of registration in the College of ECE (where applicable)

Upon Hiring

Employment Documents:



Prior to beginning work, new employees will provide the following documents to the UFCC Human Resources Department:

- Copy of signed offer letter
- Pre-Placement Health Review (must include proof of immunizations and negative TB results obtained within the last 6 months)*
- Criminal Reference Check with Vulnerable Sector Screening (completed within last 6 months)
- Copy of void cheque

Prior to beginning work, new employees will be provided with the following documents and required to return signed copies to the UFCC Human Resources Department:

- Completed New Employee Information form
- Federal and Ontario Personal Tax Credits Returns (TD1 and TD1ON)
- Notice of Collection of Personal Information (Freedom of Information and Protection of Privacy Act)

Review and Signing of Policies and Procedures

Prior to beginning work, new employees will be provided with copies of the organization's policies and procedures. Employees will be required to sign a form indicating that they have read and understood these policies. The signed declaration will be returned to the Human Resources Department and a copy forwarded to the site Supervisor or designate for review by the Ministry of Education Program Advisor during licensing visits. Employees are also expected to complete the following through UFCC's online training portal:

- Accessibility for Ontarians with Disabilities (AODA)
- Health and Safety Training
- WHMIS
- Workplace Violence and Anti-Harassment Policy
- Human Rights Training

Upon Placement

Prior to working the first shift in each new location, new employees will review with their Supervisor or designate and sign off on the following site-specific policies, required by the Ministry of Education:

- Anaphylaxis Management Policy
- Administration of Medication Policy
- Emergency Management Policy
- Fire Drills Policy

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



- Supervision of Children Policy
- Individual Medical Plans
- Individual Support Plans

Staff will have to sign off on these forms in each new location they work in.

Policy Attachments: N/A



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8.1 HEALTH AND SAFETY POLICY

MANUAL	Staff Related Policy Manual
SECTION	8- Policies Required by the Ministry of Labour
POLICY	8.1 Health and Safety Policies
SUB-POLICY	8.1.1 Health and Safety Policy Statement
LAST REVISED	December, 2024

RATIONALE

UFCC is committed to the health and safety of our employees and the prevention of occupational injuries and disease. It is our responsibility to be the benchmark in effectively managing and communicating our programs regarding health and safety and maintaining compliance with the Ontario Occupational Health and Safety Act (OHSA) and related regulations.

RESPONSIBILITY

All staff, volunteers and students on placement.

POLICY

Umbrella Family and Child Centres will make every effort to promote and provide a safe and healthy work environment and attitude. We are committed to protecting all our employees from accidental injury, loss, occupational disease, workplace violence and harassment. We will provide a work environment in which all individuals are treated with dignity and respect.

Directors, Managers and Supervisors are responsible to ensure that work procedures, equipment, and the work environment are safe and that employee's work in compliance with established safe work practices and procedures as required for their specific work tasks. They are responsible for immediately responding to suspected or overt situations of violence and harassment. Management will investigate and deal with all incidents and complaints, respecting the privacy of all concerned to the extent possible.

Employees are responsible for their own health and safety and the health and safety of other employees in compliance with established procedures, operating philosophy and in compliance with the Occupational Health & Safety Act and the applicable regulations. All employees are encouraged to raise any concerns about workplace violence and harassment and to report any violent incident, threats, or harassment.

Umbrella Family and Child Centres recognizes that the Joint Health and Safety Committee plays a key role in making the workplace safer and will provide all support necessary to assist the Safety Committee in carrying out their duties and responsibilities under the Act. UFCC has developed a Workplace Violence



and Anti-Harassment Policy and Program. As the employer, UFCC will ensure that this policy and the supporting program is implemented and maintained, and that all employees have the appropriate information and instruction to protect them from violence and harassment in the workplace.

Everyone at the workplace, which includes our centres, head office and home offices, shares the responsibility for health and safety and the wellbeing of all our employees. Safety and loss prevention are an integral part of the daily operations of our workplace.

UFCC:

- Recognizes that an essential part of our operation is dependent on providing a safe and healthy work environment where every individual has been empowered to participate in our health and safety program.
- Recognizes and will take every reasonable step in ensuring a healthy and safe work environment.
- Recognizes and supports the efforts of the Joint Health and Safety Committee (JHSC).
- Recognizes that accidents and illnesses can be controlled, reduced, or eliminated.
- Recognizes the responsibility of both workers and supervisors to work safely by reporting all unsafe working conditions, also ensuring that safe and healthy working conditions are maintained.
- Recognizes all applicable government guidelines, standards, regulations and acts are a minimal requirement and we will meet or exceed these requirements.
- Recognizes that an Early and Safe Return To Work Program (ESRTW) as promoted by the WSIB is an effective way of providing rehabilitation of the injured worker.
- Firmly believes that the incorporation and implementation of proven health and safety principles and practices are an effective way of providing responsible management.

PROCEDURES

1. Annually the Chief Executive Officer will review and sign-off on the Annual Health and Safety Policy Statement.
2. Each location, including the Head Office, will be required to post the signed Policy Statement.



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8.1 HEALTH AND SAFETY POLICY

MANUAL	Staff Related Policy Manual
SECTION	8- Policies Required by the Ministry of Labour
POLICY	8.1 Health and Safety Policy
SUB-POLICY	8.1.2 Roles and Responsibilities
LAST REVISED	December, 2024

POLICY

Umbrella Family recognizes that an essential part of our operation is dependent on providing a safe and healthy work environment where every individual has been empowered to participate in our health and safety program. We recognize the responsibility of both workers and supervisors to work safely by reporting all unsafe working conditions, also ensuring that safe and healthy working conditions are maintained.

RESPONSIBILITIES

The Board of Directors and Officers of UFCC are responsible for:

- Ensuring that UFCC complies with the Ontario Occupational Health and Safety Act and Regulations, orders and requirements of inspectors and Ministry directors and the Minister.
- Setting the priority for health and safety in the workplace and therefore setting the standard for the organization's health and safety performance.
- Affording assistance and co-operation to the UFCC Joint Health and Safety Committee and its members.
- Reviewing and evaluating the Health and Safety Policy at least annually, and signing off the review annually by the current UFCC Board Chairperson.

The Chief Executive Officer is responsible for:

- Taking every precaution reasonable in the circumstances for the protection of the worker.
- Ensuring that health and safety is a standard agenda item at all meetings.
- Ensuring that the health and safety policies and procedures are communicated to employees during their orientation.
- Developing, establishing and providing necessary measures and procedures that are relevant to the workers' work.
- Ensuring that employees work in a safe and healthy manner using the prescribed measures and procedures, and protective devices and that the necessary equipment, materials and protective devices required will be provided and maintained in good condition.
- Providing training and educational programs in health and safety in consultation with the Joint Health and Safety Committee or representative.

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



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- Ensuring that health and safety is a standard agenda item at all staff and supervisors' meetings.
- Preparing and reviewing at least annually, a written occupational health and safety policy and developing and maintaining a program to implement that policy.
- Offering assistance and co-operation to the UFCC Joint Health and Safety Committee and its members.

The Program Supervisor is responsible for:

- Ensuring that workers work in a manner using the protective devices, measures and procedures required by the Ontario Occupational Health and Safety Act (R.S.O. 1990 c.0.1) (OHSA) and associated regulations.
- Ensuring that a copy of this Act is posted in the workplace and/or is readily accessible to employees in an electronic format.
- Ensuring that workers wear and use protective equipment, devices and/or clothing that are required to be worn/used.
- Advising workers of the existence or any potential or actual danger to the health and safety of the worker of which the supervisor is aware.
- Where required, providing a worker with written instructions as to the measures and procedures to be taken for the protection of the worker.
- Taking every precaution reasonable in the circumstances for the protection of the worker.
- Ensuring that the health and safety policies and procedures are communicated to employees during their orientation.
- Ensuring that employees work in a safe and healthy manner using the prescribed measures and procedures, and protective devices and that the necessary equipment, materials and protective devices required will be provided and maintained in good condition.
- Posting at a conspicuous location in the workplace, and/or making readily accessible to employees in an electronic format, a copy of the UFCC Health and Safety Policy.
- Ensuring that health and safety is a standard agenda item at all staff and supervisors' meetings.

The Joint Health and Safety Committee is responsible (as outlined in the Ontario Occupational Health and Safety Act [R.S.O. 1990 c.0.1] [OHSA] and associated regulations) for:

- Identifying potential hazards.
- Evaluating those potential hazards.
- Recommending corrective action for the improvement of health and safety.
- Monitoring programs, measures, and procedures regarding workers' health and safety.
- Working co-operatively with UFCC Board members, Executive Director, Managers, Program Supervisors and co-workers.

Employees of UFCC are responsible for:

- Working in compliance with the Ontario Occupational Health and Safety Act (R.S.O. 1990 c.0.1) and associated regulations.

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



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- Using and wearing the protective equipment devices or clothing that is required to be worn.
- Reporting to the employer or supervisor the absence or defect in any equipment or protective device of which the worker is aware and which may endanger himself/herself or any other worker.
- Reporting to the supervisor any contravention of the Ontario Occupational Health and Safety Act (R.S.O. 1990 c.O.1) and associated regulations or the existence of any hazard of which he/she is aware.
- Actively participating in the identification of workplace hazards with the aim of continuously improving the work environment.
- Ensuring their familiarity with the health and safety program.

In addition, no worker shall:

- Remove or make ineffective any protective device required by the regulations or by the employer, without providing an adequate temporary protective device and when the need for removing the protective device has ceased, the protective device shall be replaced immediately.
- Use or operate any equipment, machine, device, or thing, or work in a manner that may endanger themselves or any other worker.
- Engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.

Visitors, Parents, and the General Public:

When on UFCC premises, visitors, parents, and the general public will be informed of the necessary health and safety policies and expected to behave in a manner consistent with UFCC's Health & Safety policy as required.

Students and Volunteers:

Students and volunteers will be given an orientation to UFCC's Health and Safety Policies and will be expected to comply and work in a safe manner.

Accountability:

Any persons who, in their relationship with UFCC, do not conduct themselves in accordance with UFCC's Health and Safety Policy and all applicable legislation will be subject to disciplinary actions.

PROCEDURE

1. Each employee will be provided with an orientation to their health and safety responsibilities upon hire.



Umbrella Family and Child Centres of Hamilton

8.1 HEALTH AND SAFETY POLICY

MANUAL	Staff Related Policy Manual
SECTION	8- Policies Required by the Ministry of Labour
POLICY	8.1 Health and Safety Policy
SUB-POLICY	8.1.3 Joint Health and Safety Committee
LAST REVISED	December, 2024

POLICY

Umbrella Family is committed to ensuring that it maintains safe workplaces for employees, children and families. The employer shall for each workplace controlled by the employer where twenty (20) or more employees are normally employed, establish a Joint Health and Safety Committee for the purposes of addressing health and safety matters, under Section 9 of the Occupational Health and Safety Act and Safety and Health Care and Residential Facilities Regulations (O. Reg. 67/93).

DEFINITIONS

The Board of Directors and Officers of UFCC are responsible for:

Co-Chairperson – A committee is chaired cooperatively by a member from the worker group and a member from management.

Worker – An employee who has no management authority.

Management – Employees who exercise control of the company, who have charge of the workplace and have the authority to discipline employees, or otherwise assign work.

JHSC – Joint Health and Safety Committee.

Composition

A Joint Health and Safety Committee shall consist of at least two (2) persons and at least half of the members shall be employees who do not exercise managerial functions.

If no person is selected, Umbrella Family shall perform the functions of the committee until a person is selected and the committee is established.

Umbrella Family Management and employees may select alternate members to serve as replacements for members selected by them, who are unable to perform their functions. Alternate members for employee members shall meet the criteria above.



A person may be selected as a member of a Joint Health and Safety Committee for more than one (1) term.

All JHSC members are to serve a minimum two (2)-year term on the committee. However, certified members are encouraged to remain active on the committee for a minimum of three (3) years. A member resigning from the JHSC is required to provide thirty (30) days written notice of their resignation and must make every reasonable effort to assist in finding a replacement before leaving. A member of the committee who ceases to be employed at the workplace ceases to be a member of the committee.

Where a member of the health and safety committee resigns or ceases to be a member for any other reason, the vacancy shall be filled within thirty (30) days after the next regular meeting of the committee.

At least one (1) worker member and one (1) management member will be certified as per the Occupational Health and Safety Act.

A list of the Joint Health and Safety Committee members' names along with work locations will be posted in conspicuous workplace locations.

Selection

The employer shall select the member or members of Joint Health and Safety Committee to represent them from among persons who exercise managerial functions.

Employees shall select, by majority vote, the member or members of the Joint Health and Safety Committee to represent them.

A committee shall establish its own rules of procedure in respect of the time, place and frequency of regular meetings of the committee and may establish any rules of procedure for its operation that it considers advisable.

Co-Chair

A Joint Health and Safety Committee shall have two (2) co-chairs selected from among the members of the committee, one (1) being selected by the representatives of the employees and the other by the representatives of the employer.

The co-chair shall act alternately for such period of time as the Joint Health and Safety Committee specifies in its rules of procedure.

Duties of the Committee

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



A Joint Health and Safety Committee, in respect of the workplace for which it is established :

- Shall participate in the development, implementation and monitoring of a program for the prevention of hazards in the workplace that also provides for the education of employees in health and safety matters related to those hazards;
- Where the program does not cover certain hazards unique to the workplace, shall participate in the development, implementation and monitoring of a program for the prevention of those hazards that also provides for the education of employees in health and safety matters related to those hazards;
- Shall participate in the implementation and monitoring of a program for the provision of personal protective equipment, clothing, devices or materials and shall participate in the development of the program;
- Shall ensure that adequate records are maintained on work accidents, injuries and health hazards relating to the health and safety of employees and regularly monitor data relating to those accidents, injuries and hazards;
- Shall cooperate with inspectors of the Ministry of Labour;
- Shall participate in the implementation of changes that might affect occupational health and safety, including work processes and procedures and shall participate in the planning of the implementation of those changes;
- Shall assist the employer in investigating and assessing the exposure of employees to hazardous substances;
- Shall participate each month in an inspection of a work location, so that every part of the workplace is inspected at least once each year by where possible by a certified member; and
- Shall participate in the development of health and safety policies and programs.

The members of a committee are entitled to take the time required, during their regular working hours, to attend meetings in-person or virtually as determined by the committee, or to perform any of their other functions; and for the purposes of preparation and travel, as authorized by both chairs of the committee, and the Management member with whom they report to.

A committee member shall be compensated by the employer for the functions listed above whether performed during or outside the member's regular working hours.

No person serving as a member of a committee is personally liable for anything done or omitted to be done by the person in good faith under this policy.

The quorum of a Joint Health and Safety Committee shall consist of the majority of the members of the committee, of which at least half are representatives of the employees and at least one (1) is a representative of the employer.

Information

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



The Joint Health and Safety Committee may request from an employer any information that the committee considers necessary to identify existing or potential hazards with respect to materials, processes, equipment or activities

Access

The Joint Health and Safety Committee shall have full access to all of the government and employer reports, studies and tests relating to the health and safety of the employees, or to the parts of those reports, studies and tests that relate to the health and safety of employees but shall not have access to the medical records of any person.

PROCEDURES

Meetings

1. The Joint Health and Safety Committee shall meet during regular working hours at least once every three (3) months and, if other meetings are required as a result of an emergency or other special circumstances, the committee shall meet as required during regular working hours or outside those hours.
2. Meeting dates should be established on a pre-set schedule or at the conclusion of each committee meeting and recorded within the minutes.
3. The health and safety committees may meet in-person or virtually.

Minutes

1. The Chair selected by the representatives of the employer shall provide within one (1) week of the meeting, a copy of the minutes to the employer and to each member of the Joint Health and Safety Committee. Minutes will contain details of all matters discussed, as well as a full description of the problem and their resolution or any action deemed necessary. Minutes should identify members by title and not by name. The minutes of each Joint Health and Safety Committee meeting shall be signed by the two (2) co-chairs.
2. The employer shall post a copy of the minutes in a conspicuous place within one (1) week of the meeting and keep the copy posted there for three (3) months.
3. A copy of the minutes shall be kept by the employer at the workplace to which it applies or at the head office of the employer for a period of two (2) years from the day on which the Joint Health and Safety Committee meeting is held in such a manner that it is readily available for examination by an inspector.



Recommendations

1. The Joint Health and Safety Committee will make recommendations to management in writing for the purpose of rectifying a situation that may be a source of danger or hazard to a worker. The recommendations will include the reasons and requirements for implementations. Upon receiving the recommendations, Management shall respond in writing to the Joint Health and Safety Committee within twenty-one (21) days.



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8.1 HEALTH AND SAFETY POLICY

MANUAL	Staff Related Policy Manual
SECTION	8- Policies Required by the Ministry of Labour
POLICY	8.1 Health and Safety Policy
SUB-POLICY	8.1.4 Workplace Inspections
LAST REVISED	December, 2024

POLICY

Umbrella Family is committed to ensuring that it meets all industry practices and standards required by the Occupational Health and Safety Act and Regulations. The goal of Umbrella Family is to integrate safety into all elements of the organization.

Scope

This inspection program shall apply to all employees within the organization's premises, which includes all Full Day Childcare locations, all Satellite locations and the Head Office. The workplace parties will include but are not limited to all employees, Supervisors, Managers, and Directors.

Definitions

Hazard – A practice, behaviour, physical condition and/or situation that can cause injury, illness or damage to property.

Health Hazard (hazardous material) – Any substance or compound that has the capability of producing adverse effects on the health and safety of humans.

Unsafe Act – The intentional or unintentional violation of an established safe work practice, procedure method or system.

Workplace Inspection – A walk-through of the workplace with the intent of evaluating the working conditions, environmental and acts of people.

Responsibilities

Site Health and Safety Representatives shall:

1. Perform planned inspections on a monthly basis, by the end of the month.
2. Record inspections on the appropriate.
3. Document employee contacts during inspections.
4. Address any deficiencies or hazards with the Designated Supervisor.

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



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5. Forward the completed checklist to their Designated Supervisor and post on the Health and Safety board, following the inspection.

The Program Supervisors shall:

1. Perform unplanned inspections on an ongoing basis.
2. Record unplanned inspections in a booklet, calendar or daily planner.
3. Follow up and verify that corrective actions have been taken with regards to deficiencies noted during inspections.
4. Document employee contacts during inspections.
5. Assist and accompany JHSC members during JHSC monthly inspection as required.
6. Ensure Program Leaders complete their inspections by the end of each month and compile the open issues and report them to the Designated Supervisor.

The Human Resources Manager shall:

1. Develop in coordination with the JHSC the workplace inspection schedule for JHSC members.
2. Audit completion of workplace inspections.
3. Provide the Chief Executive Officer and Program Managers with a corrective action plan for non-compliance items found during inspections and audits. Provide updates as items are closed.

The Joint Health and Safety Committee (JHSC) shall:

1. Complete the inspections in a thorough manner utilizing the appropriate checklist(s) provided, by the end of each month.
2. Forward the completed checklist to the Human Resources Manager and the appropriate Site Representative or Program Supervisor following the inspection.
3. Immediately notify the Program Supervisor should they have any concerns following the inspection.

PROCEDURES

Training

1. JHSC members, Site Representatives and supervisory staff will receive training on how to conduct workplace inspections.

Documentation

1. Completed workplace inspections shall be retained on file as per Umbrella Family's policies.

Policy Attachments: Satellite Workplace Inspection Form, Full Day Workplace Inspection Form, Head Office Workplace Inspection Form



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8.1 HEALTH AND SAFETY POLICY

MANUAL	Staff Related Policy Manual
SECTION	8- Policies Required by the Ministry of Labour
POLICY	8.1 Health and Safety Policy
SUB-POLICY	8.1.5 Incident Reporting and Investigations
LAST REVISED	December, 2024

POLICY

To outline the procedure for reporting accidents and incidents. To provide information that will ensure effective investigations of work-related incidents and injuries which will promote the reduction or elimination of future incidents.

RESPONSIBILITIES

Employees:

1. All employees are responsible to report occupational accidents, illnesses, incidents, hazardous conditions, near misses, and non-injury property damage.
2. All employees are to be familiar with the procedures for reporting occupational accidents, illnesses, incidents, hazardous conditions and near misses through orientation by their Supervisor.
3. All accidents, illnesses and incidents, near misses, and hazardous conditions, no matter how slight, must be reported and all work-related incidents must be reported to your Supervisor regardless of if you seek medical attention.

Supervisors:

1. Supervisors are responsible for initiating investigation of all work-related incidents using the Incident Reporting and Investigation Form.
2. Completed forms must be forwarded to the Human Resources Manager within forty-eight (48) hours in order to prepare and submit the Form 7 to WSIB if required.

Human Resources Manager:

1. The Human Resources Manager or designate will be responsible for completing and submitting the Form 7 to WSIB within seventy-two (72) hours.
2. A copy of the Form 7 will be kept on file.
3. The Human Resources Manager will track and record all incident reports for review by the JHSC and for the purposes of identifying trends

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



JHSC:

1. The JHSC will review incident reports as provided by the Human Resources Manager and will provide recommendations of preventive and corrective actions where deemed necessary.
2. Worker members of the JHSC will follow up on corrective action, if appropriate, during monthly inspections.

Definitions

Accident – An injury that does require professional medical treatment or lost time from work.

Incident – An injury or illness that does not require professional medical treatment or lost time from work.

Near Miss – A situation, which could have potentially resulted in an accident or incident but did not.

Hazardous Condition – A situation that is identified as having the potential to cause an accident, incident or near miss.

Illness – Any disease resulting from exposure to a substance relating to a particular process, trade or occupation or a disease characteristic of a particular process, trade or occupation.

Non-Injury Property Damage – Any damage of property and/or equipment.

PROCEDURES

Reporting Procedures

1. All injuries, which require first aid treatment only, must be recorded in the first aid logbook. This book will be kept with the first aid kit.

Critical or Fatal Accident Investigation

1. If a person is killed or critically injured, or an accident, explosion or fire causes injury to a person whereby the person is disabled from performing his or her usual work or requires medical attention, a formal accident investigation will be held.
2. In the case of death or critical injury, immediate notice is to be given to a Ministry of Labour Inspector and the Joint Health & Safety Committee
3. An investigation is to be conducted immediately and a written report is to be presented to a Ministry of Labour Director within forty-eight (48) hours by the Manager and Chief Executive Officer in consultation with the certified members of the JHSC.



Non-Critical Injury

1. Where an accident or explosion or fire causes injury to a person, whereby the person is disabled from performing his/her usual work or requires medical attention, an investigation is to be conducted within forty-eight (48) hours.
2. It will be the responsibility of the injured employee's Supervisor to set up the accident investigation meeting. Those required to attend an investigation are the injured employee (where capable), the employee's Supervisor, and a union representative if required.
3. The Supervisor will investigate and report the results and will be responsible for the completion of any recommendations and/or preventive actions.

Investigation Procedure

1. In the event of an accident, no person shall interfere with, disturb, alter or carry away any wreckage, article or thing at the scene of or connected with the occurrence until permission to do so has been given by the investigation team. The only exceptions are to save a life or relieve human suffering, maintaining an essential public utility service or transportation system, or preventing unnecessary damage to equipment and other properties.
2. All accident/incident/hazard investigations should commence immediately and be completed within twenty-four (24) hours. In exceptional circumstances, forty-eight (48) hours is acceptable. A statement from the injured person may be collected at a later date if necessary.
3. All relevant points brought out during the investigation must be accurately recorded.
4. The investigation team must identify all the contributing factors including the people, equipment, materials, environment and/or process to determine which conditions and circumstances contributed to the accident.
5. Identifying the contributing factors may include direct observations and interviews with both the employee and any witnesses.
6. The Supervisor shall summarize the information gathered and propose an action plan.
7. The Supervisor must ensure the proposed action is implemented to prevent further accidents. If the solution is beyond the authority or resources of the supervisor, they must make their Program Manager aware of the problem and put interim procedures in place. The hazards identified in the investigation process must not be allowed to remain without attention while proposed action is pending.
8. The Joint Health and Safety Committee will review data from Accident/Incident Report and Investigation forms, monitor trends and make recommendations to Management on appropriate preventative strategies and priorities in health and safety.
9. The Program Manager will review the Accident/Incident Report and investigation forms and ensure appropriate action has been taken.



Records

1. The Human Resources Manager will compile an annual summary of all accidents, costs and trends and will submit to Chief Executive Officer the JHSC and Management Team for review.
2. Copies of the Accident/Incident Report and Investigation forms will be kept on file for a period of five (5) years following the occurrence.

Policy Attachments: Satellite Workplace Inspection Form, Full Day Workplace Inspection Form, Head Office Workplace Inspection Form



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8.2 ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES (AODA) POLICY

MANUAL	Staff Related Policy Manual
SECTION	8- Policies Required by the Ministry of Labour
POLICY	8.2 AODA Policies
SUB-POLICY	8.2.1 Accessibility for Ontarians with Disabilities Act (AODA)
LAST REVISED	December, 2024

RATIONALE

UFCC is committed to meeting the accessibility needs of people with disabilities in a timely manner and providing a barrier-free environment for our employees, volunteers, job applicants, customers and visitors who enter our premises and access our information/services. We are committed to treating all people in a way that allows them to maintain their dignity and independence and provides the same opportunity to access and benefit from our programs and services as other service users.

We are committed to ensuring our organization's compliance with accessibility legislation by incorporating accessibility considerations into policies, procedures, equipment requirements, training for employees and volunteers.

RESPONSIBILITY

All staff, volunteers and placement students.

POLICY

Multi-Year Plan

Umbrella Family shall create a multi-year Accessibility Plan outlining a phased-in approach to prevent and remove barriers and address the current and future requirements of the AODA. The plan shall be reviewed and updated at least every five (5) years as required.

Procurement Policy

UFCC will incorporate accessibility criteria and features when procuring or acquiring goods, service or facilities. The only exception is in cases where it is impracticable to do so. Where it is deemed impracticable to do so, an explanation shall be provided, upon request.

Training

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



UFCC will provide initial and ongoing training to all employees and volunteers regarding the Accessibility for Ontarians with Disabilities Act and on the Human Rights Code, as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and other staff members. A record of all training offered will be maintained.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- UFCC's Multi-Year Accessibility Plan.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty accessing UFCC's services.
- A quiz to ensure that the material has been understood.

Information and Communications Standard

Feedback

UFCC welcomes any feedback, complaints or questions regarding the methods it uses to provide services to persons with disabilities. UFCC is committed to ensuring that its feedback process is accessible, either upon design or request. Individuals may provide their feedback, complaints or questions in person, by telephone, in writing, or by email to the Human Resources Department at:

Telephone	(905) 312-9836
Fax	(905) 312-8738
Email	info@umbrellafamily.com
Mail	Umbrella Family and Child Centres of Hamilton Suite 302, 1550 Upper James Street, Hamilton ON L9B 2L6

Feedback forms are available on our website or at any location where UFCC offers service.

Every question or complaint will be reviewed and responded to within three (3) business days after receipt of the feedback form. Where possible, any issues raised will be addressed. If an issue cannot be addressed, the complainant will be advised, and an explanation provided.

Accessible Formats/Communications Supports

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



UFCC is committed to creating communication systems that take into account people with disabilities. UFCC will provide or arrange for all publicly available information to be in accessible formats. Communication supports for persons with disabilities will be arranged for in a timely manner and at no additional cost to the individual, upon request. UFCC will consult with people with disabilities to determine their information and communication needs and take into account the person's accessibility needs when customizing individual requests. UFCC will notify the public about the availability of accessible formats and communication supports.

Emergency Procedure, Plans or Public Safety Information

UFCC is committed to providing its clients with publicly available emergency information in an accessible way upon request. We will also provide employees, students on placement and volunteers with disabilities with individualized emergency response information when necessary and requested.

Accessible Websites and Web Content

UFCC will ensure that our website, and where applicable, web content, conforms to the World Wide Web Content Accessibility Guidelines (WCAG) and will refer to the legislation for specific compliance deadlines and requirements. We have taken reasonable steps to ensure that our website is WCAG 2.0 Level A and WCAG 2.0 Level AA compliant.

Employment Standards

UFCC is committed to providing a working environment that is based on respect for the dignity and rights of its employees. Our goal is to create a workplace that is free from harassment and discrimination and provides fair and inclusive systems and practices. As such, we will take all reasonable steps to prevent and remove accessibility barriers that are identified.

Recruitment, Assessment and Selection

UFCC will make known to the public and its employees that, when requested, we will accommodate individuals with disabilities during the recruitment and assessment period. This will be done when posting job positions and when arranging interviews.

When requested, interviews will include a format that will make the information accessible and easy to understand. UFCC will consult with the applicant and provide support or arrange for suitable accommodation accordingly.

UFCC will also notify all successful applicants of the policies and supports for accommodating people with disabilities in the offer letter, and when they are hired.



Accessible Formats and Communications Supports for Employees

UFCC shall inform its employees of policies used to support those employees with disabilities, including but not limited to, the provision of on-the-job accommodations that take into account an employee's accessibility needs due to a disability. Such information will be provided to new employees as soon as practical after they begin their employment and to existing employees whenever there is a change to existing policies on the accessibility needs due to a disability.

If an employee with a disability requests it, UFCC will provide or arrange for the provision of accessible formats and communication supports for information needed in order to perform their job and information that is generally available to all employees in the workplace.

UFCC will consult with the employee making the request to determine the best way to provide the accessible formation or communication support.

Workplace Emergency Response Information

Where required, UFCC will provide a tailored workplace emergency response plan or information for employees with disabilities. The plan will take into account the unique challenges created by the individual's disability and the physical nature of the workplace and will be created in consultation with the employee.

Documented Individual Accommodation Plans

UFCC will have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans will include specific elements including:

- the manner in which the employee can participate in the development of the plan;
- the means by which the employee is assessed on an individual basis;
- the manner in which an employer can request an evaluation by an outside medical expert, or other experts (at UFCC's expense) to determine if accommodation can be achieved, or how it can be achieved;
- the steps taken to protect the privacy of the employee's personal information;
- the frequency with which the individual accommodation plan will be reviewed or updated and the manner in which it will be done;
- if the individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee; and
- the means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.



Individual accommodation plans shall include any information regarding accessible formats and communications supports and any individualized workplace emergency response information to be provided, as agreed to with the employee. Individual accommodation plans shall also identify any other accommodation that is to be provided.

Return to Work Process

UFCC will develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability and who require disability-related accommodations in order to return to work. The return-to-work process includes an outline of the steps UFCC will take to facilitate the employee's return to work and use documented individual accommodation plans.

Performance Management

When employing performance management tools to assess and improve employee performance, productivity and effectiveness, UFCC will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans.

Career Development and Advancement

UFCC will respect the accessibility needs of its employees with disabilities when making decisions related to career development and advancement.

Redeployment

If UFCC uses redeployment processes, such as reassignment of employees to other departments within the organization as an alternative to a "layoff" when a particular job or department has been eliminated, it will take into account the accessibility needs of its employees with disabilities.

Customer Service Standard

Providing Goods, Services or Facilities to People with Disabilities

UFCC is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

UFCC understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

UFCC is committed to complying with both the Ontario Human Rights Code and the AODA. UFCC is committed to excellence in serving all customers including people with disabilities.



Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our services or facilities. Assistive devices include products such as wheelchairs, walkers, canes and electronic communication devices.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our services or facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability. This may include face to face communication, phone conversations and electronic means. Clients will be offered communication with UFCC by e-mail or Bell Relay Service (1-800-855-0511) if telephone communication is not suitable to their communication needs or is not available. We will work with the person with a disability to determine what method of communication works for them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

A service animal can usually be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks. When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation that confirms the person needs the service animal for reasons relating to their disability. A regulated health professional could be a physician, nurse, psychotherapist, audiologist, chiropractor, optometrist, physiotherapist, or occupational therapist.

All service animals must have proof of inoculations/vaccinations required under the Early Years and Child Care Act (2014).



If service animals are prohibited by another law, we will explain why the animal is excluded and discuss with the person with a disability another way of providing services or access to our facilities. Examples include the Ontario Health Protection and Promotion Act (HPPA) or the Ontario Food Safety and Quality Act, which prohibits service animals in places where food is prepared, processed or handled. This Act would prohibit the presence of a service animal in the kitchen of any childcare facility we operate.

Where a service animal is not allowed by law, alternative options will be explored to provide the service to the person with a disability.

Where there is a risk to the health and safety of another person as a result of the presence of a service animal, consideration must be given to options available prior to the exclusion of a service animal. An example would be a situation where an individual has a severe allergy to the service animal. It is our expectation that the situation be fully analyzed, and all measures taken to eliminate the risk and accommodate both persons; and making reasonable alterations to schedules.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, UFCC might require a person with a disability to be accompanied by a support person for the health or safety reasons of the person with a disability or others on the premises. Before making a decision, UFCC will consult with the person with a disability to understand their needs, consider health or safety reasons based on available evidence and determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

The support person will be required to comply with all health and safety regulations and UFCC policies pertaining to adults who have contact with the children in our care. These will be made clear to the support person prior to their participating in our programs.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, UFCC will notify customers as promptly as possible. The notice will be posted at the entrance of the applicable centre, as well as being provided verbally, electronically or in person if applicable. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

UFCC will notify clients if there is a planned or unexpected disruption of a facility or service persons. Examples of disruptions could include snow days due to inclement weather, school lock downs. The notice will include the following information:



(i) All notices of temporary disruptions will be posted on UFCC's website, voicemail, and all staff affected will receive notice from another UFCC staff member.

(ii) All UFCC programs operate in Hamilton Wentworth District School Board (HWDSB) schools. When the school board makes a decision to close schools for the day due to a snowstorm or snow emergency, UFCC programs are also canceled. Notice of school closures are given on the radio (CHML or K-Lite FM) or CHCH television. There is usually information about snow closures posted on the HWDSB website, as well.

Notice of Availability of Documents

UFCC will notify the public that documents related to accessible customer service, are available upon request by posting a notice on our website. UFCC will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Modifications to This or Other Policies

Any policies of UFCC that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Policy Attachments: N/A



**Umbrella Family and
Child Centres of Hamilton**

8.2 ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES (AODA) POLICY

MANUAL	Staff Related Policy Manual
SECTION	8- Policies Required by the Ministry of Labour
POLICY	8.2 AODA Policy
SUB-POLICY	8.2.2 Individual Accommodation Plan
LAST REVISED	December, 2024

RATIONALE

Umbrella Family, in accordance with its responsibilities under the Accessibility for Ontarians with Disability Act (AODA) and the Human Rights Code of the Province of Ontario, will proactively seek to reasonably accommodate employees, volunteers and placement students with a disability. Umbrella Family is committed to removing barriers that limit, restrict or prevent individuals with a disability to fully participate in the workplace. Umbrella Family has adopted a process and plan to provide, when required, individualized accommodation for employees, volunteers and placement students.

RESPONSIBILITY

For the purposes of this policy, *Employee* refers to employees, contractors, student on placements, and volunteers.

POLICY

Umbrella Family shall notify internal and external job applicants about the availability of accommodations upon request for applicants with disabilities. This may take the form of a notice posted to the website of the organization or a statement on a job posting for which “accommodation for applicants with disabilities is available upon request.” In addition, job applicants who have been selected to participate in an assessment or selection process shall be notified that accommodations are available. The related materials or processes required specific to the job applicant’s disability shall be discussed in consultation with the applicant.

Umbrella Family defines reasonable accommodation as the removal or alleviation of barriers in the workplace to enable the participation of a person with a disability. Workplace accommodations can range in their complexity and costs.

Umbrella Family will notify all employees, volunteers and placement students of the availability of an individualized accommodation. A request by an employee, volunteer or placement student for a

All policies and procedures are reviewed regularly to reflect Umbrella’s most current practice.



workplace accommodation for a disability will be considered on a case-by-case basis. The commitment by Umbrella Family to inclusion and equity will guide the dialogue and actions of the organization. Umbrella Family recognizes that workplace accommodation is a partnership with the involved employee, volunteer or placement student. The final decision regarding an accommodation request will be determined by Umbrella Family. If an employee, volunteer or placement student is dissatisfied with the result, a review can be requested.

PROCEDURES

A. Accommodation Request

1. An employee, volunteer or placement student with a disability will notify their Designated Supervisor that an individual accommodation is required because essential responsibilities and duties cannot be performed. A Designated Supervisor can also identify a situation where an individual accommodation may be warranted.
2. The employee and Designated Supervisor determine the medical and/or other assessments required to better assess the limitation or barrier and determine the accommodation.
3. The Designated Supervisor then formally requests in writing the medical and/or any other information that is required. In many cases, the Designated Supervisor may request the completion of a Functional Abilities Form (FAF) be completed by the employee's treating physician (or medical professional). If this request does not provide sufficient information, then Umbrella Family may request the employee and volunteer undergo an independent medical, functional and/or related assessment arranged for by Umbrella Family.
4. The Designated Supervisor in collaboration with their Manager, the Manager of Human Resources and the employee, will review the information compiled and identify the accommodation to be provided.

B. Accommodation Process

5. The Designated Supervisor in collaboration with the Manager of Human Resources and the employee will schedule a meeting to develop an Individual Accommodation Plan.
6. In developing the Individual Accommodation Plan, the Designated Supervisor, Director of Human Resources and employee and volunteer will determine if an emergency response is to be addressed in the plan.
7. The Manager of Human Resources will ultimately approve the Individual Accommodation Plan.
8. The Designated Supervisor will conduct ongoing monitoring and reassessment of the accommodation at regular or agreed upon intervals.
9. The employee and volunteer may request that an Individual Accommodation Plan be reviewed if there is a change in duties and/or work location.

C. Denial of Individual Accommodation Request

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



10. The Designated Supervisor in collaboration with the Manager of Human Resources will have the authority to deny an accommodation request. If a request is denied, then the reasons will be shared with the employee and volunteer in an accessible format.

Policy Attachments: N/A



**Umbrella Family and
Child Centres of Hamilton**

8.3 WORKPLACE VIOLENCE AND HARASSMENT POLICY

MANUAL	Staff Related Policy Manual
SECTION	8- Policies Required by the Ministry of Labour
POLICY	8.3 Workplace Violence and Harassment Policy
LAST REVISED	December, 2024

RATIONALE

UFCC is committed to providing and maintaining a working environment that is based on respect for the dignity and rights of everyone in the organization. It is UFCC's goal to provide a healthy and safe work environment that is free of any form of harassment or violence.

RESPONSIBILITY

For the purposes of this policy, *Employee* refers to employees, contractors, student on placements, and volunteers.

POLICY

Scope

This policy applies to all Board of Directors, employees, volunteers, students, contractors and consultants. It applies in any location in which you are engaged in work-related activities. This includes, but is not limited to:

- The workplace
- During work-related travel – e.g. trips, professional development
- At restaurants, hotels or meeting facilities that are being used for business purposes
- In company owned or leased facilities
- During telephone calls, email or through the use of any information and communications technology; and
- At any work-related social event, whether or not it is company sponsored

This policy also applies to situations in which you are harassed or subjected to violence in the workplace from individuals who are not employees of the organization, such as customers and suppliers, parents of clients, employees and/or visitors of the HWDSB, although the available remedies may be constrained by the situation.

Definitions

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



1. Discrimination

Workplace discrimination includes any distinction, exclusion or preference based on the protected grounds in the Ontario Human Rights Code, which nullifies or impairs equality of opportunity in employment, or equality in the terms and conditions of employment.

The protected grounds of discrimination are:

- Race, colour, ancestry, citizenship, ethnic origin or place of origin
- Creed, religion
- Age
- Sex (including pregnancy and gender identity)
- Sexual orientation
- Family, marital (including same-sex partnership) status
- Disability or perceived disability
- A record of offences for which a pardon has been granted under the Criminal Records Act (Canada) and has not been revoked, or an offence in respect of any provincial enactment

2. Sexual Harassment

Sexual harassment includes conduct or comments of a sexual nature that the recipient does not welcome, or that offend them. It also includes negative or inappropriate conduct or comments that are not necessarily sexual in nature, but which are directed at an individual because of their gender. Anyone can be a victim of harassment, and someone of the same or opposite sex can harass someone else. The conduct or comments may be made directly or indirectly or through the use of information and communications technology. Some examples of sexual harassment are:

- Sexual advances or demands that the recipient does not welcome or want
- Threats, punishment or denial of a benefit for refusing a sexual advance
- Offering a benefit in exchange for a sexual favour
- Leering (persistent sexual staring)
- Displaying sexually offensive material such as posters, pictures, calendars, cartoons, screen savers, pornographic or erotic web sites or other electronic material
- Distributing sexually explicit e-mail messages or attachments such as pictures or video files
- Sexually suggestive or obscene comments or gestures
- Unwelcome remarks, jokes, innuendos, propositions or taunting about a person's body, clothing or sex
- Persistent, unwanted attention after a consensual relationship ends
- Physical contact of a sexual nature, such as touching or caressing; and
- Sexual assault



3. Discriminatory Harassment

Discriminatory harassment includes comments or conduct based on the protected grounds in the Ontario Human Rights Code, which the recipient does not welcome or that offends them. Some examples of discriminatory harassment include:

- Offensive comments, jokes or behaviour that disparage or ridicule a person's membership in one of the protected grounds, such as race, religion or sexual orientation
- Imitating a person's accent, speech or mannerisms
- Persistent or inappropriate questions about whether a person is pregnant, has children or plans to have children; or
- Inappropriate comments or jokes about an individual's age, sexual orientation, personal appearance or weight.

Harassing comments or conduct can poison someone's working environment, making it a hostile or uncomfortable place to work, even if the person is not being directly targeted. This is commonly referred to as a poisoned working environment and it is also a form of harassment. Some examples of actions that can create a poisoned work environment include:

- Displaying offensive or sexual materials such as posters, pictures, calendars, web sites or screen savers
- Distributing offensive e-mail messages, or attachments such as pictures or video files
- Practical jokes that embarrass or insult someone; or
- Jokes or insults that are offensive, racist or discriminatory in nature.

4. Workplace Harassment and Bullying

Workplace harassment is a health and safety issue that is covered under the Occupational Health and Safety Act. The Occupational Health and Safety Act defines workplace harassment as: Engaging in a course of vexatious comment or conduct against a worker in a workplace, including virtually through the use of information and communications technology, that is known or ought reasonably to be known to be unwelcome. Workplace harassment may have some or all of the following components:

- It is generally repetitive, although a single serious incident may constitute workplace harassment if it undermines the recipient's psychological or physical integrity and has a lasting harmful effect
- It is hostile, abusive or inappropriate
- It affects the person's dignity or psychological integrity; and it results in a poisoned work environment.

In addition, behaviour that intimidates, isolates or discriminates against the recipient may also be included. Some examples of workplace harassment are:

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



- Verbally abusive behaviour such as yelling, insults, ridicule and name calling including remarks, jokes or innuendos that demean, ridicule, intimidate or offend
- Workplace pranks, vandalism, bullying and hazing
- Gossiping or spreading malicious rumours
- Excluding or ignoring someone, including persistent exclusion of a particular person from workplace-related social gatherings
- Undermining someone else's efforts by setting impossible goals, with short deadlines and deliberately withholding information that would enable a person to do their job
- Providing only demeaning or trivial tasks in place of normal job duties
- Humiliating someone
- Sabotaging someone else's work
- Displaying or circulating offensive pictures or materials
- Offensive or intimidating phone calls, emails or posts on social media
- Impeding an individual's efforts at promotions or transfers for reasons that are not legitimate
- Making false allegations about someone in memos or other work-related documents

What Isn't Harassment:

Workplace harassment should not be confused with legitimate, reasonable management actions that are part of the normal work function, including:

- Measures to correct performance deficiencies, such as placing someone on a performance improvement plan,
- Imposing discipline for workplace infractions; or
- Requesting medical documents in support of an absence from work

It also does not include normal workplace conflict that may occur between individuals or differences of opinion between co-workers.

The Test of Harassment:

It does not matter whether you intended to offend someone. The test of harassment is whether you knew or should have known that the comments or conduct were unwelcome to the other person. For example, someone may make it clear through their conduct or body language that the behaviour is unwelcome, in which case you must immediately stop that behaviour. Although it is commonly the case, the harasser does not necessarily have to have power or authority over the victim. Harassment can occur from co-worker to co-worker, supervisor to employee and employee to supervisor.

5. Workplace and Domestic Violence



Workplace and domestic violence that may occur in the workplace are health and safety issues, which are covered under the Occupational Health and Safety Act.

Workplace violence is defined under the Occupational Health and Safety Act as:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker
- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker
- A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

It is defined broadly enough to include acts that may be considered criminal. Workplace violence includes:

- Physically threatening behaviour such as shaking a fist at someone, finger pointing, destroying property, throwing objects
- Verbal or written threats to physically attack a worker
- Leaving threatening notes or sending threatening emails
- Wielding a weapon at work
- Stalking someone; and
- Physically aggressive behaviours including hitting, shoving, standing excessively close to someone in an aggressive manner, pushing, kicking, throwing an object at someone, physically restraining someone or any other form of physical or sexual assault.

Violence that occurs outside the normal workplace but which has an impact on the working environment, including working relationships, may also be considered violence in the workplace.

Workplace violence may come from many different sources:

- Strangers or people with no ties to the workplace
- Clients or their families, customers, other employees,
- Intimate relationships outside of work (such as intimate partners, family, friends)

Domestic Violence

If you are experiencing domestic violence that would likely expose you, or other workers, to physical injury that may occur in the workplace, we will take every precaution reasonable to protect you and your co-workers in the circumstances. This may include some or all of the following:

- Creating a safety plan



- Contacting the police
- Establishing enhanced security measures such as a panic button, code words, and door and access security measures
- Screening calls and blocking certain email addresses
- Setting up priority parking or providing escorts to your vehicle or to public transportation
- Adjusting your working hours and location so that they are not predictable; and
- Facilitating your access to counselling through the Employee Assistance Program or other community programs.

We appreciate sensitivity of these issues and will do our best to assist you as discreetly as possible while maintaining your privacy.

Preventing Harassment and Violence

It is our mutual responsibility to ensure that we create and maintain a harassment and violence-free workplace and address violence and/or the threat of violence from all possible sources (including customers, clients, employers, supervisors, workers, strangers and domestic/intimate partners).

UFCC's Commitment

UFCC will do its part by not tolerating or condoning discrimination, harassment or violence in the workplace. This includes making everyone in our organization aware of what behaviour is and is not appropriate, assessing the risk of workplace violence, investigating complaints and imposing suitable corrective measures.

Duties of Supervisors:

Supervisors are expected to assist in creating a harassment-free workplace and to immediately contact their Manager and the Human Resources Manager if they receive a complaint of workplace harassment or violence or witness or are aware of harassing or violent behaviour.

Supervisors must also take every reasonable precaution to protect employees from workplace violence, including evaluating a person's history of violent behaviour to determine whether and to whom this employee poses a risk. In making this evaluation supervisors should consider whether the person's history of violence was associated with the workplace or work; whether the history of violence was directed at a particular employee or employees in general; and, how long ago the incidence of violence occurred.

Supervisors must be sensitive to the climate in the workplace and address potential problems before those problems become serious.



In certain circumstances, supervisors may have a duty to provide information about a risk of workplace violence from a person with a history of violent behaviour if an employee can be expected to encounter that person during the course of his or her work, and the risk of workplace violence is likely to expose the employee to physical injury. Supervisors will only release as much personal information about the person with a history of violent behaviour as is reasonably necessary to protect the employee from physical injury. Supervisors are required to consult with their Manager and the Human Resources Manager prior to releasing information about a person with a history of violence.

Duties of All Employees:

You must do your part by ensuring that your behaviour does not violate this policy and by fostering a work environment that is based on respect and is free of harassment. If you witness the harassment of a co-worker, you are to inform the harassed person that you have witnessed what you believe to be harassment and that you find it unacceptable. Support is often welcome. If that person does not feel that they have been harassed, then normally the incident should be closed. Speak to an advisor if you feel something further may need to be done to address the work environment and encourage the harassed person to report it to their Supervisor.

You are also required to report to your supervisor the existence of any workplace violence or threat of workplace violence which could include domestic violence.

PROCEDURES

Procedure for Resolving and Investigating Harassment Complaints

Informal Procedure:

If you believe that you are being harassed, the first thing to do is to tell the person to stop. Do so as soon as you receive any unwelcome comments or conduct. Although this may be difficult to do, telling the person you don't like their actions is often enough to stop the behaviour. Some of the things you can say that might stop the behaviour include:

"I don't want you to do that." "Please stop doing or saying..."

"It makes me uncomfortable when you..." "I don't find it funny when you..."

If the harassment continues after you have confronted the individual, you may want to provide them with a written statement of the situation. Include specific details of the behaviours you consider to be harassing, your request to the harasser to stop and your expectations that they will stop. Provide details of the next steps you plan to take if the harassment does not stop e.g., filing a formal complaint. Make sure you keep a copy of this statement for yourself. It helps to keep a record of any incident(s) that you



experience. This includes when the harassment started, what happened, whether there were any witnesses and what was your response.

If you believe that someone who is not a member of our organization, e.g., a parent, supplier, etc. has harassed or discriminated against you, please report the harassment to your supervisor. Although UFCC has limited control over third parties, we will do our best to address the issue and prevent further problems from arising.

Formal Procedure:

If you bring a formal complaint we will need as much written information as possible, including the name of the person you believe is harassing you, the place, date and time of the incident(s), and the names of any possible witnesses.

If at any time, an employee experiences harassment or violence from their direct Supervisor or any member of Management, they may report the incident to one of the following: a member of JHSC, their Health & Safety Representative, another member of Management team and/or the Union President. It will be the responsibility of any of the previously noted employees to report their concerns to the Human Resources Manager to initiate the formal reporting procedure.

It is important that we receive your complaint as soon as possible so that the problem doesn't escalate or happen again. Once we receive your complaint, we will initiate a formal investigation, if it is necessary and appropriate to do so.

Discrimination and harassment are serious matters. Therefore, if you decide not to make a formal complaint, we may still need to investigate the matter and take steps to prevent further harassment. For example, we may need to continue with an investigation if the allegations are serious or if there have been previous complaints or incidents involving the respondent.

Please note that it is our policy not to investigate anonymous complaints unless there are extenuating circumstances.

Investigation Procedure:

The Program Manager or designate, upon receipt and review of the complaint, will commence the investigation as quickly as possible. In consultation with Human Resources, the organization may choose to use either an internal or external investigator, depending on the nature of the complaint. The investigation will include:

- Interviewing the complainant and respondent to ascertain all of the facts and circumstances relevant to the complaint, including dates and locations
- Interviewing witnesses if any

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



- Reviewing any related documentation; and
- Making detailed notes of the investigation and maintaining them in a confidential file

During an investigation, every effort will be made to ensure that the person reporting the incident/complaint and the person who is accused are accommodated to promote a positive, safe working environment. Employees may be assigned alternative work assignments during their normal working hours. Where an assignment of reasonable alternative work is not practical, the decision may be made to place the 'respondent' on leave with pay pending the outcome of the investigation.

Throughout an investigation all involved persons must make themselves available to participate in the investigation. Employees involved in the investigation are required to maintain confidentiality and are not to communicate any details while the investigation is active or ongoing.

Once the investigation is complete, the investigator(s) will prepare a detailed report of the findings to the Human Resources Manager or designate.

A summary of the findings will also be provided to the complainant and respondent. It is our goal to complete any investigation and communicate the results to the complainant and respondent within thirty (30) days after we receive a complaint, where possible.

Corrective Action:

The Program Manager, with the Human Resources Manager or designate, will determine what action should be taken as a result of the investigation. The Program Manager will inform the complainant and respondent of the results of the investigation and whether (but not necessarily what) corrective measures were taken, if any were necessary.

If a finding of harassment is made, UFCC will take appropriate corrective measures, regardless of the respondent's seniority or position. Corrective measures may include one or more of the following:

- Discipline, such as a verbal warning, written warning or suspension without pay
- Termination with or without cause
- Referral for counselling (sensitivity training), anger management training, supervisory skills training or attendance at educational programs on workplace respect
- A demotion or denial of a promotion
- Reassignment or transfer, and
- Any other disciplinary action deemed appropriate under the circumstances

If a finding of harassment is made, and the respondent is not a staff member (e.g., Client, family, community partner), the Director of Childcare Programs will determine what action should be taken as a result of the investigation. The Program Manager or designate will inform the complainant and



respondent of the results of the investigation and whether corrective measures were taken, if any were necessary.

If there is not enough evidence to substantiate the complaint, corrective measures will not be taken. If you make a complaint in good faith and without malice, regardless of the outcome of the investigation, you will not be subject to any form of discipline. UFCC will, however, discipline or terminate anyone who brings a false and malicious complaint.

Procedure for Resolving and Investigating Workplace Violence

Workplace Violence:

You have the right to refuse work if workplace violence is likely to endanger you. In that instance, please immediately contact your Supervisor, at which point appropriate measures will be taken to protect you and investigate the situation. You will be moved to a safe place as near as reasonably possible to your normal workstation and will need to be available for the purposes of investigating the incident. In some circumstances, subject to the provisions of the collective agreement, you may be provided with reasonable alternative work during normal working hours. In appropriate circumstances, we may contact the police, or other emergency responders as appropriate, to assist, intervene or investigate workplace violence.

Details about the measures and procedures for summoning immediate assistance will be provided and may include:

- Equipment to summon assistance such as fixed or personal alarms, locator's or tracking
- Systems, phones, cell phones, etc.;
- Emergency telephone numbers and/or email addresses;
- Emergency procedures

Provided the situation is dealt with quickly and the danger to workers is removed, the necessity of work refusal may be alleviated.

Investigation Procedure:

You are required to report the existence of any workplace violence or threat of workplace violence to your Designated Supervisor who will report to their Manager. The organization may choose to use either an internal or external investigator, depending on the nature of the incident.

The investigation will include:

- Conducting interviews of relevant individuals to ascertain all of the facts and circumstances relevant to the complaint, including dates and locations

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



- Reviewing any related documentation; and
- Making detailed notes of the investigation and maintaining them in a confidential file

During an investigation, every effort will be made to ensure that the person reporting the incident/complaint and the person who is accused are accommodated to promote a positive, safe working environment. Employees may be assigned alternative work assignments during their normal working hours. Where an assignment of reasonable alternative work is not practical, the decision may be made to place the 'respondent' on leave with pay pending the outcome of the investigation.

Throughout an investigation all involved persons must make themselves available to participate in the investigation. Employees involved in the investigation are required to maintain confidentiality and are not to communicate any details while the investigation is active or ongoing.

Once the investigation is complete, the investigator(s) will prepare a detailed report of the findings for submission to the Human Resources Manager.

Corrective Action:

The Program Manager will determine what action should be taken as a result of the investigation. If a finding of workplace violence is made, UFCC will take appropriate corrective measures, regardless of the respondent's seniority or position. Corrective measures may include one or more of the following:

- Discipline, such as a verbal warning, written warning or suspension without pay
- Termination with or without cause
- Referral for counselling (sensitivity training), anger management training, supervisory skills training or attendance at educational programs on workplace respect
- A demotion or denial of a promotion
- Reassignment or transfer
- Financial penalties such as the denial of a bonus or performance related salary increase
- Any other disciplinary action deemed appropriate under the circumstances

If a finding of violence is made, and the respondent is not a staff member (e.g., client, family, community partner), the Director of Childcare Programs will determine what action should be taken as a result of the investigation. The Program Manager or designate will inform the complainant and respondent of the results of the investigation and whether corrective measures were taken, if any were necessary.

If you make a complaint in good faith and without malice, regardless of the outcome of the investigation, you will not be subject to any form of discipline. UFCC will, however, discipline or terminate anyone who brings a false and malicious complaint.

Procedures for Addressing Domestic Violence



If you are experiencing domestic violence that would expose you to physical injury in the workplace or you are experiencing workplace violence or believe that workplace violence is likely to occur, you may seek immediate assistance by contacting your Supervisor or if unavailable, the Program Manager or Human Resources Manager, who will assist in preventing and responding to the situation.

Confidentiality of Complaints and Investigations

We recognize the sensitive nature of harassment and violence complaints and we will keep all complaints confidential, to the extent that we are able to do so. We will only release as much information as is necessary to investigate and respond to the complaint or situation or if required to do so by law. Out of respect for the relevant individuals, it is essential that the complainant, respondent, witnesses and anyone else involved in the formal investigation of a complaint maintain confidentiality throughout the investigation and afterwards.

Union's Role in the Complaint and Investigation Process

The policy anticipates an active and supportive role of the local president and stewards for the employees whom which they represent. All union employees are encouraged to seek the assistance and advice of their representatives prior to or at any time during the complaint process. The union local president or local steward may attend any and all meetings related to the complaint and act as a support during this process.

Protection from Retaliation

UFCC will not tolerate retaliations, taunts or threats against anyone who complains about harassment or takes part in an investigation. Any person who taunts, retaliates against or threatens anyone in relation to a harassment or violence complaint may be disciplined or terminated.

Policy Attachments: N/A



**Umbrella Family and
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9.1 CRIMINAL REFERENCE CHECK POLICY

MANUAL	Staff Related Policy Manual
SECTION	9- Ministry of Education Policies
POLICY	9.1 Criminal Reference Check Policy
LAST REVISED	December, 2024

RATIONALE

Under the Child Care and Early Years Act, 2014, UFCC is required to obtain a Criminal Reference Check/Vulnerable Sector Check (VSC) for staff upon hiring and every 5 years thereafter.

RESPONSIBILITY

All staff, volunteers and students placements.

POLICY

UFCC requires a Criminal Reference Check/Vulnerable Sector Check (VSC) for staff upon hiring and every 5 years thereafter. The original VSC, whether on paper or an electronic document, will be copied and a sticker will be attached that states, "I have reviewed the original criminal reference check with vulnerable sector screening and I certify this to be a true copy of the original." Confidentiality of criminal reference check information is of the utmost importance to UFCC. As such, a copy will be kept securely in the employee's electronic file in the HR/payroll system. Further, a copy will also be retained in the employee's file which is locked in a secure location at the UFCC location(s) where the employee works. Keys to employee filing cabinets are only accessible by required personnel (Supervisors, Managers, Program Leaders in some circumstances).

The criminal reference check must:

- Include a Vulnerable Sector Check (VSC),
- Be completed by a police force, and
- Be dated no earlier than six months prior to it being presented to UFCC.

This practice will apply to all employees and supply staff as well as students and volunteers who have reached the age of 18 years, and will continue to apply with the following requirements:

- a. New permanent or contract employees shall provide a new or current VSC, dated within the last six months, prior to commencing employment, at their own expense.
- b. Every volunteer or student who is on educational placement, shall provide a VSC before the person begins interacting with the children. The VSC is to be dated within the last six months before the day it is submitted. The police may determine that a Criminal Reference Check is

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



- more appropriate if the student is under 18 years of age. Students under 18 years of age do not require any VSC. They will provide one within one month of their 18th birthday.
- c. A new VSC is required from each employee, student and volunteer, on or before the 5th anniversary after the date of the most recent VSC.
 - d. An employee or a student may begin their placement prior to obtaining their VSC provided that they have provided proof of their application. Employees will not be left alone with the children until they have provided their VSC. Students are not left alone with the children at any time.
 - e. UFCC has a legal obligation to obtain Offence Declarations Statements from all individuals from whom they have previously obtained a Vulnerable Sector Check. The Offence Declaration Statement must be obtained in every calendar year, except a year in which a Vulnerable Sector Check is obtained and dated to 15 days before or after the anniversary date of the previous Offence Declaration Statement or Vulnerable Sector Check, whichever is most recent.
 - f. Any time that there is a break in employment or student placement for greater than 6 months a new VSC is required.

Note: Members of the Board of Directors are also required to obtain a criminal reference check.

The job applicant/student/volunteer must submit the results of the Police Reference Check to the Human Resources Department. To be considered acceptable, original paper-based Police Reference Check must be initialed by the police department on the bottom left corner of the official seal; original electronic versions must be protected by a password given by the police service.

Human Resources or the Supervisor will photocopy or print the satisfactory Police Reference Check, sign that the original (paper or electronic copy) has been viewed by the organization and return the original paper-based check to the employee. All Police Reference Checks are to be kept confidential in each employee's or placement student's personnel file and kept onsite at the employee's location placed in the locked filing cabinet for Ministry Staff File inspections.

Should any applicant have a criminal record for child abuse they will automatically be disqualified for any position (bona fide reasons). This will apply regardless of when any information is learned, even after a period of employment.

All information received in the Criminal Reference Check/ Vulnerable Sector Check will be strictly confidential. The information received will be taken into consideration as one part of the hiring procedure. If an applicant has a Criminal Record of either "Occurrences" or "Convictions" it will be reviewed prior to hiring, to determine whether the applicant will be disqualified for the position.

A Criminal Reference Check/ Vulnerable Sector Check may be requested of any employee/student/volunteer at any time, in addition to the CCEYA requirements. An employee/student/volunteer may be terminated based on either refusal to cooperate in this process or as the result of the Criminal Reference Check/ Vulnerable Sector Check.

Offence Declaration

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



UFCC is required, under the Child Care and Early Years Act, 2014, to meet the following requirements:

- UFCC has a legal obligation to obtain Offence Declarations Statements from all individuals from whom they have previously obtained a Vulnerable Sector Check. The Offence Declaration Statement must be obtained in every calendar year, except a year in which a Vulnerable Sector Check is obtained and dated to 15 days before or after the anniversary date of the previous Offence Declaration Statement or Vulnerable Sector Check, whichever is most recent.
- UFCC will obtain a Vulnerable Sector Check from any person who turns 18 years old, while in a position where they interact with children receiving care, within one month after the person turns 18 years old. The Vulnerable Sector Check must disclose every previous finding of guilt of the person under the Youth Criminal Justice Act (Canada), if the person received an adult sentence.
- When UFCC have accepted a copy of a Vulnerable Sector Check from a volunteer or student, instead of the original documents, the volunteer or student must provide an Offence Declaration Statement that addresses the period since day the Vulnerable Sector Check was performed if more than six months but less than five years have passed since the day the Vulnerable Sector Check was performed.
- Any person affiliated with UFCC who has had to obtain a Vulnerable Sector Check is required to provide, said company, with an Offence Declaration Statement, as soon as reasonably possible, any time they are convicted of an offence under the Criminal Code (Canada).
- All offence declarations and attestations will be locked in a secure location at each of the UFCC locations where the employee works or the individual interacts with children.

The Offence Declaration Statement Form must be completed and signed by the individual from whom an Offence Declaration Statement is required. The form must also be signed by the licensee or designate to confirm receipt. This form must be retained for ministry review.

Attestation

UFCC is required, under the Child Care and Early Years Act, 2014, is responsible for obtaining an attestation from individuals who provide child care or other services to children at the child care centre.

Timeline:

- If an offence declaration is not otherwise provided, prior to interacting with children; and
- Annually, no later than 15 days after the anniversary date of the most recent OD or attestation (if the person continues to provide such child care/other services).

All attestations will be from the person's employer or the person/entity who retained the person's services (e.g., a child's parent). Every attestation will include the following confirmations:



- The employer, person or entity has obtained and reviewed a VSC from that person;
- The VSC was performed within the last 5 years; and
- The VSC did not list any convictions for any offences under the Criminal Code of Canada which are listed in subparagraph 1 ii of subsection 9 (1) of the CCEYA.

The attestation is to be reviewed and kept on file at the child care centre in a secure location for 3 years after it was created. Where an individual needs to keep their original attestation, the attestation will be reviewed and created a true copy to keep on file at the child care centre.

Policy Attachments: N/A



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9.2 Monitoring and Compliance Observation Policy

MANUAL	Staff Related Policy Manual
SECTION	9- Ministry of Education Policies
POLICY	9.2 Monitoring and Compliance Observation Policy
LAST REVISED	December, 2024

RATIONALE

This policy sets out the process that will be followed to monitor the implementation of our policies, procedures and individualized plans on an ongoing basis.

The policy sets out how compliance and contraventions (non-compliance) with the policies, procedures and individualized plans listed below will be monitored, recorded and addressed.

This document is intended to fulfill the obligations set out under Ontario Regulation 137/15 for written policies and procedures for monitoring, recording and addressing compliance and non-compliance with policies, procedures and individualized plans for child care centres.

RESPONSIBILITY

All Staff.

PROCEDURE

UFCC will monitor each staff, student, volunteer and other person regularly present to assess whether policies, procedures and individualized plans are being implemented, as follows:

- Supervisor will observe and monitor the centre staff, including relief and supply staff;
- Classroom staff will observe and monitor placement students;
- Supervisor and classroom staff will observe and monitor volunteers; and
- Supervisor will observe and monitor the other persons regularly present or ordinarily resident in a premises.

Monitoring and observations will be conducted on an ongoing basis through various means including, but not limited to:

- Participating regularly and informally in the program;
- Collecting feedback provided from families; and
- Reviewing written documentation (e.g. medication administration forms, daily written record, attendance records, etc.).

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



Monitoring will be conducted at different times of the day (e.g. morning, afternoon, periods of arrival/departure, rest periods, meal times, outdoor play periods, transitions, etc.) to observe that policies, procedures and individualized plans are being implemented as required for different parts of the program and daily routines.

Both instances of compliance and non-compliance with policies are documented.

Documentation and Records

Monitoring and observations will be recorded on a *Monitoring and Compliance Observation Form*.

Documentation of observations will be completed at the time the observations are made or at least three times a year and will include concrete examples of observed compliance and non-compliance.

All records will be stored in the employee's file in a secure cabinet for at least three years from the date they are created as well as in the employee's electronic file.

Follow-up and Non-Compliance

Incidents of non-compliance with the UFCC policies and procedures will prompt a process of coaching and mentoring to ensure that individual staff, students and volunteers understand the expectations outlined in these documents. Individuals may be asked to sign off on specific documents again and additional monitoring will be employed to ensure expectations are being met. This process may also involve the staff being referred for specific training.

Ongoing issues of non-compliance will be addressed using the UFCC Progressive Discipline policy.

Policy Attachments: Monitoring and Compliance Observation Form, Progressive Discipline Policy



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9.3 REGISTRATION WITH THE COLLEGE OF EARLY CHILDHOOD EDUCATORS POLICY

MANUAL	Staff Related Policy Manual
SECTION	9- Ministry of Education Policies
POLICY	9.3 Registration with the College of ECEs Policy
LAST REVISED	June 19, 2024

RATIONALE

The Early Childhood Educators Act, 2007, requires that all individuals using the title “Early Childhood Educator” (ECE), or “Registered Early Childhood Educator” (RECE), who work within the scope of practice of early childhood education as defined in the Early Childhood Educators Act, 2007, are to be registered with the College of Early Childhood Educators. UFCC employs only Early Childhood Educators who are in compliance with this legislation.

RESPONSIBILITY

All staff.

PROCEDURE

The College of Early Childhood Educators

The College of Early Childhood Educators regulates and governs Ontario’s early childhood educators in the public interest. The College is not an educational institution or a professional association that advocates for early childhood educators. It is an organization that helps to serve and protect children and families by setting registration requirements and ethical and professional standards for registered early childhood educators (RECEs), and governing member conduct through a complaints and discipline process.

Only members of the College can use the protected titles “early childhood educator” and “registered early childhood educator” along with the professional designation, RECE and their French equivalents. Only individuals who have met the registration requirements of the College and hold a Certificate of Registration in good standing may practice the profession of early childhood education.

The practice of early childhood education is the planning and delivery of inclusive play-based learning and care programs for children in order to promote the well-being and holistic development of children, and includes:

- The delivery of programs to children 12 years or younger;
- The assessment of the programs and of the progress of children in the programs;

All policies and procedures are reviewed regularly to reflect Umbrella’s most current practice.



- Communication with the parents or persons with legal custody of the children in the programs in order to improve the development of the children; and
- Such other services or activities as may be prescribed by the regulations.

The Early Childhood Educators Act, 2007 provides steps that the College can take against an individual for not registering. If an individual does not comply with the Act, its regulations or by-laws of the College, the College may seek a court order directing the person to comply. If a person who is not a member of the College uses the title “early childhood educator” (ECE) or “registered early childhood educator” (RECE) or represents or holds out (expressly or by implication) that the person is a member or works within the scope of practice (unless there is an applicable exemption), the College can prosecute the person under the Provincial Offences Act. This may result in a finding of guilty in court and liability for a fine of not more than \$5,000 for the first offence and not more than \$10,000 for a subsequent offence.

Further information is available at registration@college-ece.ca.

Employment of Early Childhood Educators at UFCC

1. UFCC requires staff holding an Early Childhood Education diploma to be registered with the College of Early Childhood Educators upon hiring.
2. Registered Early Childhood Educators employed by UFCC are required to keep their registration in the College of Early Childhood Educators current; failure to do so will result in an unpaid suspension until the situation is rectified.
3. It is the responsibility of Registered Childhood Educators to be familiar with all the requirements of registration in the College of Early Childhood Educators, including but not limited to the requirements of the Code of Ethics and Standards of Practice and the requirements for Continuous Professional Learning.

Policy Attachments: N/A



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9.4 STANDARD FIRST AID POLICY

MANUAL	Staff Related Policy Manual
SECTION	9- Ministry of Education Policies
POLICY	9.4 Standard First Aid Policy
LAST REVISED	December, 2024

RATIONALE

UFCC requires all employees who may be counted for the purposes of maintaining ratios, to obtain and present proof of certification in Standard First Aid, including Infant and Child CPR (CPR-C), issued by a training agency recognized by the Workplace Safety and Insurance Board.

RESPONSIBILITY

All staff, including relief and supply staff.

PROCEDURE

- All Supervisors and Program Staff, including Relief and Supply Staff are required to obtain and present proof of certification in Standard First Aid and Infant/Child CPR (CPR-C).
- The Supervisor is responsible for maintaining a record of the Standard First Aid and Infant/Child CPR certification, tracking the expiry dates and ensuring compliance with the policy.
- The Supervisor will send a copy of all records to the Human Resource Department and put a copy in the Ministry Binder, which is kept in each program.
- At the time of employment, a staff must present their certificate for Standard First Aid and Infant/ Child CPR.
- It is the employee's responsibility to sign up for and attend the training, photocopy their certificate and hand it to their Supervisor to be placed in the staff file.
- An acceptable Standard First Aid with Infant/Child CPR certificate is a condition of employment with UFCC. Failure to maintain certification and produce an acceptable Standard First Aid and Infant/Child CPR certificate will result in an unpaid suspension from UFCC.

Policy Attachments: N/A



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9.5 STAFF TRAINING AND DEVELOPMENT POLICY

MANUAL	Staff Related Policy Manual
SECTION	9- Ministry of Education Policies
POLICY	9.5 Staff Training and Development Policy
LAST REVISED	December, 2024

RATIONALE

It is the policy of UFCC to support staff in obtaining information and training that will assist in their personal growth and development. *“Engaging in ongoing professional learning is important to early childhood educators. It is part of the culture of the profession and an integral component of both professionalism and leadership.”* - College of Early Childhood Educators.

RESPONSIBILITY

All staff and supervisors.

PROCEDURE

Staff Qualifications

- UFCC commits to hiring the correct number of RECE or Director Approved staff for each age group as set out by the Child Care and Early Years Act.

Standard First Aid, Including Infant/Child CPR

- It is mandatory that all employees counted in ratio have a valid Standard First Aid Certificate (including Infant/ Child CPR), at all times.

Training Upon Hiring

- Employees receive additional mandatory training upon being hired, including but not limited to an introduction to the curriculum document, “How Does Learning?”, WHMIS Training, Health and Safety Training, AODA and dealing with Harassment and Violence in the Workplace.

Ongoing Professional Development

- UFCC provides ongoing professional development opportunities, including a membership in ASCY. This membership entitles staff members to borrow items from the lending library, research topics of interest, and participate in workshops and networks throughout the year.

All policies and procedures are reviewed regularly to reflect Umbrella’s most current practice.



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- Employees are required to complete a minimum of 16 professional development hours each year, 8 hours organized and provided to all staff by UFCC or in cooperation with the City of Hamilton, and 8 hours at the discretion of the staff and approval of their Supervisor.
- Registered Early Childhood Educators are required to comply with the Continuous Professional Learning requirements of the College of Early Childhood Educators.
- Where training is mandatory, registration fees for workshops and seminars are paid for by the organization. Where training is voluntary, staff are to pay for their own entrance fee.
- Supervisors monitor the completion of professional development hours for each staff.
- Ongoing professional development focused on “How does Learning Happen?”, keeps staff current and effective in promoting children’s learning and development.
- Staff who are Registered Early Childhood Educators are required to keep their CPL requirements in good standing.

Safe Food Handling

- It is mandatory that all Cooks, Supervisors and Satellite Program Leaders obtain a Food Handler’s Certificate.

Policy Attachments: N/A



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9.6 SUPERVISION OF STUDENTS AND VOLUNTEERS POLICY

MANUAL	Staff Related Policy Manual
SECTION	9- Ministry of Education Policies
POLICY	9.6 Supervision of Students and Volunteers Policy
LAST REVISED	December, 2024

RATIONALE

UFCC strives to deliver programs that are safe and secure for all participants. UFCC will support the goals of volunteers and students by offering support, guidance and feedback regarding their performance. At no time will a volunteer or student have direct unsupervised access of any child or group of children, nor will they be included in staffing ratios.

RESPONSIBILITY

All staff.

PROCEDURE

All volunteers and placement students (high school, college or university) will be provided with a detailed orientation by the Centre Supervisor or designate, prior to commencing their participation in UFCC program work. This orientation will include:

1. A tour of the centre and all emergency exits, fire extinguishers, staff room, staff washroom, first aid kits, schedules.
2. A review of the centre's health and safety bulletin board.
3. An opportunity to receive and review policies pertaining to behaviour guidance, fire drills, playground supervision, child maltreatment, individual anaphylaxis plans, and any other relevant information. These policies will be signed by the student or volunteer and by the Supervisor prior to commencing their participation in a UFCC program.
4. Students and volunteers will be required to provide an up to date (within 6 months) criminal reference check.
5. Students and volunteers will be required to provide up to date medical documentation of all required immunization and a clear TB skin test, and fitness to work.
6. Students and volunteers will be assigned a schedule and routine tasks and will be supervised in their duties by classroom staff members.
7. Students and volunteers will be monitored by the classroom staff as well as the supervisor to ensure compliance with UFCC policies and procedures.

Policy Attachments: N/A



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9.7 PROGRAM STATEMENT IMPLEMENTATION POLICY

MANUAL	Staff Related Policy Manual
SECTION	9- Ministry of Education Policies
POLICY	9.7 Program Statement Implementation Policy
LAST REVISED	June 21, 2024

RATIONALE

As per the Child Care and Early Years Act, 2014, every child care program must have a Program Statement and a Program Statement Implementation Plan that is consistent with the Minister of Education's policy statement.

RESPONSIBILITY

All staff, volunteers and students on placement.

PROCEDURE

The Child Care and Early Years Act, 2014 lists the following prohibited practices that may not be used in any UFCC program:

- Corporal punishment of a child;
- Physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits of the child care centre or program for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine their self-respect, dignity or self-worth;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- Inflicting any bodily harm on children including making children eat or drink against their will.



Implementation Plan

The UFCC Program Statement is available to staff, students, volunteers, parents, community partners and the public on the UFCC website. Paper copies are available in all UFCC program locations.

The UFCC Program Statement and supporting policies and procedures are reviewed with all staff, students and volunteers upon hiring, prior to their interacting with children, annually, following any revisions to the document and after any observed issues of non-compliance.

Staff, students and volunteers sign to indicate they have reviewed the Program Statement and supporting policies and procedures upon hiring, prior to their interacting with children, annually, following any revisions to the document and after any observed issues of non-compliance.

The Program Statement as well as supporting policies and procedures are periodically discussed by staff groups at team meetings and staff meetings.

This policy, as well as the Behaviour Guidance and Prohibited Practices Policy will be reviewed at least annually to ensure they are current.

This policy as well as the Behaviour Guidance and Prohibited Practices Policy will be reviewed with employees, students and volunteers before they begin their employment, educational placement or volunteering; and annually thereafter and any other time when changes are made.

Records of employee reviews of this policy as well as the *Behaviour Guidance and Prohibited Practice Policy* will be kept for 3 years by the Supervisor.

Review and Revision

The UFCC Program Statement is reviewed annually and in response to changes in legislation or internal UFCC policies and procedures. Revisions are communicated to staff, students and volunteers and signed off on as detailed in the Program Statement Implementation Plan above.

Monitoring

UFCC Program and Area Supervisors, as well as Program Managers, regularly monitor programs to ensure that the UFCC Program Statement supporting policies and procedures are being implemented in all UFCC locations per Policy 2.2 *Monitoring and Compliance Observation Policy*.

Both compliance with and contraventions of the Program Statement are recorded.



Non-Compliance

Incidents of non-compliance with the UFCC Program Statement will prompt a process of coaching and mentoring to ensure that individual staff, students and volunteers understand the expectations outlined in these documents. Individuals may be asked to sign off on specific documents again and additional monitoring will be employed to ensure expectations are being met. This process may also involve the staff being referred for specific training.

Incidents of Prohibited Practices will be addressed as outlined in the UFCC Progressive Discipline Policy.

Policy Attachments: Program Statement



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10.1 ACCEPTABLE COMPUTER USE POLICY

MANUAL	Staff Related Policy Manual
SECTION	10- UFCC Employment Policies
POLICY	10.1 Acceptable Computer Use Policy
LAST REVISED	December 2024

RATIONALE

UFCC understands the importance of providing staff members with access to a computer, consequently enabling employees with an opportunity to communicate via email, research topics of interest specific to their work, etc.

It is important to remember that the computer belongs to the organization, not to an individual; consequently, all computers will be set up with the organization logo as the wallpaper/screen saver.

RESPONSIBILITY

All staff, volunteers and students on placements.

PROCEDURE

1. UFCC computers, software, and printers are intended for work-related or child/family-related business only and will not be used for any activity (games, social media, etc.) that is private or commercial for personal and/or financial gain.
2. UFCC reserves the right to monitor, for any purpose, all communications and access usage via their computers. All communications, information or materials delivered via the Internet must be transmitted, stored and accessed in a manner that safeguards appropriate confidentiality.
3. While UFCC respects the privacy of its employees, the right to individual privacy does not extend to the use of the equipment provided by UFCC. Any electronic record created on a UFCC computer is considered, for the purpose of privacy, to be the property of UFCC. Privacy is not guaranteed. Electronic records may be used in legal investigations.
4. The Centre Supervisor will ensure all staff, students and volunteers have reviewed and understand this policy prior to using the Internet at work. This policy will be posted by the computer workstation(s) in the centre.
5. Internet Use:
 - a. Users of UFCC Internet will act responsibly and maintain the integrity of UFCC data and information at all times
 - b. Users of UFCC Internet may not, under any circumstances, transmit, access or download offensive, fraudulent or defamatory images or text (such as pornography or jokes) or anything that may be construed as illegally harassing or offensive to others.

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



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- c. UFCC Internet is not to be used as a vehicle to gain unauthorized access to remote computers.
 - d. When using UFCC Internet, only UFCC policy/positions are to be communicated, NOT personal opinions.
 - e. It is prohibited to attempt to circumvent data-protection or uncover security loopholes.
 - f. All software licensing agreements and copyright laws must be observed. Downloading of applications, copyrighted images, games or text belonging to third parties will not be allowed without the express permission of the copyright-holder and UFCC.
 - g. Passwords are not to be shared.
 - h. Protection of privacy: The UFCC Internet should not be used for the purpose of collecting, using or disclosing personal information.
 - i. Chat lines are NOT to be accessed through UFCC Internet.
6. E-mail:
- a. When using UFCC Internet, only UFCC policy/positions are to be communicated, NOT personal opinions.
 - b. Staff members responsible for sending/receiving email will do so from a UFCC email account. Personal (e.g., Gmail) addresses are not to be accessed via a computer owned by UFCC.
 - c. E-mail will only be used for work-related activities and shall not be used to send or forward messages that are inappropriate or annoying (e.g., jokes, chain letters, etc.).
 - d. Staff members are not to provide the UFCC email address to family and friends for personal use.
 - e. Always check that the addressee's name(s) are correct.
 - f. E-mail is instant, irretrievable, can be forwarded and can remain on permanent record. Once a message is sent, its confidentiality cannot be guaranteed. E-mail should be regarded as a postcard, not a sealed letter.
 - g. UFCC e-mail accounts should be checked regularly; at least once per day.
 - h. Staff members should strive to respond to all messages within one business day, even if it is just to acknowledge receipt of the message.
 - i. If you receive objectionable messages, inform your Supervisor.
7. Staff members, students or volunteers who violate this policy may be subject to disciplinary action, up to and including termination.

Policy Attachments: N/A



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10.2 ATTENDANCE POLICY

MANUAL	Staff Related Policy Manual
SECTION	10- UFCC Employment Policies
POLICY	10.2 Attendance Policy
LAST REVISED	June, 2025

RATIONALE

Regular attendance and consistent punctuality are critical to the goals, objectives, effectiveness, and standards of UFCC.

UFCC understands that employees will require time off from work for a variety of reasons throughout the year. In alignment with our commitment to staff and clients, this document outlines appropriate procedures for employees and supervisors to follow when employees request time off from work.

Employees who are frequently absent or tardy have the potential to negatively affect UFCC's compliance with licensing regulations and staff morale, thus reducing the quality and level of service provided to our clients.

RESPONSIBILITY

All staff.

POLICY

UFCC requires that each employee works all scheduled hours as deemed necessary by their position. UFCC places a high value on attendance and punctuality. UFCC expects all employees to be fully ready to fulfill their duties at the commencement of their scheduled shift(s).

The primary objectives of this policy are to:

- Reduce instances of unscheduled and/or disruptive absenteeism/attendance.
- Reduce the negative effects of absenteeism on employees who perform the duties of their absent colleagues.
- Enhance service to clients, customers, and business partners by upholding excellence in employee attendance.
- Support the fact that acceptable attendance and punctuality are essential responsibilities for all staff.



Time Off Provisions and Finding Replacement Staff

The chart below outlines key Time Off Provisions which are available to staff. For more information about each Time Off Provision, please refer to the active Collective Agreement and/or corresponding HR policy.

An employee who requires time off from work for any of the following reasons must follow the procedures outlined below when requesting time off from the Supervisor. Please note, the time off request has not been approved until confirmed by the Supervisor.

In most cases, when an employee does not attend work as scheduled, replacement staff must be sourced to maintain compliance with licensing regulations and our high standards for service. Per the terms of the Collective Agreement, replacement staff will be sourced as outlined below. Replacement staff shall be sourced from a certified supply list.

Time off Provision	Collective Agreement Article	Time off Available	How to Request Approval for the Time off	Responsibility for Finding Suitable Replacement Staff
Vacation	Refer to Article 30	Refer to Article 30	Requests are made to Supervisors by January 1 of each year.	Employee, except on non- instructional days (Christmas, March, and Summer break periods, and PA Days). If Supply staff who have previously agreed to cover the shift(s) are unable to, the Supervisor will find replacement.
Sick Time	Refer to Article 32	1.25 days per month on an accrual basis.	Phone call to Supervisor, between 6am-8pm; provide as much advance notice as possible. Provide a medical certificate if/as requested.	Supervisor
Health and Wellness/ Personal leave	Refer to Article 32.05	Up to 3 non-consecutive days per year from accumulated Sick Time bank.	Request from Supervisor at least 1 day prior to the day requested.	Employee
Bereavement	Refer to Article	1, 3, or 5 paid days. See Article 33.05.	Not listed in Collective Agreement. Call Supervisor,	Supervisor

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	33.05		provide as much notice as possible.	
Lieu Time	Refer to Article 26	Up to 3 non-consecutive days per year from Lieu Time bank if/as applicable.	Request from Supervisor at least 3 days prior to the day requested.	Supervisor

- Where applicable, an employee's entitlement to sick time, personal days and bereavement days will be included in, and not in addition to, their similar entitlements under the Employment Standards Act, 2000.
- Time off Provisions not outlined herein can be referenced directly from the Collective Agreement or by contacting the HR Department.
- In all cases, if a Supervisor is not available, contact the designate.

Lateness

The Supervisor must be notified as soon as possible if an employee is going to be late for work.

Procedures

When an employee calls to report that they will remain home due to illness, the Supervisor will inquire as to the nature of the symptoms and anticipated duration of illness. This information is necessary in order to implement any workplace exclusions and related next steps. Workplace exclusions are identified in HR_10.9 Healthy Workplace Policy.

Co-operation is expected from employees in scheduling personal and/or medical appointments after regular work hours to the extent this is possible. When this is not possible, employees are expected to schedule these appointments early or late in their workday in order to minimize the disruption to our staffing levels.

When an employee has exhausted their available paid Time Off Provisions, further time off from work will be unpaid, unless payment is required by law.

Certificate From a Medical Practitioner

An employee may be required to produce a certificate from a medical practitioner for any illness or injury requiring an absence in excess of 3 working days, certifying that they were unable to carry out their duties. A certificate will not be required as proof of entitlement to access the 3 unpaid sick leave days as provided for by the Employment Standards Act. For more information about medical certificates, please refer to Article 33.04.



Attendance Review Discussion

On no less than a quarterly basis, Supervisors will review attendance records for their work teams. Employees who have utilized more of the Time Off Provisions referenced herein than they have earned, will have a discussion with their Supervisor to determine how attendance can be improved.

Abuse of Time Off Provisions will not be tolerated. Supervisors have been instructed to track and address the following attendance patterns, particularly if the patterns are chronic and persistent; including but not limited to the following:

- Absences during the day before and/or the day after scheduled vacation day(s) or statutory holiday(s).
- Routine absenteeism on Mondays and/or Fridays, or some other noticeable pattern.
- Absences where an employee calls in sick immediately after another sick day has accrued.
- Situations where the absence(s) coincides with approved days off or blackout dates (last week of June, last week of August, or first week of September).
- Unexcused and/or unauthorized absences.
- Persistent early/late departure during scheduled working hours.

Disciplinary Action

Staff who exhibit excessive absenteeism, poor attendance, lateness, or other violations of this policy will be subject to progressive discipline in accordance with UFCC's Progressive Discipline Policy.

Policy Attachments: N/A



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10.3 EMPLOYEE DRESS CODE POLICY

MANUAL	Staff Related Policy Manual
SECTION	10- UFCC Employment Policies
POLICY	10.3 Employee Dress Code Policy
LAST REVISED	December, 2024

RATIONALE

UFCC employees are considered professionals in the field of early learning and partners of the school teaching staff. For this reason, it is essential that staff adhere to the dress code as outlined in this policy.

RESPONSIBILITY

All staff, volunteers and students on placement.

POLICY

- UFCC encourages employees to appear for work in clothing and footwear that is clean, comfortable and considered professional for the childcare setting, while adhering to the dress code as set out by the particular school in which the employee is assigned.
- Staff members will dress in a professional manner, appropriate for working with young children and all responsibilities of the role.
- In keeping with the school board policy, no hats will be worn indoors.
- Program staff must be appropriately dressed for both indoor and outdoor activities, as they will be responsible for supervising children outdoors an average of 2 hours per day.
- Footwear needs to allow for safe movement in the activities/area of the program they are working. Although sandals are permitted during warm weather, they must have a strap around the ankle to secure the sandal to the foot. In addition, the heels on any shoe or boot must not exceed 2 inches.
- Clothing must be free of offensive and/or suggestive advertisement and/or logos.
- The midriff area must be covered at all times. All undergarments must be covered by the employee's clothing. Tank style tops must be at least 2 inches in width.
- Shorts must be sufficiently long to cover the top two thirds of the leg.



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- When supervising children on a trip, all staff members will wear a UFCC Staff T-shirt, and footwear appropriate for the trip. For example, if the trip requires hiking in the woods, the staff member will wear running shoes with socks. On trips that will include swimming, no two-piece bathing suits will be permitted. In addition, all staff members will wear an UFCC T-shirt over their bathing suit to allow for easier identification of UFCC staff members.
- Employees who are in violation of the dress code will be subject to discipline.

Policy Attachments: N/A



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10.4 PERSONAL CELL PHONE USE POLICY

MANUAL	Staff Related Policy Manual
SECTION	10- UFCC Employment Policies
POLICY	10.4 Personal Cell Phone Use Policy
LAST REVISED	December 2024

RATIONALE

UFCC is committed to providing a safe, healthy work environment and has instituted this policy to protect staff and child safety, minimize liability and protect agency resources.

RESPONSIBILITY

All staff.

POLICY

It is the policy of UFCC to ensure the supervision of children is a top priority. For this reason, the use of cell phones while working with a group of children is prohibited.

PROCEDURE

1. UFCC prohibits the use of personal cell phones in programs during regular operating hours.
2. Cell phones shall be turned off or set to silent or vibrate mode during regular operating hours as both incoming and outgoing calls may disrupt normal work and present safety concerns.
3. Cell phones will be stored in the staff member's locker (or alternate storage space) with other personal possessions.
4. Staff are encouraged to make any personal calls outside of regular work hours or during established break periods.
5. Staff are encouraged to make family members and friends aware of this policy to prevent the interruption of the children's program.
6. All cell phones approved for business use (UFCC owned and personal cell phones) must have a professional ring tone.
7. Staff are strictly prohibited from using personal cell phones for the storage or removal of UFCC confidential business information through the use of cameras or memory storage devices.
8. Cell phones (UFCC or personal) may not be used to conduct illegal transactions or engage in any other unacceptable behaviour as defined by law.
9. In the event that a staff member is in violation of this policy, they may be subject to disciplinary action up to and including termination, depending on the severity and number of offences.

Policy Attachments: N/A

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



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10.5 PROGRESSIVE DISCIPLINE POLICY

MANUAL	Staff Related Policy Manual
SECTION	10- UFCC Employment Policies
POLICY	10.5 Progressive Discipline Policy
LAST REVISED	December, 2024

RATIONALE

UFCC has adopted a policy of Progressive Discipline to ensure that employees have the opportunity to correct any performance or behavioural problems that may arise. UFCC has established a set of reasonable rules and guidelines for employees to follow. These have not been put in place to restrict the freedoms of our employees, but rather they are in consideration of their safety, and the overall protection of employees, property, and our business practices.

RESPONSIBILITY

All staff.

PROCEDURE

Progressive Discipline Process

In the event that a UFCC employee violates company policy or exhibits problematic behaviour, a system of progressive discipline shall be utilized. Progressive Discipline can be issued on, but not limited to attendance, conduct, health and safety or performance concerns.

Employees will be given opportunities to correct the unwanted behaviour, unless the behaviour or concern is one of a severe nature, in which case, progressive discipline can be accelerated to match the violation. Typically, progressive discipline will progress through the following steps:

1. Feedback - informal
2. Verbal Warning - formal
3. Written Warning - formal
4. Unpaid Suspension - formal
5. Termination

With each violation or apparent problem, the employee will be provided with a written document to: (1) alert them to the problem, provide a reiteration of the correct company policy regarding the violation, (2) advise them of the consequences associated with further infractions, and (3) provide a suggestion towards a method of improvement.



All formal warnings will be kept on file for a period of 18 months. If no further discipline happens within the time period, the warning will be removed from the employee's personnel file, upon request of the employee. If further offences relating to the issue have taken place, the warning will be attached to the next set of progressive disciplinary actions.

Progressive Discipline Levels

Degrees of discipline shall be used in relation to the problem at hand. As the situation dictates, based on the past performances of the employee, and the seriousness of the violation, UFCC reserves the right to skip the 3-step disciplinary process and move straight to termination where necessary.

Investigation and Documentation

All violations or alleged violations will be properly investigated and documented by a Supervisor, Program Manager, and/or Human Resources. All formal measures that have been taken within the progressive discipline process will be documented and kept in the employee's personnel file at head office.

Unpaid Suspension

Depending on the severity of the violation, an employee may be suspended without pay, or have their probationary period extended (applies to both 120-day and 45-day probation periods).

Suspension: Employees who are suspended, will be suspended from the workplace without pay for a period of 1-5 days depending on the severity of the violation.

Termination of Employment

The final stage of progressive discipline is termination of employment. Termination of employment may occur following an employee committing multiple violations of company policies, after the logical steps for progressive disciplinary action have been taken or immediately following a severe violation.

Appeals

In the event that an employee feels that they have been wrongfully accused, or disciplined, they may file a grievance, following the process outlined in the Collective Agreement.

Suspension with Pay

In the event that a UFCC employee is placed on suspension based on a violation that is required to be reported to Children's Aid Society (CAS) and requires investigation, the employee will be notified of their immediate suspension with pay, and a stated timeline for the investigation.



During the course of the investigation, the suspended employee will be provided with the details of the allegations and given an opportunity to respond to them. The suspended employee must ensure that they are available for interviews during this period. If the suspended employee fails to make themselves available, UFCC will proceed with the investigation and make a determination based on the information available.

The suspended employee will have the right to union representation present at any such interview.

Any UFCC employee who is placed on a paid suspension will be required to temporarily turn over their office keys, access passes and UFCC identification and credit cards (if applicable). Any and all UFCC property, business information, and confidential information are to remain at the worksite. In the event that any UFCC employee placed on suspension with pay maintains any files or equipment at their residence which are the property of UFCC, they will be required to turn these items over to Human Resources, until such time as the suspension has been completed.

UFCC employees placed on suspension with pay should not have contact with anyone from the Organization other than their designate (e.g., Union Representative or Human Resources); otherwise, it would be considered to be a breach of UFCC Confidentiality Policy, and could be subject to further progressive discipline, up to and including termination.

Administration

If you have any questions or concerns about this policy or its related procedures, please contact the UFCC Human Resources Department.

Policy Attachments: N/A



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10.6 RESPECT OF CONFIDENTIALITY AGREEMENT POLICY

MANUAL	Staff Related Policy Manual
SECTION	10- UFCC Employment Policies
POLICY	10.6 Respect of Confidentiality Agreement Policy
LAST REVISED	December, 2024

RATIONALE

The need for confidentiality in UFCC centres cannot be overstated. Enforcement of legislation and policies pertaining to the confidentiality of information regarding children, their families, and centre staff must be ensured at all times by all employees, Board and Advisory Committee members, students, and volunteers. Staff, students, and volunteers are expected to uphold professional and ethical standards, demonstrate discretion, and ensure confidentiality to the limit of legal liability.

RESPONSIBILITY

All staff, volunteers and students on placement.

PROCEDURE

1. Staff, students, and volunteers will comply with the Child Care and Early Years Act, Child Welfare legislation, Freedom of Information legislation, and all UFCC policies and procedures pertaining to confidentiality.
2. Written permission for the disclosure of information will be obtained from parents, and no information will be disclosed to any party without such parental consent.
3. Personal and confidential information regarding any employee, student, volunteer, or any UFCC centre will not be disclosed to any party without the consent of the person or centre to whom the information pertains.
4. Files and information will be maintained in a safe and secure manner. Access will be allowed only to approved personnel, with the Supervisor's consent.
5. Any violation of this confidentiality policy will be brought to the attention of the Centre Supervisor or, where appropriate, the Chief Executive Officer.
6. Depending on the severity of the violation, the employee may face discipline as outlined in the appropriate terms of employment or collective agreement.

This policy will be reviewed by the Supervisor annually with each employee .

Policy Attachments: N/A



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10.7 FITNESS FOR DUTY POLICY

MANUAL	Staff Related Policy Manual
SECTION	10- UFCC Employment Policies
POLICY	10.7 Fitness for Duty Policy
LAST REVISED	December, 2024

RATIONALE

UFCC has an overriding obligation to protect the health and safety of all individuals affected by our work as well as the environment in which we live and operate. This includes ensuring employees are fit for duty, which means reporting for work mentally and physically fit to perform their assigned tasks safely and productively. In light of this obligation, and recognizing the safety sensitive nature of our operations, this policy outlines the standards and expectations associated with fitness for duty. This policy is intended to:

- Ensure the health and safety of employees and the safety of children in our care;
- Require employees to report fit for duty; in order to be fit, the employee must not be functionally impacted by the negative effects of alcohol, cannabis, illicit drugs or medication and the misuse of and/or failure to take prescribed medications;
- Confirm expectations around alcohol and drug use and possession;
- Require all employees to disclose their use of medications and/or any substance use that has the potential to impact their work, without fear of discipline or retaliation.

RESPONSIBILITY

All staff, volunteers, students on placement and contractors.

POLICY

Definitions

Drug means any substance, including alcohol, cannabis illicit drugs or medications, the use of which has the potential to change or adversely affect the way a person thinks, feels or acts. For purposes of this policy, drugs of concern include any drug that could diminish a worker's ability to perform the job safely and productively.

Alcohol refers to beer, wine and distilled spirits and includes the alcohol found in medicines or other products.

Cannabis means any legal cannabis, in any form (smoking, edible, oil, etc.) which may impair functional abilities.

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



Illicit Drug means any drug or substance whose use, sale, possession, purchase or transfer is restricted or prohibited by law (e.g., street drugs such as cocaine).

Medication refers to a drug obtained legally, either over the counter or through a doctor's prescription, designed to remedy, control or prevent illness, and includes medical marijuana prescribed by a duly qualified medical practitioner.

Fit for work/duty means, in the context of this policy, an employee is able to safely and/or acceptably perform assigned duties without any limitations resulting from, but not limited to the use or after effects of alcohol, cannabis, illicit drugs, and/or medications; and the misuse of and/or failure to take prescribed medications.

Employee includes employees, contractors, students on placement and volunteers.

Responsibilities

UFCC maintains that each employee has a responsibility for their own safety, as well as those around them. Therefore, employees are expected to notify their supervisor or a management representative if they believe an employee is not fit while at work.

All Employees:

All employees are expected to perform their job in a safe manner consistent with established rules, procedures, policies and/or safe practices. It is expected that everyone will:

- Report fit for duty and remain fit for duty for any and all scheduled or unscheduled shifts;
- Immediately advise their supervisor if they are or suspect they are or could become unfit for duty for any reason;
- Advise their supervisor of any need for modified duties if the medication you are using may affect your fitness for duty;
- Seek medical advice and follow appropriate treatment for any issue that may affect their fitness for duty;
- Cooperate in the development of an accommodation plan where required, which will include providing appropriate medical documentation at the discretion of UFCC.
- Intervene as appropriate to encourage a co-worker to seek assistance before an alcohol or drug problem impacts performance or safety;
- Cooperate with an investigation into a violation of this policy;
- Report the use of any medication that may negatively affect their performance or fitness for duty;
- Investigate (through their doctor or pharmacist) whether a medication can affect fitness for duty;

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



- Act responsibly and use a safe alternative medication choice when available (e.g., non-drowsy alternative).

Supervisors:

- Monitor and observe employees to ensure they are fit for duty;
- Ensure employees are aware of and comply with this policy and procedure;
- Investigate, as required, any violations of this policy. Remove a worker deemed not fit for duty from the workplace in a safe manner;
- Communicate and seek assistance from Human Resources in the application of this policy, and/or when presented with reasonable suspicion that indicate a worker may not be fit for duty or when you are advised by an employee that they may not be fit for duty or request an accommodation;
- Responsible for managing all performance concerns related to the health and safety of employees and children;
- Refer employees to the Employee Assistance Program (EAP) as needed.

Confidentiality

Confidentiality will be maintained to the extent practical except where disclosure is necessary by law and/or for related health and safety concerns (i.e., there is deemed to be a potential risk to self and others). Functionality information (i.e., fitness for work and any restrictions that may apply) will be shared with management to determine fitness for work, appropriate work accommodation and/or work re-entry initiatives.

If there is any concern about safe performance, a medical work modification may be issued and the individual may be assigned to alternate duties if available.

Standards

The following (not limited to) are prohibited while on duty:

- Reporting for duty or remaining on duty under the influence of cannabis, illicit drugs, and/or alcohol.
- Consuming any cannabis, illicit drugs or alcohol during work and/or breaks.
- Possession of prescribed medications without a legally obtained prescription.
- Intentional misuse of medications (e.g. using the medication not as prescribed, using someone else's medications or combining medication and alcohol or cannabis use against direction).
- Using, possessing, distributing, offering or selling drugs, illicit drugs, drug paraphernalia, medication or alcohol (trafficking).

PROCEDURE

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



1. In cases where an employee has been given a prescription for medication and this medication may affect their ability to work safely and productively, it is the employee's responsibility to advise their supervisor or Human Resources in order to explore potential opportunities for modified work accommodations, if necessary.
2. Where prescribed medications are at the workplace due to an employee's need, said medications must be monitored vigilantly and kept in a secure place that is out of harm's reach and inaccessible to children.
3. In the event that an employee has violated this policy, is suspected to be under the influence, is displaying impaired behaviour, and/or impaired behaviour has been reported, an investigation will take place to determine if there is:
 - a. A safety issue
 - b. An accommodation opportunity
 - c. A breach of policy
4. When required, the employee will be provided with information regarding the Employee Assistance Program (EAP).
5. When necessary, the employer may further investigate the allegations of impairment or substance abuse. This may involve requiring the employee to be re-assigned or remain at home with pay until completion of the investigation. Should this occur, the employer may request medical documentation be provided deeming the individual drug and/or alcohol free prior to their return to work.
6. If the employer determines that an employee is fit to return to work and/or satisfactory medical documentation has been received, a meeting will be held with the supervisor, manager and/or Human Resources to review and determine appropriate accommodations and/or supports, if required.

Smoking

Workers are prohibited from smoking in the workplace, except in those areas marked by UFCC as designated smoking areas in accordance with applicable law. 'Smoking' shall refer to any substances intended to be heated and inhaled by the user (whether or not such substances contain nicotine, cannabis or other related substances), and shall include but not be limited to cigarettes, marijuana, cigars, pipes, vaporizers and electronic cigarettes.

Further, it is illegal for anyone to smoke:

- At school, on school grounds and all public areas within 20m of these grounds;
- On children's playgrounds and public areas within 20m of playgrounds;
- In child care centres, or where an early years' program is provided;
- In places where home child care is provided – even if children are not present.

Consequences of a Policy Violation

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



Any violation of the provisions of this policy will result in discipline in alignment with the UFCC Progressive Discipline policy.

UFCC will report violations of this policy to the appropriate authorities when/as required.

Interpretation

This policy will be interpreted in a manner which complies with the requirements of the Ontario Human Rights Code.

Policy Attachments: N/A



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10.8 APPRENTICESHIP LENDING PROGRAM POLICY

MANUAL	Staff Related Policy Manual
SECTION	10- UFCC Employment Policies
POLICY	10.8 Apprenticeship Lending Program Policy
LAST REVISED	December, 2024

RATIONALE

To give all employees of UFCC the opportunity to advance in their career as a Registered Early Childhood Educator through their education, regardless of their financial situation.

RESPONSIBILITY

Human Resources.

POLICY

General

UFCC recognizes the need to assist employees who would like to advance in their career in childcare but may not have the available funds to do so. UFCC Wishes to make available to its employees a lending program to assist with the cost of the Child Development Practitioner Apprenticeship program.

Eligibility:

This policy applies to all permanent full-time and part-time employees who have completed 6 months of employment with UFCC and meets the criteria of Mohawk College and the Ministry of Labour, Immigration, Training and Skills Development.

The loan must be used for the intended purpose which is to pay for the cost of the required courses for the apprenticeship. The elective courses which Mohawk College requires to obtain the ECE Diploma is subject to an ECE Grant and will not be eligible in this policy.

Loan Limitations:

The Apprentice Lending Program is subject to the following limits:

- The maximum loan granted shall not exceed \$500.00.
- An employee cannot apply for lending for their next semester if they have an unpaid balance.



Lending Terms:

- Terms – payable within 6 months
- Payment Method – repayment of the Apprentice Lending Program will be made through a bi-weekly payroll deduction unless an alternate means of repayment is approved in writing by the Human Resources Manager.
- Repayment Amounts – the total repayment amount will be calculated over 24 installments (approximately 6 months)
- Employment Termination – regardless of it being voluntary or involuntary, all outstanding balances shall be paid in full upon termination of employment with UFCC. The employee agrees to give the rights to UFCC to use any or all incurred vacation pay or final pay, including termination or severance pay, to repay the balance of the loan.
- Interruption of Earnings – should the employee experience an interruption of earnings (i.e., sick leave, school closure period, etc.), the bi-weekly repayment amounts will be readjusted so that the balance will still be paid according to the original payment schedule.

PROCEDURE

1. Prior to applying for the lending program, the employee must first be registered with the Ministry of Labour, Immigration, Training and Skills Development as an apprentice and have enrolled in one of the required apprentice courses offered at Mohawk College.
2. Human Resources will require a copy of the Proof of Registration provided by the college along with proof of the course fee.
3. After approval, the employee must sign the Payroll Deduction Authorization which outlines the exact terms and repayment amounts.

RESPONSIBILITIES

Employee:

UFCC Employee receiving the loan will be responsible for:

- Registering themselves as an apprentice through the Ministry of Labour, Training and Skills Development and in the Mohawk 620C - Child Development Practitioner course.
- Ensuring that all outstanding balances are paid on time. If they take time off due to any reason, they will contact Human Resources and make payment arrangements for the remaining balance.
- Responsible to use the lending fund solely for the purpose of paying the Child Development Practitioner course at Mohawk College.

Human Resources:

The Human Resources department is responsible for:

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



- Reviewing the application and approval.
- Working with the employee on any outstanding balances should the employee leave the company for any reason or require going on leave of absence.

Policy Attachments: N/A



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10.9 HEALTHY WORKPLACE POLICY

MANUAL	Staff Related Policy Manual
SECTION	10 – UFCC Employment Policies
POLICY	10.9 Healthy Workplace Policy
LAST REVISED	June 2025

RATIONALE

At UFCC, the health and safety of our employees and overall workplace is of paramount importance. UFCC is committed to providing a safe and healthy environment for children, families, staff members, students and volunteers. UFCC will work to reduce the risk of introduction and transmission of viruses and infections among staff, students, volunteers, children, families and others.

UFCC will follow the Child Care and Early Years Act and Regulations and Public Health guidelines to control and manage the spread of infection within its facilities.

This policy was created in alignment with UFCC’s obligations under the Occupational Health and Safety Act (OHSA) to take every reasonable precaution in the circumstances to protect workers in their workplaces. This policy promotes the health and wellness of UFCC’s employees and aims to reduce the risk of transmission of infection and disease in our workplace.

RESPONSIBILITY

All staff, volunteers and students on placement (collectively referred to as “employees”).

This policy applies to any individuals frequently attending the childcare centres or engaging in childcare-related activities or functions and have direct contact with Umbrella Family children or employees.

POLICY

Reducing Transmission of Illness and Infection at Work

Hand hygiene

Hand washing and using sanitizer are the most effective ways to reduce the spread of infections in a child care centre. It is vital that staff wash their hands properly, and often. Programs Policy 4.6 - Sanitary Practices Policy discusses best practices in hand washing and disposable glove use.

Respiratory Etiquette

All policies and procedures are reviewed regularly to reflect Umbrella’s most current practice.



All employees will practice respiratory etiquette and will encourage children, families, students, volunteers and others to do the same. *Respiratory etiquette* refers to personal practices that help to prevent the spread of the germs that cause respiratory infections. These practices include:

- Staying away from others when ill with a respiratory infection.
- Maintaining a two-meter distance from others when coughing or sneezing.
- Consider wearing a mask at work while symptomatic.
- Turning head away from others and coughing or sneezing into your elbow or a tissue rather than your hands.
- Immediately dispose of tissues after use.
- Immediately perform hand hygiene after disposal of tissues.

Stay home when sick

Employees must not enter their workplace if they are ill with a potentially infectious illness, as they may infect others. Employees who are ill should immediately report their illness to their designated supervisor, in accordance with HR_10.2 - Attendance Policy.

When an employee calls to report that they will remain home due to illness, the Supervisor will inquire as to the nature of the symptoms and anticipated duration of illness. This information is necessary in order to implement any workplace exclusions and related next steps.

PROCEDURE

Recommended Work Exclusions and Next Steps

Working in close proximity with others, employees may need to be excluded from work until they are no longer infectious. See the chart below for a list of common illnesses requiring work exclusion.

For conditions not listed below, employees should consult Hamilton Public Health Services at 905-546-2063 to identify exclusion periods or to ask further questions.



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EXCLUSIONS ARE REQUIRED FOR THE FOLLOWING ILLNESSES *			
	Illness	Symptoms	Exclusion Period
Respiratory	Common cold	Cough, runny nose, sore throat, sneezing, congestion	Until feeling well enough to return. Consider masking if working while symptomatic.
	COVID-19 or influenza-like illness	Fever, body aches, fatigue, headache plus respiratory symptoms	Until fever has resolved and employee feels well enough to return.
	Strep throat	Very sore throat, fever, red swollen tonsils, throat swab will confirm	24 hours after start of effective antibiotic treatment.
Gastro	Gastroenteritis	Diarrhea, vomiting, abdominal pain and cramping	Until free of symptoms for 24 hours.
	Norovirus gastroenteritis	Sudden onset diarrhea and vomiting, often more severe	Until free of symptoms for 48 hours.
Rashes	Chicken pox /	Chicken pox – rash of itchy, fluid filled blisters, fever, headache, fatigue.	Chicken pox – fever has resolved and employee feels well enough to return.
	Shingles	Shingles – painful or tingling rash that most often develops on one side of the body or face in a single stripe. Fever, headache, chills.	Shingles – Cover weeping rash with a dressing while at work. If rash cannot be covered, exclude until dry and crusted.
	Pink Eye	Red, swollen eye with yellow green discharge.	Until 1 full day of antibiotic treatment (if bacterial) or until doctor approves (if viral). No need to exclude if there is no discharge.
	Scabies	Itching, pimple-like skin rash	Until treatment has been applied.
Other	Measles, mumps, rubella, pertussis, tuberculosis and other reportable diseases **	<p>Workers experiencing illness due to suspected or confirmed reportable disease must follow Public Health direction regarding return to work. Employee must call Public Health Services at (905) 546-2063.</p> <p>Reportable diseases are listed here, on page 7: https://www.hamilton.ca/sites/default/files/2022-06/publichealth-child-care-centres-infection-control-guidelines.pdf </p>	

* Based on *Infection Control Guidelines for Child Care Centres*, Hamilton Public Health Services, version 4.0, January 2017.

** Infectious disease reporting requirements are found in *Infection Control Guidelines for Child Care Centres*, listed on page 7.

Returning to Work Following Exclusion Periods

On returning to the workplace after the exclusion period for Respiratory illnesses above, for 5 days after your symptoms started, it is recommended to:

- Wear a well-fitted mask in all public settings (including school and child care), and
- Avoid non-essential activities where you need to take off your mask (for example, playing a wind instrument with children, or removing your mask for sports or when eating with others).

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



Vaccination

Vaccination is an essential public health tool to keep you, your community, your family and your colleagues safe. Employees at childcare centres face increased risk of infection transmission to co-workers, children and others, due to frequent close contact, and a potential inability to distance when needed. For these and many other reasons, UFCC strongly encourages employees to protect themselves against illness by getting their annual seasonal vaccines. This is in addition to the immunization requirements at time of hire/placement.

The Ontario Ministry of Health and regional public health units have written extensively about the importance of getting vaccinated to reduce the spread of illnesses (such as COVID-19, influenza, and others), and to address concerns people may have about the safety of vaccination. Talk to your doctor or a City of Hamilton Public Health nurse at 905-546-2424 ext. 7556 to learn more about vaccines.

Review of Policies

UFCC regularly monitors updates and changes to required and recommended health and safety protocols in the workplace. UFCC will update its policies, practices, and protocols accordingly. As part of this process, Umbrella reserves the right to introduce different and/or enhanced health and safety measures, as may be necessary and/or appropriate under the circumstances. These measures may include, but may not be limited to, requirements for masking, social distancing, remote work arrangements, modified duties, position and/or working locations transfers, and/or leaves of absence either with or without pay.

Policy Attachments: N/A



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10.10 TABLET POLICY

MANUAL	Staff Related Policy Manual
SECTION	10- UFCC Employment Policies
POLICY	10.10 Tablet Policy
LAST REVISED	December 2024

RATIONALE

UFCC understands the importance of providing staff members with access to a tablet, consequently enabling employees with an opportunity to communicate via email, research topics of interest specific to their work, access the parent communication app, etc. It is important to remember that the tablet belongs to the organization, not to an individual.

RESPONSIBILITY

All staff, volunteers and students on placement.

POLICY

Umbrella Family provides information and communication hardware and software to support employees and volunteers to carry out their responsibilities. Tablets and software are the property of Umbrella Family. Employees using this technology are obligated to ensure the equipment and software are being used appropriately and that the integrity of Umbrella Family is maintained.

Proper Care

The life expectancy/end of life of a tablet and walkie is heavily influenced by the number of times the device is charged and how often it is fully discharged. Tablets should typically last three (3) to four (4) years and walkies one (1) year.

PROCEDURE

1. Tablets should be turned off when they are not in use;
2. Tablets should be charged before they are fully discharged with at least 10% battery left;
3. Tablets should only be charged on the company issued surge protector;
4. Tablets should never be left on or charged over night or over the weekend;
5. Tablets should never be left unattended. If tablets are not in use, they should be kept in a locked file cabinet.

Damages

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



Employees, unless authorized by the system administrator, are not permitted to repair or correct problems with hardware. Damage to tablet by deliberate action, excessive force or carelessness is considered a serious incident and a disciplinary matter.

Appropriate Use

Employees are not permitted to use devices for personal use and can only be used by the representatives of Umbrella Family to which the tablet was assigned.

1. Tablets should be used for tasks such as observing, documenting and planning for children's learning. This includes taking notes, photos, video and audio clips to be used for pedagogical documentation, research and planning purposes.
2. Tablets are also to be used as a tool to communicate with families via the parent communication app and Umbrella Family email accounts where applicable.
3. Staff need to ensure that they are making effective use of their time when working on the tablet, i.e., doing research, documentation, planning, parent communication app posts, and other family communication at times when they are not required to be engaged with children.
4. Staff may use tablets in program with the children if they are supporting their learning through shared research, creating a documentation, or supporting a child to safely explore this use of technology. Staff need to be mindful of the Canadian Paediatric Society's screen time recommendations: <https://cps.ca/en/tools-ouils/digital-media-and-screen-time>

Internet Web Browsing

Umbrella Family permits web browsing by employees and volunteers for sanctioned work-related purposes, such as researching appropriate areas of interest with and for children's learning. Accessing, downloading, displaying or disseminating materials of a discriminatory, sexual, pornographic, racist, sexist or otherwise offensive or inappropriate nature is strictly prohibited and is subject to disciplinary action. Any employees or volunteers who inadvertently accesses a prohibited site will inform their Designated Supervisor immediately. Umbrella Family reserves the right to monitor internet usage and record the websites accessed. Umbrella Family is not responsible for any misuse of the internet by an employee or placement student.

Virus Security

Umbrella Family takes virus security very seriously due to the risks for the organization. All computer workstations are protected with an anti-virus security program. Disabling this software is strictly prohibited and is grounds for discipline, including termination. Removable data storage devices (e.g., USB keys, portable hard drives) are not permitted unless authorized by the system administrator.

Systems Settings and Data Security

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



In general, employees and volunteers are not to make changes to the many system settings on their computers unless approval is obtained from the System Administrator. Those wishing to simply personalize various visual settings should consult with the System Administrator. Changing other settings may have effects on the performance of the machine or the ability of the System Administrator to effectively support the operation of the system.

Approved Software/Applications

Unauthorized programs must not be run on the computers/devices of Umbrella Family even if they are personal programs or shareware, due to the risk of virus attack or other forms of malicious or accidentally destructive software.

Any additional software or application an employee would like to install must be requested through their supervisor for approval.

Downloading From or Uploading to the Internet

Umbrella Family is committed to minimizing the risk of downloading materials and programs from the internet and uploading to the internet due to issues of security, protection from viruses and malicious, malfunctioning software and interaction with internet sites. As a result, all computer technology will have anti-virus software and security settings are set at the highest level. Employees and volunteers are not permitted to sign up for anything on behalf of or respond to inquiries for the organization unless authorized. Updates to the computer software can create serious security risks for unqualified users and such updates cannot be proceeded with. Without being sanctioned by Umbrella Family confidential information is prohibited from being uploaded to the internet.

Policy Attachments: N/A



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10.11 RIGHT TO DISCONNECT POLICY

MANUAL	Staff Related Policy Manual
SECTION	10- UFCC Employment Policies
POLICY	10.11 Right to Disconnect Policy
LAST REVISED	December, 2024

RATIONALE

The purpose of this policy is to respect the free time of all employees to not respond to electronic or phone communications after the workday ends.

RESPONSIBILITY

This policy applies to all union employees of Umbrella, whether their primary location of work is in the workplace, at home, or a combination of the two.

POLICY

This policy is in effect as of June 2, 2022. In the event of any future changes to this policy, the date of the changes made will be included in this section.

UFCC is committed to taking every precaution reasonable in the circumstances for the protection of the health and safety of workers, as required by the *Occupational Health and Safety Act*. This includes workplace hazards associated with an employee's mental health. Disconnecting from work is vital to help us achieve a healthy and sustainable work-life balance. The health and wellbeing of our employees is the utmost importance, and we encourage and support all employees to maintain an appropriate work/life balance and fulfill their responsibilities outside of the workplace.

Definitions

As defined in the Working for Workers Act, "disconnecting from work" means not engaging in work-related communications, including emails, telephone calls, video calls or the sending or reviewing of other messages, so as to be free from the performance of work.

For the purposes of this policy, "remote work" means working from a home or from another location rather than being required to go to the physical workplace of the employer.

For the purposes of this policy, "mental health" refers to the employees' state of mental well-being where they can optimize their full capacity, maximize their abilities, work productively, cope with stresses, and successfully contribute to the goals of Umbrella.



Providing Copies of This Policy to Employees

Umbrella will provide this written policy to all employees. If any changes are made to this policy, employees will be provided with the updated policy within 30 days of any amendments.

In the case of newly hired employees, Umbrella will provide a copy of this policy to them within 30 days of their date of hire.

Connection and Disconnection Expectations

Email:

Employees are expected to follow the guidelines below regarding the use of Umbrella's email systems.

Employees are expected to respond to emails during their designated working hours only. Aside from the exceptions outlined in this policy (see Exceptions section), Umbrella does not have an expectation that employees will respond to emails during their off-work time and employees will not be penalized in any way for responding to emails only during their working time. Umbrella Family will often send emails to personal email addresses of its employees who do not have access to an Umbrella Family email account. The organization will endeavour to only send emails during regular business hours, to ensure employees are able to disconnect from work.

To ensure that these guidelines are not compromised, Umbrella needs to be aware of when employees are on work time and when they are not. This means that employees with an Umbrella email account need to keep their work calendar up to date and use out of office replies when they are not working during Umbrella's operational days.

Response Time for Employees with an Umbrella Email Account

- Employees are expected to respond to emails received during the workday
- Emails received after-hours or on Saturday, or Sunday are expected to be replied to on the employee's next working day, outside of the Exceptions outlined below. Where an employee is on vacation or has a scheduled day off, employees are expected to respond to emails on their next working day, and therefore the Exceptions below do not apply.

Phone:

Employees are expected to follow the guidelines below regarding the use of phones for the completion of their job duties.

Employees are expected to respond to phone calls during their designated working hours only. Aside from the exceptions outlined in this policy (see Exceptions section), Umbrella does not have an expectation that employees will respond to phone calls during their off-work time and employees will



not be penalized in any way for responding to phone calls and text messages during their working time only. As employee's are typically working in program during their workday, text message, is not a common form of communication among employees, and therefore will not be treated as a primary form of communication.

Response Time for Phone Calls and Voicemails, and Text Messages

- Employees with access to Umbrella phones (cell phones and/or landlines) are expected to respond to phone calls, voicemails, and text messages received during the workday. Whenever possible, Umbrella Family will endeavor to contact employees via their primary work locations phone, and not contact employees via personal cell phone numbers (both by phone and text message).
- Umbrella will endeavor to only communicate to employees via their personal device (phone call and/or text message) during operational hours outside the exceptions in this policy (see Exceptions section).
- Phone calls, voicemails, and text messages received after-hours or on Saturday, or Sunday are expected to be replied to on the employee's next working day, outside of the Exceptions outlined below. Where an employee is on vacation or has a scheduled day off, employees are expected to respond to phone calls, voicemails, and text messages on their next working day, and therefore the Exceptions below do not apply.

Other Communication Channels:

Employees may use various other means of communication for work such as the parent communication app, Microsoft Teams, etc. Employees are only expected to respond to work related messages on these platforms during their designated working hours. Umbrella does not have an expectation that employees will respond to messages, comments, meeting invitations etc. during their off-work time and employees will not be penalized in any way for only replying to them during their working time.

Responsibilities

Employees are expected to:

- Follow the guidelines outlined within this policy, such as notifying Management and using applicable technologies to notify internal and external parties when they are off duty;
- Otherwise, be working during the times set out in their employment contract, taking breaks as outlined in their employment contract and Umbrella's policies;
- Not pressure fellow employees for taking the down time afforded to them through the Employment Standards Act (ESA), Collective Agreement or other internal Policies and Procedures; and
- Speak to their Supervisor if they have any concerns about their mental health and their right to disconnect from work.



Supervisors are expected to:

- Respect an employee's off-duty time and not expect that an employee will respond to a request on their off-duty hour;
- Compensate or provide lieu time to employees for any work completed outside of their on-duty hours, as outlined in Article 26 – Lieu Time in the Collective Agreement; and
- Provide support as needed to employees who come forward with concerns regarding their mental health and right to disconnect.

Exceptions

Umbrella acknowledges the need to disconnect from work and support the work life balance for all employees. Due to the nature of our business, some positions may require responsibilities outside the regular work hours. The following exceptions apply to the position listed below.

Union Employees/Supply Staff:

Activity	Responsibility
Phone Call	<p>Answer calls outside of working hours for the purpose of being called into work by their Designated Supervisor.</p> <p>Call supply staff for coverage as described in Article 30.04 – Vacation and 32.06 – Personal Days/Leaves in the Collective Agreement.</p> <p>Call your Program Supervisor or designate for the purpose of reporting an absence. Employees are expected to call their Program Supervisors within the hours of 6:00 am to 8:00 pm and will endeavor to provide two (2) hours' notice as per Article 32.02 – Use of Sick Time in the Collective Agreement.</p>
Email	<p>Emails sent to an employee's personal email address are not expected to be responded to immediately. Supervisors, Managers and Administrative employees are discouraged from sending emails outside operational hours.</p>

Employees should be aware of the expectations of Program Supervisors as it relates to their responsibilities outside of the regular workday.

Program Supervisors:

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



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Activity	Responsibility	Required Response Time
Phone Call	<p>On call from 6:00 am to 8:00 pm Monday to Thursday, 6:00 am to 6:30 pm on Friday, and 6:00 pm to 8:00 pm on Sunday for the following:</p> <ul style="list-style-type: none"> • Receive calls from staff calling in sick • Calling Relief and Supply staff for coverage • Calls regarding late child pickup • Parent calls due to emergency closures • Ministry Visit at one of their centres • Responsibilities as outlined in the Pandemic Plan 	<p>On call from 6:00 am to 8:00 pm Monday to Thursday, 6:00 am to 6:30 pm on Friday, and 6:00 pm to 8:00 pm on Sunday.</p> <p>To be completed within 10 to 30 minutes of receipt of a phone call.</p>
Text Message	Text to find Relief Coverage	10 to 30 minutes to communicate message to Program Supervisors.

* Note: When returning from vacation, Program Supervisors will assume responsibility of staffing coverage for the following operational day they return.

Complaints

Employees who have concerns about their supervisor/manager respecting their time away from work should first speak with their supervisor/manager to resolve the issue. In the event the issue is not able to be resolved at this level, employees are directed to bring the issue forward to the Human Resources Manager.

Updates to This Policy

This policy may be updated or amended based on direction from the Government of Ontario.

Retention

Umbrella will ensure that copies of this policy, including any subsequent revisions, are retained for a period of three years after the policy ceases to be in effect.

Policy Attachments: N/A



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10.12 Workplace Monitoring Policy

MANUAL	Staff Related Policy Manual
SECTION	10- UFCC Employment Policies
POLICY	10.12 Workplace Monitoring Policy
LAST REVISED	December, 2024

RATIONALE

The Ontario Working for Workers Act, 2022, S.O. 2021, c. 7 – Bill 88 requires employers to introduce a written policy regarding its electronic monitoring practices. The purpose of this policy is to provide information and transparency about how Umbrella Family may electronically monitor and collect information pertaining to its employees.

RESPONSIBILITY

All staff, volunteers and students on placement.

POLICY

Definitions

For the purposes of this policy the following definitions apply:

Active Electronic Monitoring means the use of devices or software to intentionally track the activities and/or physical location of an identified employee or employees.

Passive Electronic Monitoring means the routine collection, analysis, and retention of information or activity in physical spaces and on the digital network.

For purposes of this policy, Umbrella has categorized any applicable monitoring as either Active or Passive Electronic Monitoring.

Active Electronic Monitoring

Umbrella does not, as a normal course of business, engage in Active Electronic Monitoring for the purpose of employee performance management. Active monitoring of employees may be undertaken in accordance with Umbrella's Acceptable Computer Use policy.

Examples of Active Electronic Monitoring of employees include, but not limited to:



- Monitoring physical location using global positioning system (GPS) to understand the location of the electronic device
- Monitoring internet resources including when an electronic device establishes an internet connection

Active Electronic Monitoring of employees may also include access to contents of personally assigned account(s) and/or devices used by an identified employees which may include, but not limited to, email, voicemail, SharePoint, KinderTales, OneDrive, Google Drive and other storage space assigned.

Passive Electronic Monitoring

Umbrella has reserved, but not limited to, the following rights:

- To collect data related to activities on Umbrella network that may be attributed to identifiable persons.
- To use the data for the purpose of assuring safety, security, and comfort within physical spaces of Umbrella premises, devices and network.

When an employee retains information related to Umbrella business operations or the operations of their centres, departments, or team within their personally assigned account(s) and/or devices, and that employee is not available to retrieve the information, Umbrella may directly access the account of the employee with oversight from appropriate authorities and in compliance with Umbrella policies.

In the event that Umbrella collects any personal information, as defined in the Freedom of Information and Protection of Privacy Act ("FIPPA") when using the electronic monitoring tools listed in this policy, Umbrella shall collect, use and disclose personal information in accordance with the applicable legislation, including, but not limited to, FIPPA.

Posting, Notice and Retention

Umbrella will provide all current employees with access to or a copy of this policy within 30 calendar days of implementation. Umbrella will provide all employees hired after the policy is implemented with access to or a copy of this policy within 30 calendar days of their start date.

Umbrella will retain a copy of this policy and any revised version of this policy for a period of three (3) years after it ceases to be in effect.

Monitoring and Review

This policy will be reviewed as necessary and at least every three (3) years.

Policy Attachments: N/A



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10.13 CONFLICT OF INTEREST POLICY

MANUAL	Staff Related Policy Manual
SECTION	10- UFCC Employment Policies
POLICY	10.13 Conflict of Interest Policy
LAST REVISED	December 2024

RATIONALE

Each employee of Umbrella Family is responsible for taking whatever action is necessary to prevent actual, perceived or potential conflicts of interest.

RESPONSIBILITY

All staff.

POLICY

Umbrella Family will protect the integrity of the organization while preserving the rights of individual employees to participate as private citizens within their community. A conflict of interest arises when the direct or indirect personal interests of an employee interferes or might reasonably be seen by others to interfere with the ability of an employee to make decisions or fulfill their responsibilities in the best interest of Umbrella Family. A conflict of interest can be actual, perceived or potential. A conflict of interest could arise in relation to the following, but not limited to:

- Providing care to a child with whom they have or have had a personal relationship, both with the child and/or with the child's family;
- Having a vested interest in an external business, which may provide materials or services to the organization;
- Operating a consultation service or business in the same field of employment;
- Being involved in activities outside of the organization which interferes with an employee's ability to devote the time and attention to effectively carry out their job responsibilities at Umbrella Family;
- Being involved in activities outside of the organization that adversely reflect on the reputation of Umbrella Family;
- Accepting services or materials, such as gifts, from a family or from business individuals as a result of the employer's job or position, or making use of a position with Umbrella Family to solicit services, client or materials for personal gain;
- Accepting or offering fees, awards, and/or grants for opportunities to participate in a public forum or in media that arise from knowledge gained from employment and that result in personal benefit; and

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



- An employee's beliefs impacting their ability to carry out the organization's mission, vision and/or values.

Each employee of Umbrella Family is responsible for taking whatever action is necessary to prevent actual, perceived or potential conflicts of interest. Employees are responsible for declaring any action or decision that may result in actual, perceived or potential conflict of interest, and must observe any specific conduct requirements that may arise. It is also each employee's responsibility to identify and report any actual, perceived or potential conflict of interest, regardless of whether or not financial benefit is derived. Employees are never relieved of the responsibility for ongoing review or disclosure whenever necessary.

Employees are not permitted to be members of the Board of Directors of Umbrella Family due to the fact they receive remuneration from the organization and would be considered to be in conflict of interest. Employees may choose to serve on boards or committees of other organizations on their own time as long as no conflict of interest is identified by Umbrella Family.

It is considered inappropriate for staff to make use of the property or other resources of Umbrella Family, including time, to advance personal interests, businesses or other activities.

PROCEDURE

1. The Supervisor or designate will advise any new employees directly under their supervision that any conflict of interest must be declared upon the commencement of employment which will be done through reviewing the policy with each new employee.
2. Should an employee and/or their Supervisor identify an actual, perceived or potential conflict of interest, they will review the matter with their Manager.
3. The Manager will consult with the Director of Childcare Programs to review the declaration and advise the employee in writing as to whether the circumstances are considered a conflict of interest and will then consult with the employee to determine a suitable course of action.
4. All decisions related to a conflict of interest will be made with consideration of The College of ECE's Code of Ethics and Standards of Practice, regardless of the employee's position.
5. Possible outcomes to eliminate or limit the conflict of interest may include, but are not limited to:
 - a. Transferring the employee to another work location and/or classroom providing this will address the conflict of interest;
 - b. Removing the employee temporarily from those responsibilities that give rise to the conflict;
 - c. Permitting the employee to continue their duties with close supervision by the Supervisor or designate on matters pertaining to the conflict of interest; or
 - d. Advising the employee of disciplinary outcomes related to failure to address an actual, perceived or potential conflict of interest.



6. Failure to cooperate, failure to adhere to any agreement instruction related to the conflict of interest, or failure to declare a potential conflict exists will result in discipline and/or termination.
7. The Supervisor will file all documentation related to the conflict of interest in the employee's personnel file.

Policy Attachments: N/A



Staff related (HR) Policies- Sign Off Sheet

Policy #	Policy Name	Initial
SECTION 7 - HUMAN RESOURCES		
7.1	Joining the Umbrella	
SECTION 8 - POLICIES REQUIRED BY THE MINISTRY OF LABOUR		
8.1	Health and Safety	
	8.1.1 Health and Safety Policy Statement	
	8.1.2 Roles and Responsibilities	
	8.1.3 Joint Health and Safety Committee	
	8.1.4 Workplace Inspections	
	8.1.5 Incident Reporting and Investigations	
8.2	8.2.1 Accessibility for Ontarians with Disabilities (AODA)	
	8.2.2 Individual Accommodation Plan	
8.3	Workplace Violence and Anti-Harassment	
SECTION 9 - POLICIES REQUIRED BY THE MINISTRY OF EDUCATION		
9.1	Criminal Reference Check Policy	
9.2	Monitoring and Observations	
9.3	Registration with the College of Early Childhood Educators	
9.4	Standard First Aid	
9.5	Staff Training and Development	
9.6	Supervision of Volunteers and Students	
9.7	Program Statement Implementation	
SECTION 10 - UFCC EMPLOYMENT POLICIES		
10.01	Acceptable Computer Use	
10.02	Attendance	
10.03	Employee Dress Code	
10.04	Personal Cell Phone Use	
10.05	Progressive Discipline	
10.06	Respect for Confidentiality	

10.07	Fitness for Duty	
10.08	Apprenticeship Lending Program	
10.09	Healthy Workplace Policy	
10.10	Tablet Policy	
10.11	Right to Disconnect Policy	
10.12	Workplace Monitoring Policy	
10.13	Conflict of Interest Policy	
STATEMENT OF UNDERSTANDING		
By signing below, I indicate that I have read and understand the policies noted above.		

Printed Name:
Signature:
Date:
Supervisor Name:
Supervisor Signature:
Date: