



Employee Handbook 2021/2022



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Welcome!

On behalf of the Spuzzum First Nation (SFN), we are pleased to present this Employee Handbook to help with your understanding of who we are and how we work together to create an organization that serves our community and its citizens.

You are an important part of our organization and a key ingredient to our success. This handbook is provided to you to ensure you have the essential day-to-day information you need, including important policies and practices that will guide your work activities and relationships. It clarifies our expectations and lets you know what you can expect from us. We believe that providing you with this support and encouragement lays the groundwork for a respectful and positive work environment.

Please note that we retain the right to modify, add or delete the policies and associated procedures within this handbook at any time; however, we will keep you informed of any changes we make.

If you have questions about our policies and practices, please reach out to your manager; our door is always open.

James Hobart

SFN, Chief

Diana Stromquist

SFN, Councillor

Angie Mitchell

SFN, Councillor

Crystal-Anne Hatzidimitriou

SFN, Band Administrator

Our Beginnings

Legends of the Coyote, Qoā'qLqaL, Kokwē'la, and the Old Man.

At one time, very long ago, the earth was very different from what it is at present. There were no trees, and many kinds of bushes and plants were wanting; neither was there any salmon or other fish, nor any berries. The people who lived during this age were called spētā'kl. They were mostly animals, who, nevertheless, had human form. They were gifted in magic, and their children used to reach maturity in a few months. There were among them many cannibals and many mysterious persons.

After a time, certain men successively appeared on the earth, traveling here and there, working wonders, changing and modifying the existing order of things. Gradually many of the spētā'kl who were bad were shorn of their powers, driven out of the country, or were transformed into birds, fishes, animals, and trees. The greatest of these transformers was the Old Coyote, who, it is said, was sent by the Old Man to put the world in order so that the people might live more easily and happily. At the same time, three brothers called Qoā'qLqaL travelled all over the country, working miracles. At that period, there lived still another transformer. His name was Kokwē'la. The brothers were finally transformed into stone, while the Old Coyote, after having finished his work, disappeared. Then the Old Man travelled over the country. He saw that there were still many bad people on the earth; therefore, he gathered all the people together and began to separate the good from the bad. Having done this, he transformed all the evil ones into birds and animals, cursing them and assigning them to the different spheres, which they were henceforth to occupy, while the good people he led forth over the country, settling them in different places.

Thus, it ended the age of the spētā'kl, and since then, the earth and its inhabitants have been much the same as they are at present. All the animals, birds, and fishes were originally people, whilst the 20 Traditions of the Thompson River Indians.

Indians of the present day are the descendants of the good people who were left on the earth by the Old Man.

About Us

Spuzzum First Nation is an unincorporated First Nation settlement nestled on the Trans Canada Highway #1 in the lower Fraser Canyon, approximately 40 kilometers north of Hope BC. We are a Nlaka'pamux First Nations government, which is located right here in Spuzzum. Our nation consists of 16 reserves. We have approximately 330 members with about living on the reserve.

The majority of the reserve is natural canyon land and covered with first and second-growth forests.

We are focused on servicing and supporting our members, pursuing economic development for the nation while managing the natural resources and the culture and tradition of the Nlaka’pamux people. “Future Focused Nation Building.”





Our Purpose and Guiding Principles

Forward Focused Nation Building.

We protect the land, resources, culture, and traditions of the Nlaka'pamux people to build the nation for today and tomorrow.

Our Warrior Spirit

We focus our Warrior Spirit to remove barriers and overcome challenges.

We Support Each Other

We lean on each other when we need help and support because we are stronger together.

We Reflect Before We Act

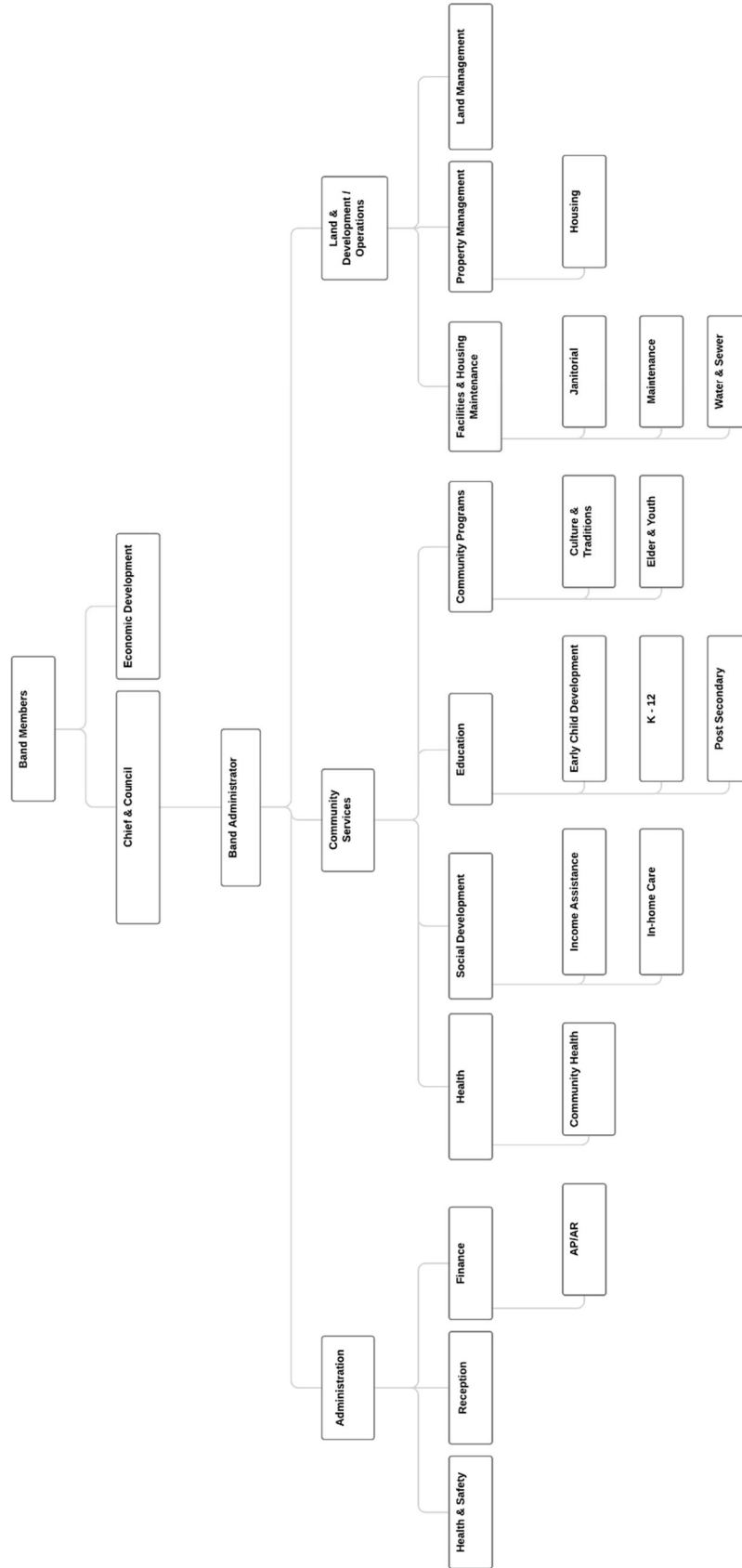
We explore all perspectives and take the time to reflect before we act.

We are Open and Transparent

We create transparency by sharing information and the reasons behind our actions while maintaining our commitment to confidentiality.

Organization Overview

Spuzzum First Nation
Organizational Chart





Our Door is Open

We work hard to create a positive open work environment. We want employees to feel comfortable to ask questions, give suggestions, and be a part of shaping this workplace.

Sometimes you may have a question or an issue you need help with or when you don't agree with something and want to bring it forward. Our door is open to listen and be there to talk things through. Don't let things go; please come see us.

As part of our progressive workplace, we always want to communicate respectfully, tactfully, and listen openly to other perspectives. Please keep this in mind when you are bringing things forward.

Probationary Period

The probationary period provides time to establish a relationship between you and the organization. It offers an opportunity to evaluate your qualifications, skills, and overall "fit" with us and determine suitability for permanent employment. It also allows you a chance to let us know how we can best support you, so you are successful. The first three months of your employment is the probationary period.

Through your probationary period, you will receive periodic feedback from your manager. This is an opportunity to hear where you are excelling and where you may need to make some improvements. Besides, we want to hear your feedback on improving the onboarding and integration

process as we are always looking for ways to be better.

It may be necessary to extend your probation period when determined more evaluation is needed to evaluate your suitability in some circumstances. If your probation period is extended, you will be informed in writing. It is important to note that probation extensions can be up to three months at a time to a maximum of two extensions.

For employees who transfer to a new position, there will be a probation period of three months. It is important to note that it is impossible to hold an employee's previous position open during this time. However, if an employee is unsuccessful

If you have a question or concern, bring it forward to your manager. The door is always open!



or decides not to continue their new role, we will make every effort to return the employee to their previous position. If this is not possible, we will evaluate alternative position(s), if available, that the employee is qualified to perform.

At the end of your probation, you will receive a final review of your progress and the successful closing of your evaluation period.

Hours of Work

Our regular office hours are from 8:30 AM to 4:30 PM Monday through Friday. Employees who work five (5) or more hours are provided with a one (1) hour unpaid

lunch break. We know that sometimes we get busy but working through your lunch break is not an option. Breaks are important, and we ask that you ensure you take your break time for relaxing and recharge.

Depending on your position, you may be required to work slightly different hours to meet the role's needs. Typical hours of work will be confirmed during the hiring process. From time to time (and as approved or directed by your manager), working hours may include evenings and or/weekends when employees are required to attend meetings, workshops, and other activities outside of your normal schedule.

Attendance

We depend on you to be here for your scheduled workday, on time, and ready for work. We recognize situations arise that may prohibit you from attending work or being on time. If you anticipate being absent or late due to illness or an emergency, please contact your manager with as much advance notice as possible and no later than 30 minutes before your expected start time.

We expect that you schedule appointments outside working hours whenever possible. However, we recognize that situations may occur where you need to be away from work or leave early. We have flexibility with your schedule when you have commitments and so let us chat about options. Please speak with your manager for approval.

If an employee is absent because of illness for a period of five or more successive days, we will request that the employee provides a doctor's note to your manager. Further, suppose absences extend for more than ten

(10) consecutive days. In that case, it may be requested to get approval from your doctor before resuming normal work duties to ensure your readiness to return to work.

It is important to note that if an employee fails to notify or report to work for three consecutive days, they will be considered to have resigned from their position.

Regardless of the situation, we are here to support you. As part of that process, it is important to communicate with your manager to assist continually.

Weather and Road Conditions, and Emergencies

The office will be open and operating during regular office hours unless an emergency or severe weather results in dangerous road conditions. Between late Fall and Spring, snow and ice are part of the local climate, so please anticipate these conditions and make the necessary arrangements to work your scheduled shifts. It is important to consider your safety and only drive if you feel it is safe.

In the event of extreme weather or another emergency, we may elect to close the office. We will make every effort to contact employees when the office is closed due to these circumstances. Please do not hesitate to contact the Band Administrator if you have any questions regarding office operation during inclement weather.

Job Descriptions

Each position will have a job description that outlines your overall main responsibilities as part of your role. As we are a small but growing organization, it is important to remember that these are guidelines, and so our duties can shift and expand to meet the needs of the

organization. This supports our philosophy that 'We Support Each Other,' which includes being flexible to get the job done.

Job descriptions are reviewed periodically and when a new position is created. This is to reflect changes in duties and responsibilities as well as ensure that roles are kept up to date.

Personal Information

All information collected and maintained is only for administering the employment relationship is kept confidential and secure.

Information kept in your employee file includes employment application, criminal record check and drivers' abstract (if applicable), employment contract, job description, performance discussions, evaluations, corrective action, vacation, leaves, benefits enrolment, and updates, and any other information that is part of the employment relationship. Information requested by a third-party inquiry will not be released without the employee's consent unless SFN is under a legal obligation to do so or is part of the employment relationship.

To ensure that our records are up to date and for payroll and benefits administration, it is important that we have accurate and current information. This may include your name, address, phone number, and emergency contact. Please submit all changes to this information to your manager whenever changes occur.

If you wish to review your employee file's contents, you may do so by contacting the Band Administrator to arrange.

References

Spuzzum First Nation will provide employee references upon request. We will seek written consent from the employee before doing so.

References will only provide by the Band Administrator. They will only include the date of hire, date of termination/resignation, job description, and skills required in the job performed by the employee in their role with SFN.

Employment Classifications

We have several different classifications that outline an employee's employment status with SFN, and they are as follows:

- Full-Time Employee – are permanent employees who have successfully completed their probation period, which works on an average of 35 hours or more per week.
- Regular part-time employees – are employees who work less than 35 hours per week. Part-time employees are not eligible for benefits.
- Contract, Temporary, and Seasonal – are employees who work on shorter-term work agreements. These positions are not eligible for benefits.

Want to grow with us? When jobs come available, we post them internally. Applications are available through the Band Administrator.



All paid staff positions at SFN are subject to the availability of funding.

Employment Opportunities

We want to be an organization where employees can grow with the organization as we do. Except for a preference for hiring those of Aboriginal ancestry as part of our commitment and service to the community, we are an equal employment opportunity employer. Everyone regardless of race, colour, ancestry, place of origin, political belief, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age, unless the preference is based on a bona fide occupational requirement. This is reflected in our practices and policies regarding hiring, training, promotions, transfers, rates of pay, layoff, and other forms of compensation. All matters relating to employment are based on the ability to perform the job to SFN standards and dependability and reliability once hired.

Our Hiring Process

We post all positions both internally and externally when new roles come available to ensure we find the most qualified person for the position and offer our existing employees opportunities to learn and grow with us.

We have several steps in place to bring transparency, consistency, and understanding to our hiring process.

1. The Band Administrator will work with the Chief and Council to review and approve any added or backfilled positions.
2. A job description is created or reviewed (if existing), and a pay rate is established.
3. Positions are posted internally and externally.

4. The Band Administrator will screen all candidates.
5. Candidates are shortlisted and invited to participate in an interview.
6. Secondary interviews may be scheduled with other department colleagues depending on the nature of the position.
7. The manager hiring this position will decide on the successful candidate.
8. The Band Administrator will conduct reference checks. Depending on the position, the candidate may be asked to consent to a criminal record check or submit a driver's abstract.
9. An offer of employment will be made to the candidate as prepared by the Band Administrator.
10. Once the offer is accepted, all interviewed candidates will be informed of the hiring decision.

Recording of Hours

We want to ensure everyone is paid for all the hours they work and get their cheque on time. Employees must record daily hours worked on the *Time Sheet* submitted bi-weekly, reviewed, approved, and signed by their manager.

Timesheets must be submitted bi-weekly to the Band Administrator by

9:00 am Tuesday to be included in the payroll.

Do not forget to turn in your bi-weekly time sheet each Tuesday by 9:00am to the Band Administrator.



Overtime

It may be necessary to complete your work assignments in hours above your regularly scheduled hours. Your manager must approve any overtime before being worked.

Overtime is paid at 1.5 times your hourly rate for hours worked over 8 hours in a day. The maximum hours allowable to work within a week is 48 hours.

Overtime – Banking Hours / Hours Paid

Employees will be given the option to either be bank their overtime hours or be paid out. Banked hours are calculated by 1 hour of overtime = 1.5 hours of banked time. Once the hours' bank limit has been reached, hours must be taken as time off in lieu or paid out. Any banked hours or time is taken in lieu must be requested and approved by your manager using a *Time Off Request Form*. Hours must be used within three months, or they will be automatically paid out. If you should leave your employment with Spuzzum First Nation, any hours remaining in your bank will be included with your final paycheque.

Regular Banked Hours

It may be necessary to work over a seven (7) hour workday. You may bank the hour between the seventh and eighth. Hours are banked a straight time meaning, one (1) hour = one (1) hour banked. Beyond eight hours in a day is considered overtime and processed as outlined in the “Overtime – Banking Hours / Hours Paid” section above. All hours (OT and regular) may be banked to a maximum of fourteen (14) and must be approved by the Band Administrator.

Call Back Pay

There may be times when you are asked to return to work after leaving for the day. If this occurs, employees are guaranteed a minimum of 3 hours' pay.

If working these hours result in an employee working overtime, you may bank hours, as per our overtime policy, or be paid

for those hours at a rate of 1.5 times your hourly rate.

Discretionary Bonus

Each year employees may be eligible for a discretionary bonus. These payments are determined solely by the Chief and Council and at their discretion. Therefore, any payment of bonus is not guaranteed from year to year.

Workplace Attire

We want to have employees dressed and prepared to meet members and other guests that visit our office. Our approach is “business casual,” We ask that staff arrive with clean and pressed clothes and appropriate for an office environment. This means nothing too revealing, faded, ripped, torn, or too casual; halter tops, mini skirts, sweats. Jeans are acceptable provided they are clean and in good condition.

A clean and neat appearance contributes to the positive impression employees make on our clients and our community. Part of our professionalism is attending to personal care and grooming. Personal cleanliness, including the use of deodorant and good oral hygiene, are part of this standard.

Remember all travel must be approved by the Band Administrator / Chief & Council before travel can be taken.



Some positions may require wearing clothing appropriate for your specific job or role, including Personal Protective Equipment (PPE). Wearing long-sleeved shirts, long pants, safety headgear (goggles, face shield, or glasses), and steel-toed footwear are examples.

Travel

Authorization for Travel

All travel is approved by the Band Administrator or Chief and Council as appropriate in advance. Any information about the trip includes the purpose, duration, and any other information that outlines the trip's details.

You are expected to make your travel arrangements, including air, hotel, rental car, etc.

Travel Expenses

The most direct and economical transportation and hotel lodging are to be chosen when booking travel. If there are preferred carriers or vendors that SFN has partnerships with, then these are used when available. Please check with the Band Administrator for further details.

If there are costs incurred based on personal preferences such as cancellation charges, advance seat selection or seat changes, change of flight times, extra or overweight baggage costs, etc., these costs will be paid by the employee and are not eligible to be claimed for reimbursement unless required or requested by the organization, which are pre-approved by the Band Administrator or Chief and Council, as applicable.

If you travel using your personal vehicle, you can submit your mileage for reimbursement at a rate of 0.53 per km.

Meals and Incidentals

The maximum allowable rates for meals and other costs (taxes, tips, etc.) are determined each year.

Currently, these rates are as follows:

Breakfast	\$ 16.00
Lunch	\$ 21.50
Dinner	\$ 38.50
Incidentals	\$ 17.50

Reimbursement for Travel Expenses

Within ten (10) days of the end of the trip, all expenses (flights, hotel, car, taxi, parking, etc.) are to be submitted for reimbursement through SFN. Expenses should not be submitted directly to the Event Host or Coordinator. Please complete the Travel Reimbursement Form and submit it to your manager for approval with all original receipts.

Costs not covered for reimbursement include In-room hotel movies and mini-bar charges, traffic violation fines, expenses not supported by receipts, or spending outside outlined daily allowances.

Travel Time

Whenever possible, employees are expected to travel during normal working hours. Where travel must occur outside of your regular office hours, your work schedule will be adjusted for the day, where possible, not to incur additional hours. However, you will be paid additional travel time according to the overtime policy should this not be possible.

Office Access & Security

Maintaining the security of SFN property is every employee's responsibility. Develop habits that ensure security as a matter of course.

At the end of each day, if you are the last person out, you are responsible for:

- Ensuring exterior doors and windows are locked.
- Checking coffee pots, heaters, lights, etc. and turning them off
- Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible or your manager.
- All filing cabinets holding client and employee files are locked.
- Double-checking to ensure the building is empty before leaving.

Video Surveillance

For the safety and security of our employees, clients, visitors, property, assets, and artifacts, we have a Video Surveillance System in place. The video surveillance system enables video recording to observe and monitor activity within and around the Main Office building and property. Video surveillance recordings may be provided to the RCMP for use in an investigation or as evidence in any legal proceedings. Surveillance will not be used to monitor or track employee productivity, performance, or work habits.

All surveillance will follow the Personal Information Protection and Electronic Documents Act (PIPEDA).

Locations

Video surveillance cameras are located at the main, side, and downstairs entrances, shed area, parking lot, basement, reception, medical common area, and the Community Health Building. They are not located in the employee break areas, restrooms, or anywhere individuals have a reasonable expectation of privacy. Signage is present in each location to ensure staff, community members, and other individuals know that video surveillance is being used.

Access and Use

Access to video surveillance information is limited to the Band Administrator (or designate).

Any images produced by the system are kept in a secure location and may only be accessed by the staff members noted above. If, as part of an investigation of an incident or suspected incident, images will be shared with the RCMP.

Smoke-Free

Our offices are a smoke-free environment. Please do not smoke or vape at the front of the building or within 3 meters of doors or windows. We also ask that you be respectful of the environment and our surroundings' appearance by completely diffusing and properly disposing of cigarette ends in the receptacles provided.



Health and Safety

Our employees' health and safety is important to us, and we are committed to providing a safe work environment. We believe that accidents are preventable, and all employees share the responsibility to prevent injuries and maintain a safe and healthy environment.

If you have any questions about health and safety, please speak with your manager or the Health & Safety Representative.

Employee Rights

The Right to Know

As an employee, you have the right to be informed of known or foreseeable hazards in the workplace and be provided with the information, instruction, training, and supervision necessary to protect your health and safety.

*Safety is everyone's responsibility.
Report and unsafe acts or
conditions to the Band
Administrator or the Health and
Safety Representative.*



The Right to Participate

Employees have the right and the responsibility to participate in identifying and correcting job-related health and safety concerns.

The Right to Refuse Unsafe Work

As an employee, you have the right to refuse unsafe work if you have reasonable cause to believe that a condition, operation of a tool or machine, or performance of activity presents a danger to you or a co-worker. Report this immediately to your manager.

Employee Responsibilities

As an employee, you are responsible for the following:

- Work safely to avoid risk to yourself and others.
- Follow all prescribed procedures with respect to the health and safety of employees.
- Immediately report any potentially unsafe condition or hazard to your manager and take appropriate action to correct them without putting yourself or others in danger.
- Report every accident or occurrence to your manager immediately.
- Only operate equipment/tools that you have been trained and authorized to use.
- Wear the appropriate personal protective equipment (PPE), as required by your position or the job at hand.
- Let your manager know if you observe any conduct where you believe there is an infringement of our workplace health and safety procedures.

We encourage everyone to please speak to their Health and Safety Representative or the Band Administrator if they have any concerns or questions about health and safety.

Health and Safety Representative

An SFN employee fulfills this role in addition to their regular duties. The Health & Safety Representative is responsible for the following:

- Identify situations that may be unsafe or unhealthy for employees and work with management to respond to those situations.
- Consult with employees and management on issues related to health and safety and making recommendations for improvement.
- Ensure that accident investigations and building/equipment inspections are completed as required. Participate in inspections and investigations.

Accidents and Near Accidents

All accidents and near-misses must be reported to your manager immediately.

We are all responsible for recognizing potential fire hazards and reporting them as part of taking an active role in preventing fires. Please familiarize yourself with all the exits and locations of the fire extinguishers in each building.

In the event of a fire, the safety of staff and members/visitors is our priority. Below are the procedures to follow:

- Immediately shout "FIRE."
- Evacuate the area immediately, do not go to your work area for personal belongings, and proceed to the Muster Station (designated meeting place) located in the Main Parking lot.
- The designated staff member will take attendance to ensure everyone is accounted for.
- Do not leave the meeting place or return to the building for any reason until instructed by the Fire Department.

First Aid

First Aid supplies are located at our First Aid Stations. A station is in the Band Office, and one is in the Health Building. Each day we have a First Aid Attendant available to respond if an issue arises. The designated attendant on duty for the day will be posted at the First Aid Station.

Safety & Wellness

Pandemic and infectious diseases and our workplace

A pandemic is an outbreak that crosses borders and countries and may require extraordinary measures to stop the virus's spread. When these situations occur, our primary focus is the safety of our staff and citizens. In such circumstances, we follow the direction and recommendations of the B.C. Public Health Officer.

During a pandemic, we will take action to keep our staff and community safe while providing essential services. This may result in reduced or limited operations, which could affect staffing levels. Also, employees may temporarily be required to work from home or partially from home. Employees may also be required to work different hours than usual, to allow for physical

distancing in the office, or to balance work with childcare responsibilities in the event of school and daycare closures.

Alcohol, Drugs, and Impairment

Our policy is that employees do not consume or possess alcohol or drugs at the workplace, including the office or remote field locations. This also includes work-related social events or functions where you are acting on behalf of the organization. However, the consumption of alcoholic beverages may be permitted at these authorized events, but we expect you to be responsible for your alcohol consumption at these events.

Storage, possession, or consumption by employees of alcohol or drugs (including cannabis, prescription, and non-prescription, traditional medicines, or other substances which may cause impairment) at work or on work property is prohibited, except where specifically authorized by a medical professional. In these exceptional circumstances, you must report to your manager for further discussion concerning the workplace.

Impairment is not tolerated in our workplace. Employees shall not work while the effects of any substance(s) impair their ability to do so. As with alcohol and all drugs, any behavioural, performance, or safety issues related to use or impairment by an employee will be addressed through appropriate avenues, including coaching, mandatory referral programs, accommodation, corrective action, and dismissal. It is the responsibility of any employee who develops substance dependency to seek diagnosis and medical treatment at the earliest possible stage.

If you need support or assistance to address alcohol consumption or drug use issues, please contact your manager or the Band Administrator.

Pay and Benefits



Pay Information

Pay Periods

SFN pay periods are from Monday and end on Sunday over two weeks. Employees submit a timesheet that details all hours worked during the pay period, which must be signed off and approved by the Band Administrator. It must be submitted to the Band Administrator by the Tuesday following the cut-off for processing.

You will be paid by cheque, bi-weekly on Thursday following the end of the previous pay period, distributed by the Band Administrator or designate.

Have a question about your pay cheque? Speak to the Band Administrator. We are here to help.



Paycheques will be distributed on the preceding workday if a payday falls on a General/Stat Holiday.

Pay Deductions

Pay statements document the applicable payroll source deductions (deducted from pay each pay period), including income tax, Canada Pension Plan (CPP), Employment Insurance (EI), and any other relevant deductions from your pay.

Errors in Pay

We know your pay is important to you, and we make every effort to ensure your pay is

accurate. Sometimes errors occur, so if you feel that a mistake has been made, please bring it to the Band Administrator's attention. We will promptly research the issue and make it right if a mistake has been made.

T4 Statements

T4 statements are prepared and issued by the end of February each year for the prior year. If you have left employment with us, T4's will be mailed to the address on file. It is important to ensure you always have your contact information up to date.

Group Benefits

We offer a competitive benefits program for full-time employees as part of your total compensation package. Full-time permanent employees are eligible once they have completed three (3) months of continuous service.

Our Benefit Coverage	
Employee & Dependent Life Insurance	Short Term Disability
AD & D Insurance	Long Term Disability
Dental	Extended Health Care
Critical Illness	Employee Assistance Program

Please see your benefit plan booklet or speak to the Band Administrator for more detailed coverage information.

Technology & You



Technology

There are many tools available to us in today's world that help us do our work more effectively and efficiently. We want to ensure that it is clear how these should be used appropriately and professionally.

Use of Electronic Communication Tools

Electronic communication systems and services are the organization's property, and their purpose is to facilitate and support your work. If you use any electronic communication systems and services in your work, you are responsible for doing so professionally, ethically, and lawfully. Electronic communication systems refer to all electronic media, systems, and services, including but not limited to the internet, computers, electronic/social media, email, telephones, cellular phones, fax machines, electronic bulletin boards, instant messaging and chat programs, toolbars, games and any other online or electronic services.

Please always keep SFN's best interests in mind when using electronic communication systems. This includes downloading or using software and applications other than those required for your regular duties. We only allow software that has been approved for use on your computer.

We have security measures in place to ensure access to the user that is authorized. You are accountable for the activities that occur on any equipment or communication systems under your username, keep your IDs and passwords confidential and always follow company security protocol. Do not attempt to bypass network security measures. Also, be sure to log off or sign out when away from your computer.

Also, do not download company documents or files to thumb drives or portable storage. This information is not to leave the office as it poses a security risk without explicit permission from the Band Administrator.

Internet & Other Electronic Media

Internet access is to be limited to carrying out day-to-day functions as required to accomplish your work-related duties. Our electronic systems and internet are not to be used for personal use at any time. This includes games, downloading music, etc.

As our network's integrity and operation must be protected, check with the Band Administrator before downloading any files from any internet sites that are not accessed regularly during your day-to-day duties.

Visiting any sites that would contravene our policies, philosophy and are considered illegal is strictly prohibited. This includes:

- Obscene, sexually explicit, or pornographic websites or content
- Using the internet to access or spread defamatory or threatening content.
- Gambling or other forms of wagering online
- Illegally downloading unauthorized documents, music, photographs/pictures, or programs from the internet

Please use the internet and other electronic media in a manner that prevents waste or damage of computer resources; this includes:

- Ensuring and complying with security protocols
- Avoiding the spread of viruses
- Observing and complying with network bandwidth and storage capacity limits

Employee's personal computers are not to be connected to our system. Contractors and others requiring temporary access to our network require the approval of the Band Administrator.

The Use of Email Communication

Please use your email respectfully and professionally. You have an email account for sending business communication to both your co-workers and external parties, and citizens. Remember, email communication is the organization's property for the primary use of carrying out business activities.

Email Etiquette

- Use proper grammar and spelling. Use spell-check before sending your e-mail. Receiving incomplete words, shortened sentences, and internet 'slang' can confuse your message.
- When you choose to send an email, it is very easy for someone to misinterpret an email based solely on words, as you do not have the ability to use body language, tone, gestures, and emphasis that you do when speaking face to face.
- If you have a tough or sensitive message to send to a person, it is always best to talk in person whenever possible.
- Always check your intentions and consider using an alternative communication tool to ensure you get your message across in the manner you intend. Sending emails back and forth can be frustrating. If you find yourself replying to an email more than twice, it may be time to pick up the phone or talk face to face.

Mobile Devices

Some positions at SFN require that an employee be accessible when away from the office or outside of scheduled working hours. As approved by the Band Administrator, employees who meet this standard will be given a cell phone. Some employees who are approved for a mobile device may prefer to have a monthly allowance and use their personal cell phones. All use, guidelines, and requirements apply to these devices as an organization-issued device.

Guidelines for the use of Mobile Devices for Business

If you are using a mobile device that SFN has issued or if you are using a personal device and receiving a monthly allowance, we require that you observe a few guidelines:

During regular business hours, you must be available to receive/take phone calls.

- If you know you will not be available via phone for a short time during business hours, notify the office of your availability.
- Employees are responsible for the security of devices and the information stored on these devices. Devices must be password protected. Mobile devices should not be left unattended or in an unsecured place at any time. Lost or stolen devices must be reported to the Band Administrator as soon as possible. This applies to personal mobile devices used for business purposes as sensitive information may also be stored on your device.
- At times we will need to inspect, upgrade, or replace devices. You must make the device available for any reason to SFN upon request.
- Under no circumstance is an SFN issued cell phone used as a replacement for a personal cell phone or residential landline phone.
- An SFN issued, or personal cell phone used for business purposes is the organization's property and must be returned at any time as requested. SFN issued devices must be returned at the end of employment.

Cell/Smart Phone Use during Meetings

To be respectful to others and ensure meeting effectiveness, although mobile devices may be brought to meetings, we ask that phones are turned to silent mode. This applies to both SFN and personal devices.

Personal Calls and Use of Personal Mobile Devices for Personal Use during Business Hours

We understand that you may need to make personal phone calls or send a text message while at work from time to time. Personal phone calls and texting during business hours should be kept to a minimum and should be made during breaks or off-hours.

Maintaining Safe Work Conditions while Using Mobile Devices

For your safety, employees cannot use their mobile devices (personal or SFN issued) where the operation would be a distraction to you or create an unsafe work environment—using a cell phone while driving must be hands-free. Driving requires our absolute full attention, especially during winter road conditions. A reminder that using a hand-held device while driving is illegal in B.C.

Social Media & Networking

SFN strives to maintain a positive image in the community, and our staff has responsibilities to maintain confidentiality and to ensure a positive image as a representative of our organization. That responsibility continues during and outside of regular business hours.

Social Media refers to electronic communication through which users create online communities to share information, ideas, personal message, and other content. Social media

includes Facebook, Twitter, LinkedIn, TikTok, Snapchat, Instagram, but applies to any online site where content is posted.

As an employee, you are accountable for what you post online regarding the organization. Photos of community members, children, and organizational and community activities you have access to because of your position with us cannot be posted without permission. Inflammatory comments, unprofessional or disparaging remarks made about the organization, its employees, leadership, clients, citizens, partners, or vendors are not acceptable and may result in disciplinary action.

As part of your role with the organization, you may be privy to proprietary or confidential information, and this should not be shared on social media. Furthermore, employees are not to represent the organization without explicit permission from the Chief and Council.

It is important to note that social media usage for personal reasons is not permitted during work hours. Please limit your use to break times.

Use of social media must be in keeping with SFN policies such as our Code of Conduct, Respectful Workplace, Gossip Free Workplace, and Confidentiality, to highlight a few.



A variety of paid and unpaid leaves are available to employees. Leaves are in place for time away from work for relaxation or allow you to deal with injury or illness or other personal and family obligations.

Paid Time Off and Leaves

Statutory Holidays

The following is a list of Statutory Holidays that are as per the Canada Labour Code. Spuzzum First Nation also recognizes additional 'paid days' as indicated by the starred entries below.

Statutory Holiday	2021	2022
New Year's Day	Friday, January 1	Saturday, January 1
Family Day*	Monday, February 15	Monday, February 21
Good Friday	Friday, April 2	Friday, April 15
Easter Monday*	Monday, April 5	Monday, April 18
Victoria Day	Monday, May 24	Monday, May 23
Indigenous People's Day*	Monday, June 21	Tuesday, June 21
Canada Day	Thursday, July 1	Friday, July 1
BC Day*	Monday, August 2	Monday, August 1
Labour Day	Monday, September 6	Monday, September 5
Thanksgiving Day	Monday, October 11	Monday, October 10
Remembrance Day	Thursday, November 11	Friday, November 11
Christmas Day	Saturday, December 25	Sunday, December 25
Boxing Day	Sunday, December 26	Monday, December 26

When a holiday falls on a weekend, we will observe an alternate day that either precedes or follows the original day as determined by the Band Administrator.

Statutory Holiday Eligibility

You will receive a day off with pay on a statutory holiday, provided you have worked in the four weeks preceding the holiday. Statutory holiday pay will be based on your work schedule. Full-time employees will receive seven (7) hours of pay; part-time employees will receive a pro-rated amount based on their regular schedule.

Employees who have not worked continuously in the four weeks preceding the holiday will receive holiday pay equal to at least one-twentieth (1/20th) of their earnings (excluding overtime pay) in the four weeks immediately before the week in which the holiday occurs.

Working on a Statutory Holiday

Employees typically do not work on statutory holidays. However, if this occurs, employees who are required to work on a statutory holiday will be provided. In addition to regular wages for that day, overtime accumulated at 1.5 times the number of hours worked.

Vacation

We know the importance of balancing your personal life and your work life, and we feel that one way to do this is to ensure that you take enough time off for vacation throughout the year. Regular full-time and part-time employees accrue a certain number of vacation days per anniversary year that are to be taken the following year. These amounts are pro-rated for part-time employees.

Below is a table outlining what employees can expect each anniversary year:

Years of Continuous Service	Vacation Entitlement (Days)	Vacation pay % of previous year's earnings
After 1 - 4 years	10	4%
After 5 - 9 years	15	6%
After 10 years & each year thereafter	20	8%

Temporary and seasonal employees will not accrue vacation days but will receive vacation pay each pay period at a rate of 4% of their wages.

Employees initially hired as temporary who move to a regular position will begin accruing paid vacation leave when they commence regular employment.

Vacation Scheduling

Vacation scheduling will balance the needs of our operations with the needs of all employees. We will do our best to accommodate your requests; however, it may not be possible in all cases. Your manager approves with consideration given to business needs and other employees' vacation.

Please submit your vacation requests a minimum of 2 weeks in advance. Vacation is requested using the Employee Request Form. Vacation approvals will be done on a first-come-first-served basis.

Vacation may be used in half-day or full-day increments. You may not take more vacation days than you have earned/accrued.

Unused Vacation

We believe it is important for your well-being to take vacation time. Vacation must be used no later than 12 months after vacation entitlement. If you cannot use your vacation days, your manager will assign a specific time for you to take advantage of your vacation entitlement and provide you with a minimum of 2 weeks' notice. Carry-over of unused vacation to the following year will only be approved in extenuating circumstances. Unused vacation is not paid out except in cases where there is a vacation balance remaining upon the termination of employment.

Christmas Break

Each year, the SFN office may close for up to two weeks over the Christmas season, aligning with the district school closure. As a bonus to staff, this leave will be considered a paid leave for permanent full-time and part-time employees, based on your regular schedule (for the days that are not paid holidays).

This paid time off is may or may not be granted yearly, and we reserve the right to make changes at any time at the discretion of the Chief and Council.

Temporary and Casual employees may be eligible for the Christmas Day, Boxing Day, and New Years' Day holidays. Still, they will be considered on unpaid leave for any other days the office is closed.

Sick Leave

We understand and appreciate that we cannot always prevent ourselves from getting sick no matter what we do. If you are not well enough to come to work, we trust and prefer that you stay home and rest. Additionally, we understand the importance of family and that when a dependent is ill or has an injury, you may need to be there to support them. Sick leave may be used to care for an ill or injured family member who resides in your household. Sick leave may also be used to attend medical/dental appointments.

If you are unable to come to work due to illness or injury, you are required to notify your manager as early as possible by phone or email at least 30 minutes before your normal start time. If possible, please indicate when you expect to be able to return to work.

Sick Leave Eligibility

After completing three (3) months of continuous employment, full-time employees are entitled to accrue paid sick leave at a rate of 1.25 days per month to a maximum of 15 days per year.

Any accumulated sick time will not be carried over from year to year. Unused sick days are not paid out at the end of employment. Sick time will not be accumulated when off on leave.

Bereavement Leave

When a permanent full-time, part-time, or seasonal employees (who has been continuously employed for three months) is required to attend to matters resulting from a death in the immediate family, they may request up to five days of bereavement leave, three (3) days of which will be paid. Immediate family includes the employee's spouse or common-law partner; father or mother and the spouse or common-law* partner of the father or mother; children and the children of the employee's spouse or common-law partner; grandchildren; brothers and sisters; grandmother or grandfather; father or mother of the spouse or common-law partner; spouse or common-law partner of the father or mother; and any person who resides permanently with the employee or with whom the employee permanently resides.

* Common-law partner means a person who has been cohabiting with an individual in a conjugal relationship for at least one year or at least one year immediately before the individual's death.

Personal Leave

Personal leave is provided to eligible employees for scheduled time off, such as medical/dental appointments, personal appointments, family/child activities, appointments, etc. Personal leave may also be used to heal from an injury or illness of yourself or a family member.

Except in cases of illness or injury, personal leave is requested in advance, and your manager approves in consideration of business needs. Please make requests for personal leave using the *Application for Leave Form*.

Eligibility

Personal leave is available to all employees following three (3) months of continuous employment. Full-time employees are eligible for three (3) days of paid personal leave and two (2) days of unpaid leave each anniversary year. Part-time employees are provided pro-rated sick, personal leave based on their regular part-time schedule. Personal leave balances do not carry forward from year to year, and unused personal days are not paid out at the end of employment.

Court or Jury Duty Leave

Employees are granted leave to attend court to:

- Act as a witness or juror in a proceeding (including before a Standing Committee, Sentencing Circle, Council meeting, or Community Justice Committee)
- Act as a juror in a proceeding
- Participate in a jury selection process.

If you receive a letter to perform jury duty or participate in other court proceedings to let us know as soon as possible. We ask that you provide us with a copy of the letter for our records, and we will work with you to coordinate time off to meet this obligation.

If you are required to attend court as a juror or serve in any other court proceedings, full-time permanent employees will receive a top-up on their pay equal to the amount received by the employee for jury/court duty and the amount he/she would normally receive from SFN up to a maximum of five (5) days. Any additional time will be unpaid leave. Regular part-time and seasonal employees will be granted unpaid leave.

If you are required to appear in court for any other proceedings, you will be on leave without pay.

All employees shall maintain their position and any benefits (if applicable) as if the leave did not occur.

Personal Court Appearances

Please submit a request for time off to the Band Administrator to approve personal matters involving attendance in court.

Voting/Election Leave

When an election is held, all employees are entitled to four (4) consecutive hours free from work to vote on Election Day. This does not necessarily mean you will be given additional time off from work but is based on the voting hours that election locations are open. This applies to Federal, Provincial, First Nation, Municipal election, or referendum.

If your hours of work do not provide enough time free from work, you may request to have this time off for voting. Please see your manager or Band Administrator before the day of the election.

Leave for Victims of Family Violence

If an employee is a victim of family violence or is the parent of a child under the age of 18 who is a victim, SFN will provide ten (10) days of leave per calendar year.

The purpose of this leave is for an employee to obtain medical care for themselves or their child; seek assistance from organizations that provide services to victims of family violence; obtain psychological, legal, or advisory services; or move temporarily or permanently.

Up to ten days of leave is available to regular and temporary full-time and part-time and seasonal employees who have successfully completed three (3) months of continuous employment. The first five days of leave will be paid time off based on normally scheduled hours and prorated based on your employment status. If you require this leave, please speak with your manager or the Band Administrator.

Unpaid Leaves

Maternity & Parental Leave

Welcoming a new child is a significant event in a person's life. Employees are entitled to unpaid Maternity and Parental leaves and are available to you. Below, the chart outlines, in general, the allowable weeks and their maximums.

Leave Type	Applicable to	Allowable Weeks	Earliest Starting Period	Latest End Period
Maternity Leave	Birth Mother	Up to 17 weeks	No earlier than 13 weeks before the expected birth date	End no later than 17 weeks after the start of the leave
Parental Leave	Birth Mother	Up to 61 weeks		
	Birth Father	Up to 63 weeks		
	Adoptive Parent	Up to 63 weeks		
Maternity and Parental Leave	Combination of Birth Mother and Birth Father	Up to 78 weeks		

To start the maternity or parental leave process, please submit a written request to your manager or Band Administrator at least four (4) weeks before you plan to start the leave (s) and with your anticipated date of return.

If, for medical reasons, you need to start your leave early, please contact us as soon as possible, providing your new leave and expected return date. In these instances, we may request a note from your medical practitioner.

A few weeks before your expected return date, we will check in to ensure that you will be returning as planned. We always encourage you to contact us if you have questions, need assistance or support during your leave.

Employment Insurance (EI) Benefits are available to new parents that have completed six (6) months of continuous employment. At the outset, employees will choose to apply for a twelve (12) or eighteen (18) month combined maternity and parental leave benefit. It is important to note that the EI benefit payout amounts are the same for either choice, but the 18-month option will provide smaller payments for a longer period over the 12-month plan.

Please visit the Service Canada website at <https://www.canada.ca/en/services/benefits/ei/ei-maternity-parental.html> for further information.

Maternity-Related Reassignment / Job Modification

If you are pregnant or nursing, you may request your manager to modify your job functions or reassign you to another job if you feel your current job functions may pose a risk to your health or that of your unborn or nursing child for a period up to 24 weeks following the birth of your child.

To make a request, please provide your manager with a certificate from a qualified medical practitioner that outlines conditions or activities that should be avoided to minimize or eliminate the risk.

We are committed to working through the process with employees to evaluate and determine what is reasonable and if we can accommodate your request.

Marriage Leave

Marriage is a life event that is to be celebrated and is the true essence of our community and organization. Employees will be granted special leave and receive up (2) days to get married. Please submit a request to the Band Administrator using the *Time Off Request Form*.

Cultural Leave

We encourage and support employees to connect to our traditional practices, including hunting, fishing, harvesting, and other customary ceremonies.

Cultural leave of five (5) unpaid days per year is available to regular and temporary full-time and part-time employees, following three (3) months of continuous employment.

Leave Related to Critical Illness

A critical illness refers to a significant change in health due to disease or injury where the individual's life is at risk. Employees are entitled to a leave of absence to care for and support a family member if they are the parent of a critically ill child under the age of 18 (up to 37 weeks) or an adult family member (up to 17 weeks).

To start this process, we ask that you bring a certificate from a qualified medical practitioner stating that the child or adult is critically ill or injured and requires the care of one or more of their family members. It should also outline the period in which care and support are needed.

If you need to take this leave, discuss with your manager, and let them know the dates you plan to be away.

Employment Insurance Benefits may be available to you during your leave. For more information on availability and eligibility, please visit the Services Canada website at <https://www.canada.ca/en/services/benefits/ei/caregiving.html> or speak to your manager for assistance.

Compassionate Care Leave

A leave is available for employees who need to provide full-time care or support to a family member who is seriously ill with a significant risk of death to allow you to take time away from work.

If you need to take this leave, discuss with your manager or Band Administrator regarding the dates you need to be away. To start this leave process, we ask that you provide us with a certificate from a qualified medical practitioner. It should state that the family member has a serious medical condition with a significant risk of death within 26 weeks. You are eligible to take up to 28 weeks of unpaid leave.

This leave is separate from *Leave Related to Critical Illness*; however, these leaves may be taken consecutively if an employee is eligible.

Below is a summary for both *Leave Related to Critical Illness* and *Compassionate Care Leave* and available weeks.

Leave Type	Affected Family Member	Maximum Leave
Leave Related to Critical Illness	Critically ill children (under 18 years of age)	Up to 37 weeks
Leave Related to Critical Illness	Critically ill family member	Up to 17 weeks
Compassionate Care Leave	Family member with a serious medical condition with a significant risk of death within 26 weeks	Up to 28 weeks

*Leaves may be taken in full week increments over 52 weeks.

Employment Insurance Benefits may be available to you during your leave. For more information on availability and eligibility, please visit the Services Canada website at <https://www.canada.ca/en/services/benefits/ei/caregiving.html> or speak to your manager for assistance.

Leave Related to Death and Disappearance

In the unfortunate event where a child (under the age of 18) of an employee disappears or dies because of probable crime under the Criminal Code, an employee is eligible to take up to 52 weeks of unpaid leave in the case of a missing child, and up to 104 weeks of unpaid leave if the child has died.

If the missing child is found, the leave ends 14 days after the day the child is found, but no later than 52 weeks after the start of the leave.

To request a leave, please speak with your manager or the Band Administrator to coordinate your leave dates.

Employees may be entitled to financial assistance from the Federal Income Support for Parents of Murdered and Missing Children grant. For more information, please contact by phone at 1-800-622-6232 or visit the website at <https://www.canada.ca/en/employment-social-development/corporate/contact/pmmc.html>.

Performance & Development



Performance Management

Our performance management process is designed so that all employees understand how their key responsibilities and the level of their performance contribute to our organization's success.

We aim to ensure that you are connected and aligned with the goals and results of the organization. We also want to ensure that it is clear as to what our expectations are from you regarding your contribution toward achieving both organizational and personal goals and objectives. Your performance and contribution will be reviewed formally on an annual basis. Regular Informal check-ins with your manager will occur throughout the year. Performance management is a continuous process rather than an annual event.

Management's Responsibilities

Our role as managers is to ensure to:

- Direct, coach, and guide employees to the overall mandate of the organization
- Create an environment where employees understand the impact of their contributions to the organization's goals and objectives.
- Provide a place you can learn, develop, and grow.
- Collaborate with employees to set realistic goals and work plans to ensure alignment.
- Regularly provide feedback, course correction, if necessary, and recognize an employee's performance and contribution

Employees' Responsibilities

It is the responsibility of all employees (including managers) to:

- Apply your knowledge, skills, and work to the best of your ability to complete your duties.
- Follow the direction given by your manager.
- Work with your manager to set goals and performance plans for your role.
- Open to receiving constructive feedback and make performance improvements.
- Seek and take opportunities to learn, develop and grow.

Orientation Period Review

As a new employee, you will participate in a "check-in" meeting with your manager after your first month.

At the end probation period, you will be given a formal review. This review is an opportunity for you and your manager to focus on what is going well, where further learning/practice may be needed, and any other action items agreed upon to ensure your success at the organization.

Performance Assessment

Each February, you will participate in a performance assessment. This is an opportunity for you and your manager to reflect on how you perform and review any improvement or development areas. It is also an opportunity for you to provide some feedback on how you feel you are progressing.

Our process focuses on the following areas:

- Performance of key job responsibilities
- Contribution to organizational goals
- Development goals

Performance Improvement

When an employee is not meeting expectations, they will participate in a Performance Improvement Plan (PIP). This is a focussed support process that usually lasts between one to three months, and that helps guide you to making performance improvements with your manager's support.

This PIP plan ensures that an employee is clear on our expectations. Specific areas and performance targets will be set that outline how your performance will be measured. The plan will also detail regular feedback intervals so you can hear how you are progressing. You will also be asked for feedback on how you feel you are performing and provide input into the process to ensure you are supported effectively. It is a positive program to help you reach a level of improved and lasting performance.

If your performance does not improve during the time frame specified in the PIP, the PIP may be extended (by mutual agreement in writing), or further action - up to and including termination – may be taken.

Corrective Action

We believe in working with employees to make them successful. As part of that process, when someone is not performing, your manager will inform you through fair and respectful discussions to clarify performance improvements, conduct, or

behaviour requiring improvement or change.

The framework is progressive to allow an employee to respond and course correct. The steps are:

1. Coaching
2. Verbal warning
3. Written warning
4. Suspension (with or without pay, depending on the circumstance)
5. Termination of employment

The level of corrective action is determined by the nature and the seriousness of the conduct in question. Additionally, employees who are in a probation period may not receive warnings in this process.

Coaching

The goal of coaching is to support employees to learn in ways that help them continue growing afterward. Coaching is a process that can help guide employees to develop solutions to improve performance or conduct. In many instances, coaching would be the first step in the process when issues arise.

Verbal and Written Warnings

In this process, a private meeting will be held between the employee and their manager. Behaviour/actions not meeting standards and expected behaviour/actions will be communicated clearly. Employees will be provided with an opportunity to discuss what has been said and clarify/add to the discussion. Follow-up dates and deadlines for improvement may also form part of a verbal and written warning. A copy of the verbal or written warning letter will

be placed in the employee's file, and the employee receives a copy for their records.

Suspension

Typically, suspensions will occur when conduct or behaviour does not improve following a verbal or written warning. A suspension is a serious step as part of the corrective action process. It is the final step before the termination of employment. A suspension provides an employee with time to consider their ability and willingness to meet the standards of conduct or performance that have been communicated to them.

Upon suspension, employees will receive a letter detailing the reason for the suspension, terms (unpaid or paid), and duration.

At the end of the suspension, the employee will meet with their manager to discuss their commitment to the organization's expectations to move forward. An employee will receive a letter outlining the reasons for the suspension and expected changes or improvements in behaviour, and any history of previous instances, warnings, and discussions.

Termination

If an employee's performance or conduct does not improve and they have been given every opportunity to do so, the employee will be dismissed from their employment from our organizations. Decisions to terminate are not easy, and the process is designed to provide ample communication and opportunity to change unwanted behaviour.

There are some cases when an employee's conduct is of a nature that is so severe and contrary to our policies and standards that

immediate dismissal without notice may occur. Examples would include, but are not limited to:

- Dishonesty, including time theft (falsifying time records, leaving work without approval, etc.)
- Theft or unauthorized removal of records, property, or the property of other persons, including employees, visitors, clients, and contractors
- Misusing or destroying SFN property
- Violating conflict of interest rules
- General insubordination, including, but not limited to, speaking poorly about the organization, any of its employees, or elected officials.
- Disclosing or using confidential information without authorization
- Harassment, harm, or threat of harm to anyone during your employment with SFN (co-workers, clients, visitors, management, council, etc.)
- Convicted of a crime that indicates unfitness to the role or raises a risk to citizens, clients, or coworkers' safety or well-being.

Dispute Resolution

At times, disagreement can occur on issues such as applying human resource practices and policies, recruiting and selection processes, conflict of interest, progressive discipline, and termination of employment. The Dispute Resolution Process applies to areas of the employment relationship for which no other mechanism exists.

Issues are to be brought forward to the Band Administrator and reviewed and either dealt with or forwarded to the Chief and Council for review.

Any escalated unresolved issue shall be responded to within 30 days. After a review

has been conducted, a decision will be rendered and considered final.



Professional Conduct

It is important to recognize we have an obligation to the community and the people that we serve. To ensure our conduct has the level of integrity required to the community and the people within it.

Professional and Personal Conduct

1. We acknowledge that our primary obligation is accountability to the community we serve.
2. We will fulfill our obligations and responsibilities with integrity, honesty, and in good faith.
3. We will ensure that outside interests do not jeopardize our judgement, independence, or competence.
4. We will protect the confidentiality of all acquired information.
5. We will provide our services without prejudice. We acknowledge and respect the human rights of all men, women, and children.
6. Despite personal values and differences, we adhere to the standards and practices set out by this code.
7. We will provide services in such a way as to reflect a base commitment to the fundamental principles of liberty, freedom, and equality, including actively working towards the end of discrimination on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age, unless the limitation, specification or preference is based on a bona fide occupational requirement.
8. We are an advocate for Spuzzum First Nation. We will refrain from making negative comments on any social media platform (i.e., Facebook) that may create a negative image of ourselves, our co-workers, members, and the Spuzzum Nation.

Privacy Policy

Purpose of the Policy

This Personal Information Privacy Policy is designed to ensure that the collection, use, and disclosure of personal information by Spuzzum First Nation is in a manner that recognizes both rights of an individual(s) to protect the privacy of their personal information and the need of the organization to collect, use, or disclose information about its employees, clients, and Council.

Privacy Officer

The Band Administrator is the organization's Privacy Officer.

What is Personal Information?

Personal information includes any factual or subjective information, recorded or not, about an identifiable individual. This includes information in any form, such as:

- age, name, ID numbers, income, ethnic origin, or blood type.
- opinions, evaluations, comments, social status, or disciplinary actions.
- employee files, credit records, loan records, medical records, the existence of a dispute between a consumer and a merchant, intentions (for example, to acquire goods or services or change jobs).

Not including business contact information or an employee's work product, or information that an employee compiles in the course of carrying out their responsibilities

Policy Statement

Any personal information collected by Spuzzum First Nation through employment is specifically for the purpose of conducting business between employee, client, and Council. Personal information collected shall be limited to what is necessary for the identified purpose.

Information We Collect

All personal information collected by SFN is collected through, but not limited to, the following means:

- recruiting and hiring.
- improving and evaluating our programs and services.
- staffing, scheduling, and administering vacations and leaves.
- business, program, and service delivery purposes.
- performance evaluation and monitoring.
- promotion, demotion, and discipline.
- investigating specific incidents involving employees.
- monitoring compliance and policies and addressing security and internal control issues.
- payroll and benefits administration
- ensuring safety in the workplace, including but not limited to preventing the spread of COVID-19 and other viruses.

- determining and implementing workplace accommodations.
- communicating with employees, such as important upcoming dates, changes to benefits, health and safety-related alerts, and new program rollout information; and
- complying with our legal and regulatory obligations
- identifying client preferences
- responding to client complaints or concerns
- providing a requested product, program, or service information
- informing clients of new products, programs or services that may interest them.

What We Collect

- an individual's name, contact information, social insurance number, and emergency contact information.
- information about an individual's employment history, education, and qualifications.
- an individual's financial and banking information needed for payroll and benefits administration.
- information about an individual's workplace performance and conduct.
- information about client health and medical status, housing status, relationship status, or educational background if reasonably needed to deliver our services or programs.
- video or audio surveillance information collected through surveillance systems (please refer to our Video Surveillance Policy for more details).
- medical, dietary, or physical restrictions or preferences.
- health information for accommodation, and
- identity validation for access to certain organizational services or programs.

We seek to limit the scope of the personal information that we collect, use and disclose about employees, clients, and Council to what is reasonable and necessary in the circumstances.

Consent

If we seek to use personal information for other purposes not identified in this Policy, we will ask for consent before doing so unless otherwise permitted under PIPEDA. Where required, individual consent will be obtained either in person, through writing, email, or phone.

Safeguards

We will take measures to protect personal information by having in place reasonable security practices, procedures, and arrangements against risks such as unauthorized access, collection, use, disclosure, or disposal.

We protect personal information by implementing security safeguards appropriate to the sensitivity of the information, including through the use of the following measures:

- Physical (i.e., locked filing cabinets, restricted access, appropriate security measures when disposing of personal information)

- Technological (i.e., passwords, firewalls, data disconnection from the internet, and regular backups); and
- Organizational (i.e., security clearances, access only on a "need to know" basis, employee training).

We take reasonable steps to ensure any of our suppliers; agents take comparable measures to protect personal information.

Privacy Breaches

We will investigate and respond to complaints and privacy breaches as they arise and report breaches to the affected individuals to the Office of the Privacy Commissioner of Canada.

Please immediately report any actual or suspected privacy breach incidents to the Band Administrator – The Privacy Officer.

Accuracy of Personal Information

To ensure your personal information is accurate and complete, please communicate updates when changes occur (contact information, emergency contact information).

Individual Access

An individual can gain access to his or her personal information by requesting through the Band Administrator.

Confidentiality

As an employee, you may be given access to employee, budgetary, contribution arrangements, or other business information that is considered confidential. This may also include sponsors, funding agencies, Chief and Council, contractor, supplier, client, and community members. You are expected to respect such information's confidentiality and not disclose it to anyone who does not have a legitimate/official need for it. If you have any questions about the confidentiality of information entrusted to you or to which you have access, please discuss with your manager. It is important to note that your obligations of confidentiality will continue even after the separation of employment.

Member Privacy

Our purpose as a Forward Focused Nation Builder is in servicing community members. As part of meeting our legal/regulatory requirements, we may collect personal information, which can be very sensitive. In doing so, we respect our commitment and obligation to their privacy, obtain appropriate consent, maintain standards to ensure accuracy/safe-guarding, and limit the collection, retention, and disclosure of this information.

All employees are responsible for maintaining the confidentiality of this information. Where relevant to your position, information of this nature must only be collected and used in the course of your duties. To ensure the security of confidential information, please be mindful of the following:

- Ensure your workspace and documents are secure – before, after, and during the use of this information.
 - Minimize computer screens and protect documents when visitors are in your office or if you are away from your desk.
 - Ensure personal information is securely locked up at the end of each workday.
- Shred personal/confidential information before recycling
- No working files are to be taken home (unless with explicit permission) or left in a vehicle at any time.
- No copies of confidential information such as business plans, contracts, contribution agreements, funding arrangements, etc. without prior written approval from the Band Administrator
- It is critical that you do not discuss member matters with anyone but your manager, those who need to be involved. Do not discuss in front of other members.
- The Band Administrator must approve any request to divulge confidential information before any release.
- Always consult with your Band Administrator if you have a question regarding privacy or confidential information.

Due to the seriousness and sensitivity of this information and our organization's obligation to protect the privacy of all of the information that we collect, anyone violating this policy may receive disciplinary action, up to and including termination.

Conflict of Interest

A conflict of interest is defined as an actual or potential conflict of interest that arises when a person is whereby their personal, financial, or professional interest, or that of an immediate family member or collaborator, conflicts or appears to conflict with their responsibility with Spuzzum First Nation. This may also include participation in any recommendation or decision or the process leading to a recommendation or decision. Please inform your manager or Band Administrator if the possibility of a conflict exists before it becomes a conflict.

Many situations can constitute a potential conflict. We have outlined a few to provide a clear picture of where a situation may arise. However, this is not an exhaustive list:

- The offering of gifts, gratuities, or other personal rewards
- Using or disclosing SFN information or client information, except as authorized or required by law.
- Situations where you can influence decision-making in ways that would lead to a gain/benefit for you, a family member, or someone with whom you have a personal relationship.
- Undertaking outside employment or consulting or your own personal or family business which interferes with the performance of your duties and responsibilities with Spuzzum First Nation
- Undertaking outside volunteer or political work that compromises the integrity of SFN.

If you witness an actual or potential conflict of interest, please report it to the Band Administrator. It is our leadership's responsibility to determine how each potential conflict of interest situation should be handled. Employees should not take any action or discuss further with anyone regarding any potential conflict of interest.

Outside Employment

Permanent Full-time employees are fully employed by Spuzzum First Nation. Please inform your manager of any outside employment or volunteer activities. This is to ensure the outside activity will not detract or interfere with your assigned responsibilities, pose a conflict of interest, or otherwise compromise your commitment to the organization in any way. Any outside employment or business interest must be conducted on your own time and with your resources. Employees are not permitted to use the SFN property for purposes unrelated to the performance of their duties.

Conduct of Conduct

Our Code of Conduct defines and outlines the behaviours expected of all employees, regardless of position, as per our policies and any accompanying legislation.

When at Work

We must maintain the support of our duties and performance by contributing to and maintaining an organization that is fair, inclusive, and free from all forms of discrimination and are part of our expectations.

When Away from Work

Employees should be aware that inappropriate off-duty behaviour can have consequences in the workplace. When we are off from work, we are still held to the same high professionalism and commitment standards. We are accountable for the decisions we make.

Complaints and Corrective or Disciplinary Action

An employee found to have violated the Code of Conduct, including any applicable legislation, organizational directives, or policies and procedures, may be subject to corrective or disciplinary action up to and including termination.

Spuzzum First Nation commits to a respectful workplace by creating an environment where:

We Relate to Each Other with Respect

We expect all employees to practice the “golden rule” – always treat each other the way you want to be treated. This includes thinking about how others may react before speaking or

acting, avoid talking negatively about others and avoid comments or jokes that demean, insult or target others.

We Invite and Accept Differences

We expect you to be accepting, open, and curious about differences in others and are committed to doing so ourselves – and while not the reason for our expectation, it is also in line with anti-discrimination laws and policies which prevent us from making hiring decisions and treating one another differently on the basis of certain attributes and differences such as race, sex, nationality or ethnic origin, religion, age, marital or family status, sexual orientation, unrelated criminal conviction, ancestry, political beliefs, pregnancy, disability /impairment, etc. We extend this to include differences in appearance, demeanour, personal likes/dislikes, and how we go about our work.

We Value Others Point of View

Being a collaborative, respectful, and successful workplace requires that we all share unique and often diverse views. As an organization, we commit to hearing your ideas, thoughts, and perspectives and expect that you do the same for one another without making assumptions or passing judgement.

We Are Open to Being Wrong or Mistaken

We view and encourage you to view mistakes as learning opportunities; in doing so, it is acceptable to admit that things did not go as planned to discuss the situation with others to see what learning can be drawn from it.

Our Respectful Workplace

Creating and maintaining a healthy work environment is our collective responsibility. We start by defining what a Respectful Workplace looks like at the Spuzzum First Nation.

Respect is integral to how we work together. Our respect for each other, ourselves, defines us at our core.

We expect everyone to participate and contribute to an overall respectful workplace.

Employees need to know that a respectful workplace is an integral part of our work culture. For this reason, behaviors that do not align with our work culture, such as discrimination, harassment, and violence, are not tolerated.

It is important to us that you and all employees feel good about being here, and we know that your work environment, co-workers, and everyone you encounter at work impact how you feel. This is further impacted by each of our unique combinations of personal attributes and life experiences – those things that we inevitably bring to work with us because we have no other choice than to be who we are. With the knowledge that we, as employees of Spuzzum First Nation, are a part of an intricate and complex set of relationships that we all contribute to shaping, changing, and impacting, it is important that we outline what a respectful workplace means – for every one of us.

Respectful Workplace Guidelines

Employees are expected to conduct themselves in a respectful, friendly, courteous, and professional manner.

- Be aware that how you act can, and will, impact others in the workplace. If you believe that you have a right to be treated fairly and respectfully, then you have a responsibility to ensure that you treat others fairly and respectfully.
- Follow the Golden Rule, which states that we should treat others as we wish to be treated.
- Do not make comments which target others based on sex, race, or any other personal characteristic that is a prohibited ground of discrimination in the Canadian Human Rights Act.
- Do not discuss your sexual life or ask others about their sex life in a workgroup setting. Think about what topics need to remain private and which can be discussed openly within your workgroup.
- Ensure that you do not bring any inappropriate material, including inappropriate material of a sexual nature, into the workplace. You should not have any inappropriate or disrespectful materials at your workstation or access or keep any on a computer at work. You should not forward inappropriate or disrespectful email messages, including those that “jokingly” may target individuals on the basis of race, sex, sexual orientation, disability, or any other prohibited personal characteristic.
- Check out your assumptions. If you are not sure if your actions will be welcomed, ask the other person if he/she is comfortable with the compliment, conversation, joke.
- If you do something that offends or bothers someone, take responsibility for your actions, and try to make amends. A genuine apology can be offered when you realize you had done something which may have offended someone, even in cases when you did not mean it or realize that you were offensive.
- Avoid talking negatively, making assumptions, or being judgmental about your co-workers. This type of behaviour encourages conflict in the workplace and is not consistent with respectful workplace culture.
- Make a choice not to participate in workplace gossip. If you hear a rumor that causes you concern, speak to your manager or the Band Administrator to get the information clarified, rather than talk about it to your co-workers. Do not initiate or pass on personal information about your co-workers, particularly negative or derogatory comments. Do not pass on any comments to a co-worker about a third person that you would not say to that individual directly.

If you are having a concern or a conflict with a co-worker, or manager, make a choice to resolve it. If something is bothering you at work, it is your responsibility to initiate the first step and do something to deal with it.

It is everyone’s responsibility, both managers and employees, to follow the Respectful Workplace Guidelines and ensure that respectful workplace culture is fostered and maintained at the Spuzzum First Nation.

Creating a Gossip Free Work Environment

Everyone is Accountable

Gossip can significantly impact job satisfaction, and we expect employee commitment to creating a professional and respectful workplace where employees refrain from engaging in gossip. Gossip is done by choice, which means we can also choose not to engage in gossip.

What do we consider gossip? Rumor or talk of a personal, sensational, or intimate nature. A person who gossips habitually talks about others, shares personal views, assumptions, or even facts that are not in the best interest of the relationship. Gossip always involves a person who is not present. It is often unwelcome and negative, criticizing another person, and it is often about conjecture that can injure the person's credibility and reputation.

Gossip almost always complicates our lives rather than simplifies. Even under the best of motives, gossip almost always damages the relationship that we can never completely undo.

Consider some of these life-complicating aspects of gossip:

- **Damaged Relationships** - It always does damage to the relationship. The same is true when you are the one listening to the gossip, not just passing it on.
- **Trust is destroyed** - It is virtually impossible to restore complete trust in a person who has shared, made assumptions, or talked about you to another.
- **It adds unnecessary complexity** - Finger pointing, assumptions, and he said she said only feed the negativity gossip perpetuates. This creates a flurry of unproductive activity in the workplace.
- **Devalues the relationship in front of you** - Intimate, personal details about a person who is not there, assumptions, and negative talk about another, removes you from your present reality, and puts you in the middle of a personal scenario where you do not belong.

Our Expectations:

We treat gossip very seriously, and to foster a professional workplace, our expectations are:

- Employees will not speak about another person or group when that person/group is not present unless it is to compliment or to genuinely reference a relevant and legitimate work-related matter. This means good judgment is used, and the intent is to be helpful.
- Employees will refuse to participate when a peer mentions another workplace colleague/group who is not present when it is clear the dialogue is negative and serves no other purpose than gossip or rumour. The expectation is you speak up and stop the dialogue. Gossip perpetuates if you engage in listening to the conversation and do not actively stop it.

Workplace Conflict

Conflict can arise because of diversity and differences and/or incompatibility of goals or values between individuals. These differences may have to do with different personal characteristics or styles, ideas about how to do a job, misunderstandings, and/or miscommunication in a workplace.

What should I do if I am involved in a conflict at work?

In a respectful workplace culture, all conflicts are acknowledged and dealt with as quickly as possible. Dealing with conflict respectfully means taking individual responsibility to try and resolve it. It requires taking some action to resolve the conflict as opposed to discussing it with co-workers.

What if I observe conflict or disrespectful behaviour between others at work?

If you see others behaving inappropriately or disrespectfully, if you feel able to, try and speak to the person(s) involved and encourage them to take some action to deal with their issue. You can explain how their conflict is affecting you and why it is of concern for you. If this does not work or you do not feel comfortable approaching the person(s) involved, you should talk with your manager or Band Administrator for assistance.

Dispute Resolution Procedure

We have a process to ensure that when disagreements or conflicts occur, we can find different ways to address the issue(s) to move forward.

- a. If someone is behaving in a way that makes you feel uncomfortable or you are in conflict with someone at work, you are encouraged to speak with the person directly and discuss the matter with him/her.
- b. If your attempt to address the situation with the other party does not resolve it to your satisfaction or you do not feel comfortable dealing with the individual directly, you should speak to the Band Administrator. The Band Administrator will review your issue(s) and work with all parties to resolve the situation.
 - i. If the dispute involves the Band Administrator, the Chief should be notified in writing, outlining the situation's details. The Chief will then contact you for further clarification or review and then take the appropriate steps to address your concerns.
 - ii. If the situation involves other levels of government or agencies, any issues brought forward will be handled jointly between the Band Administrator and Chief.
- c. If the situation between employees is still not resolved, then the matter will be referred to the Chief. Employees are asked to write a memo outlining the issue, communication with the Band Administrator, and any other relevant information to outline the situation. This information is to be placed in a sealed envelope and should either be mailed or hand-delivered to the Chief.
- d. A response will be given to all written submissions within 30 days.

Harassment and Violence in the Workplace

We are committed to a healthy, harassment-free, and violence-free environment for all employees. Our policies and practices are in place to prevent and respond to workplace harassment and violence of any type and effectively address any incidents.

Personal Safety and Violence in the Workplace

We are fortunate to live and work in a welcoming, friendly, and safe community. While we do not ever expect that an employee would feel unsafe at work, we feel it is important to communicate that we are committed to preventing workplace violence. We will take whatever steps are reasonable to prevent and protect our staff from workplace violence from all sources.

As with any of our Health & Safety procedures, employees are encouraged to raise concerns about workplace violence and report any violent incidents or threats, including perceived threats to the Band Administrator.

Working Alone

If you are working where there are not two employees present, please lock the external doors until a co-worker returns.

If you are working alone, and it is outside of normal business hours, for your safety, you are expected to get the approval of your manager. Advise them of the estimated period you will be in the building and notify them when you leave. Your manager will check-in if they do not hear from you.

Working Off-site

You may be required to work off-site as part of your duties and responsibilities. When this occurs, notify your manager that you will be leaving the worksite.

If you are working alone while off-site, you and your manager (or designate) will set up a check-in procedure to ensure your safety and well-being.

Dealing with Sensitive Visitors

Due to the nature of our organization and the services we provide, we may at times find ourselves dealing with people in crisis, unhappy clients, members, or other people visiting our offices. This is a particular concern for our staff working at the front desk or other front-line staff.

We warmly welcome community members and visitors to our offices. We model respect and expect in return. Verbal abuse and threats are not acceptable.

If a community member, visitor, or anyone you encounter becomes irate/escalated emotionally, please follow the below process:

1. Focus on emotions first. Remain calm and try to calm the other person.
2. Avoid escalating the situation. Find ways to help the angry person save face.
3. Listen carefully and try to put yourself in the other person's shoes, so you can better understand how to solve the problem.
4. If you cannot calm the person, ask for help.

If a member or other office visitor is verbally abusive or threatening in any way, we ask that employees first make sure they are safe and then call for support as soon as possible. Employees are asked to stay alert and help if they see or hear any behaviour that may indicate an escalated issue.

Harassment and Violence Defined

The Canada Labour Code defines harassment and violence as any action, conduct, or comment including a sexual nature that can reasonably be expected to cause offence, humiliation, or other physical or psychological injury or illness to an employee, including any prescribed action, conduct, or comment. This includes sexual harassment, sexual violence, and domestic violence.

Harassment

Harassment can include, but is not limited to the following:

- spreading rumours or gossip about an individual or group
- cyberbullying (threatening, spreading rumours, or talking negatively about an individual online).
- threats made over the phone, by email, or through other mediums to an employee, including an (ex) partner or family member.
- making offensive jokes or remarks
- playing unwanted practical jokes
- socially excluding or isolating someone
- stalking or inappropriately following a person
- tampering with someone's work equipment or personal belongings.
- vandalizing or hiding personal belongings or work equipment
- impeding a person's work in any deliberate way
- persistently criticizing, undermining, belittling, demeaning, or ridiculing a person
- intruding on a person's privacy
- public ridicule or discipline
- unwelcomed physical contact
- sexual innuendo or insinuation
- unwanted and inappropriate invitations or requests, including of a sexual nature.
- displaying offensive posters, cartoons, images, or other visuals
- making aggressive, threatening, or rude gestures

Engaging in any of the actions, conduct, and comments outlined above against a person because of that person:

- race
- national or ethnic origin
- colour
- religion
- age
- sex
- sexual orientation
- gender identity or expression
- marital status
- family status
- genetic characteristics
- disability, or
- any of the other prohibited grounds listed in the *Canadian Human Rights Act*

Harassment is not:

- consensual workplace banter and interactions (unless it includes hurtful remarks about others, especially if they pertain to any of the prohibited grounds listed above)
- reasonable management action carried out fairly, such as day-to-day actions by a manager related to:
 - performance
 - absenteeism
 - assignments
 - discipline, and
 - even dismissal (unless it is abusive or discriminatory)
- every workplace disagreement, although if a conflict is poorly handled or left unresolved, it can lead to harassment.

Violence

Violence can include but is not limited to the following:

- verbal threats or intimidation
- verbal abuse, including swearing or shouting offensively at a person.
- contact of a sexual nature.
- kicking, punching, scratching, biting, squeezing, pinching, battering, hitting, or wounding a person in any way
- attack with any type of weapon
- spitting at a person

Other Definitions:

The following definitions apply to this policy:

- *The designated recipient* is the designated individual to receive notice of an occurrence and oversee the resolution process. The designated recipient for the SFN is the Band Administrator
- *Occurrence* means an incidence of harassment and violence in the workplace.
- *Principal Party* is the employee who is the object of an occurrence.
- *Responding party* means the person who is alleged to have been responsible for the occurrence in a notice of occurrence submitted to the designated recipient.

- *Witness* means a person who witnessed an occurrence of harassment and violence or is informed of an occurrence by the principal party or responding party.
- *Workplace* means any place where an employee is engaged in work for the employer.

Roles and Responsibilities

Role of the Spuzzum First Nation

- Committing to preventing harassment and violence in our workplace
- Reviewing and updating our policy with the Health & Safety Representative at least every three (3) years
- Conducting a workplace assessment with the Health & Safety Representative to identify risk factors and monitor preventative measures' effectiveness.
- Developing and deploying emergency procedures if an incident (including domestic violence) poses an immediate danger or threat of danger to the health and safety of an employee.
- Providing information to employees related to support services.
- Ensuring employees, including managers, receive harassment and violence training at least once every three (3) years.
- Ensuring the Designated Recipient follows the resolution process outlined in our policy.
- Complying with Work Place Harassment and Violence Prevention Regulations and the Canada Labour Code as it relates to harassment and violence.

Role of the Designated Recipient – Band Administrator or Designate

- Responding to (i.e., acknowledging receipt) a notice of occurrence as soon as possible and within seven (7) days.
- Reviewing the notice of occurrence with the principal party against the definition of harassment and violence
- Initiating a negotiated resolution process with the principal party with 45 days of receiving the notice of occurrence
- Allowing the principal and responding parties the option of participating in conciliation if they both agree
- In the case of an investigation, selecting a person to act as an investigator from the list of investigators developed jointly by SFN and the Health & Safety Representative
- ensures selected investigators have the necessary knowledge, training, and experience and are not in a conflict of interest concerning the occurrence.
- Providing investigators all the information that is relevant to their investigation.
- providing monthly status updates to the principal and responding parties on the status of the resolution process

Role of the Health & Safety Representative

- In collaboration with the management team, reviewing and, when necessary, updating this policy at least once every three (3) years
- Jointly conducting the workplace assessment with SFN and making recommendations regarding changes that should be made.

- jointly monitoring and, when necessary, updating the workplace assessment when there is:
 - a change to the risk factors identified, or
 - a change to the effectiveness of the preventive measures developed and implemented.
- identifying with SFN appropriate harassment and violence training
- developing with SFN, a list of qualified investigators

Role of Employees

- Refraining from committing harassment and violence
- where appropriate and safe, informing a person is committing harassment and violence that their actions are inappropriate and unwelcome.
- Reporting all occurrences of harassment and violence to their manager or the Designated Recipient (Band Administrator or designate) when they experience or witness it.
- Where appropriate, making every reasonable effort to resolve an occurrence of harassment and violence through a negotiated resolution if they were a party to an occurrence.
- Cooperating with an investigator and the investigation process related to an occurrence.
- Refraining from retaliatory behavior against the principal party, responding party, witnesses, and any other individuals who are involved in the resolution process for an occurrence.
- Respecting the confidentiality of the information shared throughout the resolution process of an occurrence.

Complaint and Resolution Process

We view all allegations of harassment and/or violence as very serious. If you feel that you have experienced this behavior during your work, we ask you to do the following:

- If you feel comfortable, immediately make the individual aware of your disapproval and/or discomfort with their comments, actions, or behaviour.
- If you do not feel comfortable or safe approaching the individual, or if the outcome of speaking directly with the alleged harasser does not achieve the desired result (i.e., ending the behavior), please contact your manager or the designated recipient.

It is important to discuss details or incidents with only the individuals noted above, to ensure your comments are kept as confidential as possible. It is also important that you report occurrences as soon as possible after experiencing or witnessing an occurrence so that the incident may be addressed promptly.

You will be asked to give a Notice of Occurrence to the Designated Recipient and provide the following information:

- Name of the principal party and the responding party
- Date of the occurrence

- A detailed description of the occurrence

The designated recipient will contact both the principal party and responding party to confirm/inform that a notice of occurrence has been received and advise next steps.

Negotiated (Informal) Resolution

Negotiated resolution is a form of informal resolution where the principal party meets with the employer or designated recipient to:

- Discuss the occurrence.
- Clarify what was submitted in the notice of occurrence, and
- Attempt to resolve.

It is expected that the principal party and, if applicable, the responding party will make every reasonable effort to resolve the occurrence through negotiated resolution.

As a first step, the designated recipient will ask the principal party to meet, either in person, video conference, or phone. This meeting is for an initial discussion regarding the occurrence. During this discussion, the designated recipient and the principal party will review the notice of occurrence against the definition of harassment and violence as noted above. Together, they will determine whether the occurrence meets the definition. If both the designated recipient and the principal party agree that the occurrence does not meet the definition, then they will conclude the occurrence is resolved. If the designated recipient and the principal party do not agree as to whether the occurrence meets the definition, and the principal party wishes to continue with the resolution process, then the principal party has the option of either:

- continuing with a negotiated (informal) resolution, or
- pursuing conciliation and/or an investigation

The negotiated resolution process allows the principal party to work with the Band Administrator and, if applicable, with the responding party to resolve the issue. The process will be determined based on the incident and the needs of both parties. Examples of the process may include:

- meetings with only the principal party and Band Administrator
- meetings with the principal party, responding party, and Band Administrator.
- meetings between the principal party and Band Administrator with concurrent but separate meetings between the responding party and Band Administrator

Conciliation

A principal party and responding party may engage in conciliation at any time during the resolution process. However, conciliation can only proceed if both the principal party and the responding party agree to engage in conciliation. They must also agree on the person who will facilitate the conciliation.

The designated recipient will then select a conciliator who is agreeable to both parties and schedule a meeting.

Investigation

The principal party may request an investigation at any time during the resolution process. If the principal party wishes to proceed with an investigation, they must inform the designated recipient, who will then:

- provide notice of an investigation to the principal and responding party, and
- select an investigator from the list that has been jointly developed with the Health and Safety Representative

Investigations will:

- Be undertaken promptly and will be as thorough as necessary, given the circumstances. We endeavor to complete investigations as soon as possible. Timing is dependent on the availability of the principal party, the responding party, and any witnesses.
- Be fair and impartial, providing both parties equal treatment in evaluating the allegations.
- Be focused on finding facts and evidence, including interviews of both the principal, and responding parties and any witnesses.

The Band Administrator is responsible for ensuring our investigation procedures are followed. Employees are expected to cooperate with the investigator and provide details of incidents they have experienced or witnessed. After the investigation, the complainant and respondent will be advised of the investigation findings. If necessary, appropriate corrective action will be taken. A record of the investigation and findings will be kept on file.

Confidentiality

We recognize the difficulty in coming forward with a complaint of harassment and/or violence. We are committed to protecting the interest and privacy of all parties involved in a complaint. Principal parties cannot remain anonymous, as the responding party must be allowed to respond to the specific allegations. Depending on the issue, it may also be necessary to involve witnesses in the process.

We commit to employees that confidentiality will be maintained throughout the process, and information relating to the occurrence will only be disclosed to the extent necessary to carry out these procedures and enforce any disciplinary action that may result from it.

Retaliation & Intentionally False Accusations

Our organization does not tolerate acts of retaliation (e.g., threats, intimidation, reprisals, or adverse employment action) against a person who has filed a notice of occurrence or participated as a witness in an investigation.

We also will not tolerate intentional false accusations. Allegations that a notice of occurrence has been submitted in bad faith or that retaliation has occurred may be investigated using the same procedure that is used to investigate complaints of harassment. Individuals who are

found to have engaged in retaliation or made deliberately false accusations will be subject to disciplinary action up to and including termination.

Continuous Improvement

As part of our commitment to continuous improvement, employees are encouraged to provide input on an ongoing basis on additional means of reducing the risk of harassment and violence in the workplace.

Continuing Your Journey...

Moving on

If your journey happens to end with Spuzzum, we will be sorry to see you go. To help us tie up loose ends and coordinate for a smooth transition, we would ask that you provide us with two (2) weeks' written notice. We also ask that you do not take your vacation during your notice period. Your manager will work with you on a plan and prepare for your departure.

Final Pay

Adjustments will be made on your final paycheck. This will include any outstanding vacation that was accrued but not used. Deductions will include any vacation that has been taken but not earned.

SFN Property

SFN property should be returned at the end of employment, including keys, equipment, computer equipment, cell phones, materials, manuals, Employee Handbook, and any other items that belong to the organization.

Exit Interviews

Following your resignation and before your last day, you will be invited to participate in an exit interview. We are always looking to be better, and we value your feedback to help us get there.

Employee Acknowledgement and Sign Off

My Acknowledgement

I acknowledge that I have received a copy of the Spuzzum First Nation (SFN) Employee Handbook. For the year 2021/2022 and until an amended version of this Employee Handbook is distributed, I am responsible for my knowledge of the information contained. If I have questions about the contents of this Handbook, I will ask my manager for clarification.

As an employee of SFN, I understand that the contents of the Employee Handbook, as amended from time to time, form part of the terms and conditions of my employment.

By signing below, I agree that I will not use or disclose any confidential information concerning SFN or any of its citizens or partners at any time or for any purpose. I agree that I acknowledge and understand the policies and practices within this guide and agree to respect and follow them.

Employee Name: (Print)

Employee Signature:
