

Personnel Policies

HiFlex Physio

1. Introduction

HiFlex Physio is committed to fair, clearly stated and supportive relationships between the organisation and its staff. The personnel policies of HiFlex Physio have been established in order to provide a guide to the personnel practices of the organisation and to ensure consistency of personnel decisions.

It is the intention of HiFlex Physio to administer the personnel programs in a manner which complies with the letter and spirit of all applicable federal, state and local regulations. This document is designed to provide guidance to staff at HiFlex Physio. It is not a part of any contract between HiFlex Physio and its employees. It is only a set of informal guidelines for personnel practices.

Employee Classification

All employees are classified as full-time, part-time or temporary. Full-time and Part-time employees are employees hired without a specific termination date. Temporary employees are employees whose position at the time of hire is for a short-term period. Terms of employment will depend on business needs, and in no case will a temporary position be construed as being a contract for a definite time.

Full-time Employees are those employees who work 38 hours per week and are eligible for all fringe benefits. A full-time-employee can work a maximum of 10 hours a day. They are also allowed to average their hours over a 2o r 4 week period.

Part-time Employees are those employees working at least 2 hours but less than 38 hours per week. Part-time salaried employees are eligible for all fringe benefits and earn sick leave and vacation at a rate proportionate to the hours they work.

Temporary Employees are those employees who are paid hourly under Letter of Agreement for a specified period of time. Temporary employees are not eligible for benefits.

2. Equal Employment Opportunity

The policy and intent of HiFlex Physio is to provide equal employment opportunity for all persons regardless of race, colour, religion, national origin, marital status, political affiliation, affectional orientation or gender identity, status with regard to public assistance, disability, sex, or age.

HiFlex Physio intends to respond affirmatively in its employment practices. Affirmative action applies to all aspects of employment practices including, but not limited to, recruiting, hiring, placement, promotion, demotion, transfer, training, compensation, benefits, layoff, recall, and termination. HiFlex Physio seeks to do business with organisations that encourage equal employment opportunity.

3. Anti-Discrimination

HiFlex Physio does not tolerate any form of discrimination. All employees have the right to work in an environment free of discrimination and harassment. Discrimination undermines proper working relationships and may cause low morale, absenteeism and resignations.

Under federal and state anti-discrimination laws, discrimination in employment on the following grounds is against the law:

Sex	Marital Status	Trade Union Activity
Pregnancy	Parental Status	Lawful Sexual Activity
Age	Race	Social Origin
Impairment	Religion	
Political Belief	Criminal Record	

Manager must ensure that all employees are treated equitably and are not subject to discrimination. They must also ensure that people who make complaints, or witness, are not victimised in any way.

4. Recruitment Procedures

HiFlex Physio intends to recruit, hire, and place applicants on the basis of the applicant's relative knowledge, skills, and abilities. The decision to employ an applicant will be based solely on the individual's qualification for the particular position along with other requisite job skills. Minimum qualifications shall be specified in the job description.

When a new position is established, the General Manager Human Resource will prepare a job announcement identifying the position's responsibilities and overall relationship to HiFlex Physio for posting or circulation within HiFlex Physio and for public notification. Posted positions will be open for a minimum application period of 15 days.

5. Compensation

Persons employed by HiFlex Physio in a part-time or full-time capacity will receive a salary negotiated at the time of recruitment that will not be based upon an hourly wage. At the time of hire, new employees will receive a letter of offer, a job description, salary and benefits detail, the Induction Handbook and a copy of the personnel policies. The magnitude of the work assignments and the full scope of responsibility for the position will be fully discussed at time of hire. In setting compensation, HiFlex Physio may consider, among other things, external labour market rates, equitable relationship with other jobs within the organisation and the organisation's ability to pay. Each employee may be eligible for a salary review at the beginning of each fiscal year.

6. Work Schedule

HiFlex Physio will establish a 38 hour weekly work schedule, and whenever possible will accommodate each individual's personal commitments and the needs of the organisation.

Breaks

All employees must be given 10-hour breaks in between shifts. All employees who are forced to work so that the break in between shifts is less than 10 hours will be paid double time for the hours they until they are released from duty for a 10-hour break.

Employees are given 30-60 minutes unpaid meal break no later than5 hours after commencing work or from a previous meal break. Double time will be paid if an employee has to work through a meal break until a break is allowed.

All employees other than part-time worker working less than three hours, must be given a 10-minute rest break between commencing work and their meal break and another between their meal break and finishing work.

7. Holiday Schedule

Each Centre continues to function during holidays with reduced staff except for Christmas Day and Good Friday. The Centre Manager negotiates with individual staff for rostering.

8. Parenting Leave

HiFlex Physio desires to assist new parents in balancing the demands of working and caring for children. HiFlex Physio will provide paid family leave in accordance with current legislation to any employee for the birth or adoption of a child. Staff may utilise accumulated sick leave as well as annual leave to enable either partial payment for or extension of the basic period. Special circumstances shall be reviewed by the General Manager Human Resource. Accrual of leave benefits and seniority cease during an approved leave. Upon completion of leave, the employee will be allowed to return to the same or a substantially similar position at the same salary as the employee earned prior to the leave.

9. Annual Leave (Vacation Time)

HiFlex Physio will provide to each full-time staff employee 20 working days paid annual leave based upon one year's full time employment with HiFlex Physio. Accruals of annual leave will commence upon the date of employment for each employee and will be based, on an annual basis, upon each individual's anniversary date with HiFlex Physio.

Employees may use their annual leave as earned if absence from assignment does not unduly provide an impediment for completion of assigned tasks or prevent other staff from completion of their work assignments. The General Manager Human Resource must approve scheduled absences and the employee should request such leave as soon as possible, with a minimum of two weeks in advance.

It is the policy of HiFlex Physio to encourage each employee to utilise allotted annual leave during each individual's employment year. A maximum of five days, or 40 hours, will be allowed to be carried over from one year to the next. All other accrued annual leave will be paid out on the employee's anniversary date. The interchange or exchange of annual leave and sick leave is not allowed.

Special Leave

Special leaves of absence without pay may be granted an employee at the discretion of the General Manager Human Resource.

School Conference and Activities Leave

An employee is entitled up to sixteen hours non-paid leave during the school year to attend a child's school conferences or classroom activities, if these activities cannot be scheduled during non-working hours. This time should be scheduled in advance with the employee's Manager. The employee must provide "reasonable" notice when possible to the supervisor to minimise any disruption resulting from the employee's absence. Vacation or floating holidays may be used for this absence.

10. Sick Leave

HiFlex Physio will provide up to five working days each employment year to each staff person to be utilised for purposes of addressing health needs. Compensation will be based upon the employee's salary rate at the time sick leave is taken. Sick leave may be utilised at the discretion of the employee and is granted for sickness of the individual employee, his or her spouse/partner, children, or other immediate family members. Sick leave can also be used for health needs, e.g. dental or medical appointments.

Each staff person of HiFlex Physio should notify the office before 9am each day they will be absent from work due to illness, if at all possible. Three consecutive days or more sick leave must be accompanied by a doctor's certificate verifying inability to work.

Sick leave may not be accumulated. Unused sick leave will be paid at the normal daily rate of the employee on the anniversary of their engagement. At no time will compensation for any unused sick leave be made to an employee who is leaving employment. The Centre Manager retains the right to send an employee home on sick leave if they deem the individual unfit to effectively carry out their duties or put others at risk.

Sick leave will be pro-rated for regular part-time employees. If requested by the Centre Manager, the employee will provide documentation from their treating physician explaining their absence.

11. Compassionate Leave

Employees of HiFlex Physio shall be granted up to three working days with pay due to a death in their immediate family (mother, father, sister, brother, spouse/partner, children, in-laws, grandparent, and grandchildren). The Managing Director will consider special cases on an individual basis.

12. Jury Duty

HiFlex Physio will pay an employee his or her normal pay for up to two weeks of jury duty less any compensation paid to the employee for their jury service time.

13. Military Leave

Employees absent on their annual two-week reserve duty shall be considered on an excused leave of absence and may elect one of the following options related to their pay:

- The employee may take their vacation and retain their military pay.
- The employee may surrender their military pay to HiFlex Physio, receive their regular salary and take their vacation at a later date.
- The employee may take unpaid leave and retain their military pay.

14. Harassment Policy

It is HiFlex Physio belief that the employees of HiFlex Physio are the primary means by which the goals and objectives of HiFlex Physio will be met. To that end, the rights of all employees must be respected. All employees of HiFlex Physio must understand its position on harassment. By definition, harassment is any unwanted attention or action prohibited by law by someone in the workplace that creates an intimidating, hostile, or offensive work environment, including sexual harassment. The procedure for reporting and dealing with this very sensitive issue is as follows:

- If a person’s behaviour makes an employee uncomfortable, the employee should feel free to immediately advise the person that, in the employee’s opinion, the behaviour is inappropriate and that the employee would like it stopped.
- If the employee is not comfortable discussing the issue with the person, or if the person fails to respect an employee’s request, the employee should report the incident to his or her Manager. If, for whatever reason, the employee does not feel that the Manager is a suitable person to whom to report the incident, the employee should contact the General Manager Human Resource or, if necessary, the Chief Executive Officer.

In all instances, a prompt, thorough and, fair investigation will take place, giving careful consideration to protect the rights and dignity of all people involved. HiFlex Physio will take those steps it feels necessary to resolve the problem, which may include verbal or written reprimand, suspension or termination.

No retaliation of any kind will occur because an employee has in good faith reported an incident of suspected harassment. The Centre Manager, or other person to whom the complaint was made, will work to establish mutually agreed upon safeguards against retaliation while attempting to mediate any sexual harassment complaint.

15. Substance Abuse

Substance abuse is strictly forbidden by HiFlex Physio.

Employees needing help with a substance abuse problem are encouraged to contact their Manager or a treatment facility.

Early recognition and treatment are critical to any program to curb abuse and to enhance the employee's ability to perform satisfactorily. HiFlex Physio finds that both the employee and HiFlex Physio will benefit greatly from early substance abuse recognition and treatment.

No person will be penalised for seeking or accepting counselling or treatment for a substance abuse problem.

16. Performance Appraisals

Each performance appraisal should be a positive and interactive process whereby both HiFlex Physio and the individual being reviewed receive information about his or her success in meeting the responsibilities of the job, and HiFlex Physio can learn about its strengths and weaknesses as an employer of that employee. In general, the goal of HiFlex Physio is to conduct a performance review of each new employee during the sixth month of employment, after the first year of service and annually thereafter.

17. Employment References

When HiFlex Physio receives a request for information from another person or entity about an employee, either during employment or after the employee's employment has ended, it is HiFlex Physio policy to provide only the following:

- Dates of employment
- Last job title

In general, HiFlex Physio policy is not to furnish any other information about work performance or employment, unless the employee specifically directs it to do so and signs a release prepared by HiFlex Physio which authorises it to do so. If an employee does not authorise HiFlex Physio to furnish any additional information, it will advise the requesting person or entity that, absent a release, HiFlex Physio policy is to provide only the information set out in the points 'a' and 'b' above.

18. Termination

Resignation

Any employee of HiFlex Physio may resign by submitting a letter of resignation to their Centre Manager at least ten working days prior to the effective date of the resignation.

At the time of the effective date of the resignation, the employee shall be able to use any accrued annual leave or the employee shall be paid for all unused accrued annual leave. If the employee has used all annual leave due prior to resignation, all hours used in excess of those earned shall be deducted from the employee's final pay at the rate of salary paid at the time of resignation. No employee shall be compensated for any unused sick leave at the time of resignation.

Other Discharges

Discipline and/or discharge may result for many reasons including, but not limited to, inappropriate behaviour and/or unsatisfactory performance.

Inappropriate behaviour is defined as including, but not limited to, misbehaviour on the job, refusal to do work reasonably expected, wrongful use of or taking of agency property, conviction of a felony, and violation of any policies or practices of HiFlex Physio.

Unsatisfactory performance means failure of an employee to meet performance standards, to complete tasks in a timely, competent way, or to maintain an adequate attendance record. Uncooperative behaviour or negative attitudes that affect the work or morale of others may result in termination. At the discretion of the Managing Director, any staff member facing termination for unsatisfactory performance may be given the option to resign as described in the above section under "Resignation."

Layoffs

HiFlex Physio attempts to hire highly qualified staff with broad capabilities. There may be occasions, however (due to program changes, loss of contract support, etc), when it may be necessary to initiate lay-offs. In such cases, it is the intent of HiFlex Physio to attempt to avoid abrupt, arbitrary, and unfair actions whenever possible and to comply with associated legislation.

19. Employee Appeals (Grievance Procedures)

The purpose of the employee appeal procedure is to provide a means for employees to resolve their work place concerns with management. All regular and temporary employees of HiFlex Physio may file a grievance under this section.

Definition of an Appeal

A grievance shall be determined as an alleged misapplication of HiFlex Physio personnel policies. This procedure represents intent to offer a dispute resolution mechanism to the employees of the HiFlex Physio. Failure by the HiFlex Physio to exactly follow this procedure shall not subject the HiFlex Physio to a breach of contract claim.

Timing for Appeals

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Step One:

Any employee who is eligible may present an appeal to his/her immediate Manager for discussion. The Manager shall have five (5) regular working days in which to respond to the relief requested. Should the Manager fail to respond within this time limit or if the employee finds the response unsatisfactory, the appeal may be reduced to writing, clearly specifying the policy allegedly misapplied, and the relief requested. The appeal should be submitted to the General Manager Human Resource within five (5) regular working days from the time the first step answer was due or was given. The General Manager Human Resource should respond in writing within five (5) days of receipt and if the General Manager Human Resource fails to respond within this time, or if the employee finds the response unsatisfactory, or in cases where the General Manager Human Resource is the immediate supervisor, the employee may proceed to Step Two.

Step Two:

The employee may submit an appeal to the Chief Executive Officer if Step One has not resolved the issue. Upon receipt of a written appeal, the Chief Executive Officer shall convene a meeting with the aggrieved employee, the General Manager Human Resource and the Centre Manager, as applicable, either separately or jointly at the discretion of the Chief Executive Officer. The Chief Executive Officer may convene an Board meeting and within ten (10) working days shall respond to the grievant in writing with the final decision. In all instances, a thorough and fair investigation will take place, giving careful consideration to the rights and dignity of the people involved. The Chief Executive Officer will report the grievance and the result at the next regularly scheduled Board meeting.

20. Work Products and Files

All supplies, materials, routines, and work products of an employee if purchased by HiFlex Physio shall remain the property of HiFlex Physio after resignation, discharge, or layoff of that employee. The employee may retain any personal files, but work files and other papers shall remain with HiFlex Physio.

21. Consultant Fees, Honoraria, Gifts

All employees are encouraged to participate in a variety of community and professional activities. In those instances where an employee's activities are part of their regular duties and responsibilities, any payment will be turned over to HiFlex Physio. All fees derived from HiFlex Physio reports, activities, events, or speaking engagements while employed by HiFlex Physio shall also be turned over to HiFlex Physio.

In some instances, an individual may do work that is based on activities or experiences prior to or separate from their regular duties and responsibilities at HiFlex Physio. To avoid actual or appearance of conflict of interest, any employee who engages in any remuneration activity in any field directly related to HiFlex Physio programs must have prior approval by the General Manager Human Resource. No employee may formally represent himself/herself as a spokesperson HiFlex Physio without prior approval of his/her Centre Manager.

22. Recreational Resources

All employees are given available recreational resources they can use when taking breaks. This is to ensure that their personal physical health and mental wellbeing are taken care of by the organization. The office space of HiFlex Physio has a lounge where employees can spend their break and chill to refresh their mind and body. They can use this during break time or end of shift.

The building where HiFlex Physio operates has facilities such as a gym and swimming pool, which occupants can use up to their discretion.

Employee Acknowledgement

I acknowledge that I have read and understood the policies outlined in this copy of HiFlex Physio' Personnel Policy Guidelines. I understand that these policies provide only a general reference and are not a full statement of HiFlex Physio procedure nor are they a contract. I will update these policies as I am provided with new materials, and I will return my copy of the Personnel Policies to HiFlex Physio upon termination of my employment.

Employee Signature: _____

Date: _____