

[INSERT COVER PAGE]

[ORGANIZATION LOGO]

## WELCOME TO [ORGANIZATION NAME]

[Create an opening message that welcomes the new employee to your organization. See example below.]

**EXAMPLE:**

*Welcome to the team!*

*Doctors of BC was founded in 1900 to support the economic security of medical professionals and encourage lifelong learning among its members. I am pleased to say that we have achieved this vision and you are part of continuing the legacy.*

*When you join the Doctors of BC team, you join a group of motivated and passionate people who are dedicated to supporting members of the medical community. Our team values providing direct support to our members while also advocating for systemic change that supports the highest standards of health care and maximum professional satisfaction.*

*There is a lot to learn when joining an organization – the work culture, policies and procedures. The Employee Handbook is designed to provide Doctors of BC staff members with the information needed to get off to a successful start. This Handbook provides guidelines and is not intended to be an employment contract. Doctors of BC retains the right to modify, withdraw or supplement policies and rules described within. We encourage anyone with questions to speak to their manager.*

*We believe our staff is paramount to our success and are delighted to have you join the Doctors of BC team!*

*Name*

*Title*

## WHO WE ARE

[The purpose of this chapter is to introduce the new employee to the organization, identifying key attributes that makes this workplace unique. Examples of possible sections to include are below.]

### OUR HISTORY

*Doctors of BC was founded in January 1900 as the BC Medical Association with Dr R.E. McKechnie, a surgeon from Nanaimo, as President. The Association was founded on two primary principles: the first to guard and strengthen economic security, and the second to promote education so that the best medical minds had a forum to share the knowledge of the profession.*

*Today, Doctors of BC is proud to continue the legacy of Dr. McKechnie by supporting 14,000 physicians, residents and medical students throughout British Columbia.*

### OUR PURPOSE

*Working together, we make a difference for BC's doctors so that they can make a difference for patients.*

### OUR VISION

*To promote a social, economic, and political climate in which members can provide British Columbians with the highest standard of health care, while achieving maximum professional satisfaction and fair economic reward.*

### OUR APPROACH

*In order to achieve our vision, Doctors of BC uses an approach guided by the following five (5) values:*

- **Advocating** for our doctors, whether through negotiations, by influencing health care system policy, or by helping them navigate professional issues that impact their ability to provide a high standard of care
- **Serving** our doctors by providing them with services, benefits and support to improve their professional experience and make a positive difference for patients
- **Collaborating** with doctors and the health care system to improve the quality of patient care
- **Engaging** with our doctors and assisting them to engage with the health care system, whether in their communities or in facilities
- **Understanding** our doctors and the environment in which they function

### OUR STAFFING STRUCTURE

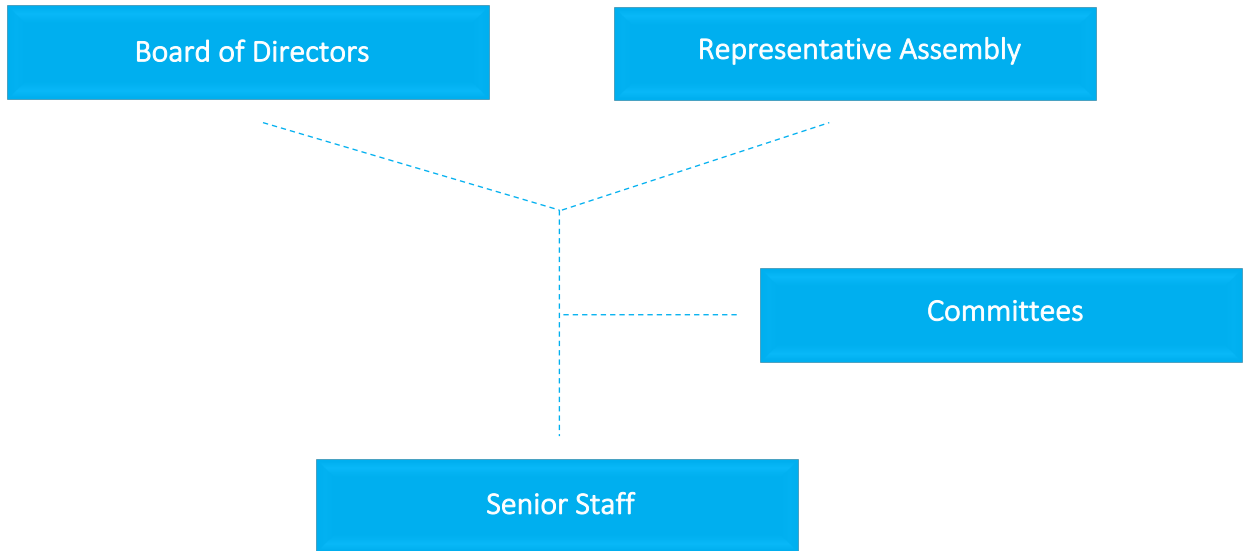
*Doctors of BC is a democratic Association representing 14,000 physician members. Our dual-structure governance model centers on a **Representative Assembly** to ensure members' views are fully represented and a **Board of Directors** that has the legal and fiduciary responsibility to manage the affairs of the Association.*

*The 9-person Board oversees the activities and internal affairs of the Association and sets strategic direction and policy. The 106-member Representative Assembly (RA) provides wide-ranging representation from: all geographical areas of the province, Family Physicians/FPs and specialists, those practicing in rural and First Nations communities, medical students, residents, those members in early years of practice, as well as the Canadian Medical Association.*

[ORGANIZATION LOGO]

With over 60 member-run **committees** advocating on behalf of physicians and BC citizens alike, we manage a diverse range of issues including policy development, physician compensation, collaborative programs with government, health promotion, and more.

In our day-to-day operations, Doctors of BC **senior staff** are responsible for helping our Board and Representative Assembly achieve the organization's strategic vision of being better together.



## EMPLOYMENT

[The purpose of this chapter is to outline the organization's personnel and employment practices and/or policies. Examples of possible sections to include are below.]

### EQUITY, DIVERSITY & INCLUSION

*Doctors of BC provides equitable treatment and opportunities to all employees and members. We are committed to offering employment and services to individuals regardless of age, sex, race, religion, citizenship, marital status, family status, national origin, mental or physical disability or any other prohibited grounds of discrimination, as per the Canadian Human Rights Act.*

*Decisions regarding new employment will be based on the applicant's possession of the essential skills, capability, knowledge and experience required to perform the job. Professional development and advancement will consider performance in the current position, in addition to essential skills, capability, knowledge and experience required to perform the job.*

### RECRUITMENT & EMPLOYEE SELECTION

*Doctors of BC is dedicated to recruiting qualified and competent employees for all our positions. We conduct our hiring through a fair and accepted recruitment process. Employees will be selected based on factors relevant to the position including:*

- *Education and training, or equivalent experience*
- *Qualification, including required certification (if applicable)*
- *Experience*
- *Initiative, skills and abilities*
- *Personal suitability, such as willingness to work in a specific environment or a specific work-shift*
- *Eligibility to work in Canada*
- *Any other criteria considered relevant*

### DUTY TO ACCOMMODATE

*Doctors of BC is proud of the diversity of its workforce, recognizes the value and dignity of each individual, and ensures that all employees are able to effectively and efficiently use their skills and experience to contribute to Doctors of BC's performance, production and service delivery. We are committed to ensuring that everyone has genuine, open and unhindered access to employment opportunities, free from systemic or other barriers.*

### EMPLOYMENT OF FAMILY MEMBERS & PERSONAL RELATIONSHIPS

*If hired, self-identified family or household members or those in personal relationships with current employees will not work in the same department, nor have supervisory responsibility over each other. Employees involved in a familial, personal, or intimate relationship with another employee in the workplace must discuss the matter with their manager. Doctors of BC will assess the implications for the workplace and make arrangements to ensure that employment-related decisions are made in an appropriate and unbiased setting.*

## EMPLOYMENT CATEGORIES

At Doctors of BC, we have several different categories for people who make up the team. These categories depend on a number of factors including number of hours worked, how they are paid, and whether their contract is on-going, temporary, or casual. The key definitions are:

**Regular Employee** is an employee who has successfully passed the probationary period.

**Regular Full-Time Employee** is an employee who is engaged on a permanent on-going basis working 40 hours per week.

**Regular Part-Time Employee** is an employee who is engaged on a permanent on-going basis working less than full-time hours (40 hours per week). Eligibility for health benefits will be outlined in their Employee Agreement.

**Independent Contractor** is a person who supports the provision of Doctors of BC's services but is not considered an employee. As such, they submit monthly invoices for their work and are not eligible for employee benefits.

**Volunteer** is a person who supports the provision of Doctors of BC's services without pay or employee benefits as they are not considered employees.

The table below highlights some of the key features that defines each of these categories.

<b>Regular, Full-time Employees</b>	<b>Regular, Part-time Employees</b>	<b>Independent Contractors</b>
<ul style="list-style-type: none"> <li>· On payroll</li> <li>· Receive deductions on each paycheque for CPP, MPP, EI, etc.</li> <li>· Earn vacation days off</li> <li>· Entitled to Health Benefits</li> </ul>	<ul style="list-style-type: none"> <li>· On payroll</li> <li>· Receive deductions on each paycheque for CPP, MPP, EI, etc.</li> <li>· Earn vacation days off</li> <li>· Entitled to Health Benefits if regularly scheduled to work a minimum of twenty (20) hours</li> </ul>	<ul style="list-style-type: none"> <li>· Submits invoices for hours worked</li> <li>· Do not receive deductions on each paycheque for CPP, MPP, EI, etc.</li> <li>· Not entitled to vacation days</li> <li>· Not entitled to Health Benefits</li> </ul>

## ORIENTATION

When you join the team at Doctors of BC, there is a lot to learn. We try and support our employees through their first few days and months through regular check-ins and onboarding procedures, as well as by directing them to resources and tools that describe our business practices and procedures.

In addition to this Employee Handbook, as part of your onboarding and orientation to your new role, you will receive training in:

- Doctors of BC's Philosophy and Values
- Doctors of BC's Organizational Chart and Services
- Doctors of BC's Physical Office
- Health and Safety Protocols
- Administrative Procedures

*Ensure that, as part of your orientation to Doctors of BC, you familiarize yourself with the resources and tools you need to be successful.*

## PROBATIONARY PERIOD

*The length of the probationary period is indicated in your Employee Agreement and starts on your commencement date. The probation period is an extension of the selection process and provides the organization with an opportunity to evaluate their hiring decision, as well as an opportunity for the new employee to evaluate whether the new position meets their expectations.*

*During the probation period, a minimum of one (1) performance review will be conducted. As per your Employment Agreement, during the probation period, an employee may be terminated for unsuitability in performance or behaviour without formal warnings and without advance notice, payment in lieu of notice, or a combination thereof, except as may be required under the BC Employment Standards Act.*

## HOURS OF WORK

*Regular business hours are from 9:00am - 5:00pm, Monday to Friday. Doctors of BC supports employees taking their coffee and lunch breaks during the day. Employees are encouraged to take up to one (1) hour of break time during the day.*

*On occasion, staff are expected to work evenings and/or weekends to attend meetings or for special events sponsored by the organization.*

*Options for working remotely are available to employees as per their Employee Agreement. For more information, please see the Working Remotely section on page 25.*

## OVERTIME & ADDITIONAL HOURS WORKED

*Doctors of BC is committed to producing excellent, high-quality work within regular business hours. On occasion, employees may be required to work outside of their contractual hours.*

*Non-management employees are entitled to "overtime" compensation. Overtime is defined as any hours worked over eight (8) hours in a day, or forty (40) hours in a week. Employees have an obligation to communicate in a timely way about required additional hours of work. Prior approval before any overtime hours are worked is required for compensation. Overtime hours worked that did not receive prior approval will not be compensated. Overtime hours will be compensated as per the BC Employment Standards Act.*

*Overtime is paid out on the employee's next paycheque. Upon the written request of the employee overtime hours can also be banked and taken as time off. Time off in lieu of overtime must be taken on the same calendar year the overtime was accrued and on days agreed to by the employee and management.*

*Doctors of BC acknowledges that the contributions of management staff may take the form of hours worked outside of the standard work week. This contribution is recognized in the greater flexibility in working conditions and higher vacation accrual rate. If a management employee works additional hours for a considerable length of time, they can request time off in lieu. Managers are accountable for the schedule that they have set and for ensuring that the majority of their work hours fall into their regular hours.*

## SECONDARY EMPLOYMENT

Doctors of BC understands that employees may already have or decide to obtain additional employment while employed by Doctors of BC. We ask that employees think seriously about the effects that such extra work may have on your effectiveness of the work at Doctors of BC, overall personal health, and real, apparent or potential conflicts of interest. We will hold all employees to the same standards and cannot make exceptions for those who also hold jobs outside of Doctors of BC.

Any form of secondary employment obtained by regular Doctors of BC employees must be approved by us and such approval must be attained prior to the commencement of secondary employment. Where an employee already has other employment at the time of commencing work with Doctors of BC, such employment should be disclosed when commencing work with us with the completion of a **Conflict of Interest Declaration**.

## PERSONNEL RECORDS

Upon joining Doctors of BC, you will complete several forms requiring various facts and information about yourself. Keeping your personnel file records accurate is important to both you and Doctors of BC; this information enables us to reach you, or your emergency contact, in the event of an emergency and allows us to maintain your insurance and other benefits. The HR Department should be notified promptly, in writing, of changes in your:

- Name, address, or telephone number
- Other employment-related status, including immigration status
- Person to notify in case of accident or emergency

Personnel records are maintained in strict confidence. To protect your privacy, Doctors of BC does not give out any information to outside organizations regarding its employees, unless required by law. If you want to review your own personnel file or share any information to an outside organization (e.g., salary verification to a bank), please contact the HR Department and make the necessary arrangements.

## PERFORMANCE REVIEWS & CHECK-INS

At Doctors of BC, we believe staff and managers should engage in performance conversations that are regular, rewarding and respectful. Throughout the year, regular coaching conversations between staff and managers will be conducted. These are informal check-ins that can be initiated by the staff member or the manager. They are opportunities to seek guidance, give and receive feedback, or update goals and objectives.

In addition to these informal check-ins, Doctors of BC likes to dedicate time each year to formally connect with each employee for written performance evaluations. It is at these meetings that both the employee and the manager can reflect on the previous year's performance, set goals, and identify growth opportunities. We will share documents to help guide the conversation in advance of the meetings. These performance discussions are generally held around the employee's anniversary date with Doctors of BC.

Doctors of BC is committed to supporting all employees in successfully meeting our job performance expectations. In the event where, despite feedback provided, the staff member is not meeting Doctors of BC's performance standards, the manager will conduct a formal meeting with the employee. The goal is to discuss the importance of meeting job expectations, and to offer ongoing support to make the changes. If



*the employee does not meet the expected standards within a reasonable period, corrective action will be taken, up to and including termination.*

## DISCIPLINE

If an employee commits an infraction with reference to Doctors of BC policies, they may face disciplinary action. Except for very serious offenses resulting in dismissal for just cause, individual incidents will be brought to an employee's attention by their manager who will provide the employee with a verbal warning. Further occurrences will be dealt with by management and may result (depending on the severity and frequency of the offense) in written documentation, suspension and/or possible termination.

Examples of infractions include, but are not limited to:

- Lateness
- Culpable absenteeism
- Misuse of breaks
- Poor work performance and/or work quality issues
- Unprofessional or inappropriate behaviour

## RESIGNATION

*If an employee decides to leave Doctors of BC, they are encouraged to provide the organization with a reasonable amount of notice to ensure a smooth transition.*

*A minimum of four (4) weeks' notice is desirable. If less than three (3) weeks' notice is received, any outstanding vacation will be calculated in accordance with the minimum requirements as set out under the BC Employment Standards Act.*

## TERMINATION

*In certain circumstances, Doctors of BC may decide to end the employment relationship. Employment may be terminated without cause or for just cause.*

*Employees may be terminated without cause for circumstances that include, but are not limited to: lack of funding; lack of work; or restructuring or unsuitability for a position. If you are terminated without just cause, you will be entitled to notice as per the BC Employment Standards Act.*

*Employees may be terminated for frustration of contract if, for an unforeseen reason, you are no longer able to carry out your work commitments under the employment contract. If you are terminated for frustration of the employment contract, you will have no notice entitlements.*

*Employees may be terminated for cause for serious or repeated misconduct including but not limited to: dishonesty; insubordination; theft; sick leave misuse; fraudulent conduct; assault or other violent or threatening behavior; bullying or harassment of other employees; destruction of Doctors of BC property; or continued unsatisfactory job performance. If you are terminated for cause, you will have no notice entitlements.*

## COMPENSATION & BENEFITS

[The purpose of this chapter is to outline the organization's compensation and benefits practices and/or policies. Examples of possible sections to include are below.]

### PAY SCHEDULE

*Salaried employees are paid twice per month. Pay periods are the 1st to the 15th and the 16th to the end of each month. Salaried employees are paid up to and including their pay date. They receive pay on the 15th and 31st of each month. All applicable taxes and withholdings will be deducted from gross pay, in accordance with provincial and federal guidelines. Employees are paid by direct deposit.*

*Contractors are paid upon receipt of a monthly invoice for time worked. A preferred invoice template is shared with all new contractors. No taxes or withholdings are deducted from gross pay. Contractors are paid by direct deposit.*

### SALARY PROGRESSION

*Doctors of BC strives to compensate employees fairly and in line with the market at large. We aim to recognize an employee's increased initiative, competence and capacity in the workplace through salary increases. Salary increases are based on performance in the position and budget availability. Salary adjustments will be done in conjunction with an employee's annual performance review.*

*Contractors do not have a salary range. Hourly wages can be re-negotiated based on changes to job scope and level of responsibility.*

### GROUP HEALTH & WELFARE BENEFITS

*Doctors of BC values its employees' overall health and well-being. Upon completion of their probationary period, regular employees can enroll in our Group Health & Welfare Benefits Plan. The cost of the benefit premiums is shared between the employee and the employer. Coverage includes:*

- *Extended Health Care*
- *Dental Care*
- *Group Life Insurance*
- *Dependent Life Insurance*
- *Long Term Disability Benefits*
- *Accidental and Serious Illness Benefits*
- *Virtual Healthcare*
- *Employee and Family Assistance Program (please see below)*

*All eligible employees are responsible for submitting the appropriate forms and documentation necessary for enrollment. For Group Health and Welfare Benefits when on leave from Doctors of BC, please see the Benefits While On Leave section on page 19.*

### PROFESSIONAL DEVELOPMENT

*Doctors of BC is committed to creating a work environment that supports continued learning. Where possible, work-related courses or training will be provided or supported that will enhance or upgrade the knowledge and skills of employees and hence the value of their service.*

*To apply for funding or time away from work, employees must send a written request and proposal to the HR Department outlining:*

- The name and location of the course or training program*
- The time away from work required to attend the course or training program*
- The cost of the course or training program*
- The financial contribution requested from Doctors of BC to facilitate attending the course or training program*
- The intended benefit to the employee and to Doctors of BC for the employee taking the course and/or training*

*An employee's years of service with the organization, the potential benefits to Doctors of BC, succession considerations, and mentoring possibilities will be measured when reviewing applications for professional development funding. These considerations will be made within the context of the current budget for Doctors of BC.*

*All requests for professional development funding will be reviewed on a case-by-case basis.*

#### **MEMBERSHIP & PROFESSIONAL FEES**

*Doctors of BC promotes the membership of employees in work-related organizations that provide employees with a means to enhance their knowledge and professionalism, or which may be required to carry out their duties. We may pay for a maximum of one (1) membership per year, per employee if:*

- Membership benefits Doctors of BC*
- Membership in a governing and/or licensing association is a criteria for employment*

## VACATION & STATUTORY HOLIDAYS

[The purpose of this chapter is to outline the organization’s vacation and statutory holiday practices and/or policies. Examples of possible sections to include are below.]

### VACATION ENTITLEMENT

*Vacation entitlement starts from your date of hire. The following is the amount regular, full-time employees are eligible for. For part-time employees, vacation is pro-rated based on the percentage of part-time the employee is (for example, if you work 50% time, you are eligible for 50% of the vacation entitlement). Vacation entitlements are pro-rated based on the employee’s start date in that year. After the first year, staff will be given their allotment of vacation time at the beginning of the calendar year. If the employee leaves before the end of the year, any vacation overspend will be deducted from their last pay cheque.*

<b>Years of Service</b>	<b>Staff</b>	<b>Managers</b>
0-3 Years	10 working days (4% vacation pay)	15 working days (6% vacation pay)
3-8 Years	15 working days (6% vacation pay)	20 working days (8% vacation pay)
8-12 Years	20 working days (8% vacation pay)	25 working days (10% vacation pay)
12+ Years	1 additional day/year up to 30 days	1 additional day/year up to 30 days

### SCHEDULING VACATION

*In a busy and dynamic organization like Doctors of BC, employees are encouraged to submit We will solicit vacation requests bi-annually, on March 15th and September 15th of each year. However, employees are encouraged to submit vacation requests outside of these dates. The HR Department’s bi-annual vacation request “reminders” are to encourage employees to think ahead and confirm plans, if they are able.*

*To submit a vacation request, employees identify their desired vacation dates on our **Vacation Request Form**. All vacation requests get reviewed by management. If there are no conflicts, the vacation request will be approved. Vacation leave may not exceed the amount accrued to date.*

### VACATION CARRY-OVER

*Employees are expected to use their annual vacation days each year. In exceptional cases, employees can request to carry over accrued vacation days into the following year, with a maximum of ten (10) days. Without exception, any vacation carry-over must be taken in the following year.*

*If an employee would like to carry over vacation, they will complete a **Vacation Carry-Over Form**. The Form will need to be authorized by the employee’s manager and forwarded to the HR Department for authorization.*

### STATUTORY & PAID HOLIDAYS

*Doctors of BC recognizes the following as paid holidays:*

*New Year's Day  
Family Day  
Good Friday  
Victoria Day  
Easter Monday\**

*British Columbia Day  
Labour Day  
Thanksgiving Day  
Remembrance Day  
Christmas Day*

[ORGANIZATION LOGO]

*Canada Day*

*Boxing Day\**

*\*Note that Easter Monday and Boxing Day are not designated statutory holidays, but Doctors of BC provides these days as paid holidays.*

#### **WINTER OFFICE CLOSURE**

*Doctors of BC closes its offices for winter holidays between Boxing Day and New Year's Day.*

## ABSENCE FROM WORK

[The purpose of this chapter is to outline the processes and procedures to requesting and taking some of the different types of leaves available to employees. For information on other statutory leaves, please refer to the *BC Employment Standards Act*. Examples of possible sections to include are below.]

### LEAVE OF ABSENCE REQUESTS

*Any employee applying for a leave of absence must put their request in writing (unless otherwise in the BC Employment Standards Act) and send it to their manager. The written request must indicate the reason for leave and the intended start and end date of the leave request.*

*Your manager will meet with you to discuss the request. Once approved, the HR Department will email you a confirmation letter outlining the terms of your leave.*

### MEDICAL CERTIFICATES & SUPPORTING DOCUMENTATION

*Depending on the type of leave of absence you are requesting, you may be requested by Doctors of BC to submit supporting documentation as per the BC Employment Standards Act. Supporting documentation is often in the form of a medical certificate, provided by a qualified medical practitioner, offering proof of your illness, the due date of a pregnancy, the illness or injury of a family member, etc.*

### MEDICAL/DENTAL APPOINTMENTS

*Employees are encouraged to arrange medical, dental or other appointments outside of working hours and on days off. When this is not possible, appointments should be scheduled at the beginning or end of the day to be least disruptive to the workplace.*

*Time away from work for appointments will be deducted from the employee's sick time bank. Employees must update the attendance platform to indicate the sick time used.*

### SICK LEAVE

*Doctors of BC supports employees in taking care of their health and well-being. Employees accumulate sick leave credits on the basis of one (1) workday per month, cumulative up to twelve (12) workdays per year. Sick time accrual will be pro-rated for part-time employees.*

*If an employee has not accumulated enough sick leave credits to cover the amount of time they need to be away from work due to an illness or an accident, the employee can use unused vacation time and/or take an unpaid leave of absence for the remainder of time they need to be absent.*

*Sick leave pay shall be computed on the basis of normally scheduled workdays and all claims shall be paid on this basis. Sick leave deductions shall be according to actual time off. Any illness lasting more than four (4) days may require documentation.*

*Employees must update the attendance platform to indicate sick time used.*

### MATERNITY & PARENTAL LEAVE

*Maternity and parental leave without pay is available to eligible employees, in accordance with the BC Employment Standards Act. Maternity leave is available to all eligible pregnant employees for the birth of a child. Parental leave is also available to all eligible employees for the birth or adoption of a child.*

*Available vacation days should be taken prior to commencement of maternity and parental leave. For Employment Insurance purposes, Doctors of BC will issue a Record of Employment on the last day of work before commencement of these leaves.*

### **FAMILY RESPONSIBILITY LEAVE**

*In accordance with the BC Employment Standards Act, Doctors of BC will provide up to five (5) days of unpaid leave during each employment year to meet responsibilities related to the care, health, or education of a child in the employee's care or the care or health of any other member of the employee's family.*

### **COMPASSIONATE CARE LEAVE**

*Doctors of BC will support employees in difficult periods, such as when a family member is seriously ill. In accordance with the BC Employment Standards Act, the Compassionate Care Leave provides up to 27 weeks of unpaid leave to provide care and support to a family member, if a medical practitioner issues a certificate stating that the family member has a serious medical condition with significant risk of death within 26 weeks. Employees needing to access Compassionate Care Leave should inform their manager in writing and provide a medical certificate. For Employment Insurance purposes, Doctors of BC will issue a Record of Employment on the last day of work before commencement of these leaves.*

*In some cases, Employment Insurance benefits may be available to support employees taking this leave. It is the employee's responsibility to apply for these benefits.*

### **CRITICAL ILLNESS OR INJURY LEAVE**

*In the event that an employee has a critically ill or injured family member, employees are supported to take leave as per the BC Employment Standards Act. To request a Critical Illness or Injury Leave, an employee should contact their manager as soon as they become aware of the possible need to take leave from work. When it is reasonable to do so, the employee must provide Doctors of BC with a medical certificate. For Employment Insurance purposes, Doctors of BC will issue a Record of Employment on the last day of work before commencement of these leaves.*

*In some cases, Employment Insurance benefits may be available to support employees taking this leave. It is the employee's responsibility to apply for these benefits.*

### **BEREAVEMENT LEAVE**

*Doctors of BC recognizes that employees may require time away from work in times of bereavement. If a death occurs in your immediate family, you are allowed an unpaid leave of absence for a maximum of three (3) working days. "Immediate family" refers to a child, spouse, parent, step-parent, parent-in-law, sibling, step-sibling, sibling-in-law, grandparent, grandchild, guardian, ward, and any other person who lives with the employee or is publicly recognized as a member of the employee's family.*

*Doctors of BC will make every effort to provide employees with additional unpaid leave when necessary, whether for family or non-family members.*

### **JURY OR COURT DUTY**

*Any regular employees required to serve as a juror or subpoenaed as a witness in any court of law shall be granted a paid leave of absence. This includes employees who are subpoenaed by Doctors of BC as a witness in a court action. An employee subpoenaed on behalf of Doctors of BC during vacation or regularly*

*scheduled days off will be granted equivalent time off. In cases where an employee's private affairs require a court appearance, Doctors of BC will grant the employee a leave of absence without pay to attend at court.*

#### **VOTING LEAVE**

*Employees entitled to vote in federal, provincial, Indigenous or municipal elections or referendums will be granted time-off as required in accordance with the relevant statute.*

#### **PROFESSIONAL DEVELOPMENT LEAVE**

*Doctors of BC may approve a professional development or education leave without pay to an employee who submits a written request at least one (1) month before the course/program/training commences. This request must detail the benefits of the course/program/training, the length of time needed to complete it, and other details as required by Doctors of BC.*

#### **BENEFITS WHILE ON LEAVE**

*Employees who have been approved for a paid or unpaid leave of absence will be able to maintain their Extended Health, Dental, Group Life Insurance, Accidental and Serious Illness, and Long Term Disability benefits.*

*For paid leaves, Doctors of BC will pay the employer contribution of the benefit premiums for the Group Health & Welfare Benefits Plan for up to a maximum of six (6) weeks.*

*For unpaid leaves, the employee must pay both the employee and employer contributions of the benefit premiums.*



## STANDARDS OF PROFESSIONAL CONDUCT

[The purpose of this chapter is to include key practices and/or policies that govern the workplace. Examples of possible sections to include are below.]

### RESPECTFUL WORKPLACE

*We require everyone at Doctors of BC to treat others with respect and kindness. Discrimination, harassment, bullying, and violent behaviour and language will not be tolerated from any person in the workplace. As a result, all efforts shall be deployed to prevent and correct any situation or conduct that may compromise the health and safety of an employee or deteriorate the work environment. Doctors of BC will ensure that a resolution process appropriate to the circumstances is conducted in a fair, respectful, and timely manner once management becomes aware of an incident or receives a complaint of discrimination, harassment, bullying or violence.*

*Doctors of BC's Respectful Workplace Policy applies at every level of the organization and to every aspect of the workplace environment, including, but not limited to, recruitment, promotion, training, salaries and termination. Should you experience what you consider to be discrimination or harassment from a manager, fellow employee or member, please report it to the HR Department immediately.*

### CONFIDENTIALITY & DISCRETION

*In the course of your work, you may have access to confidential information regarding employees, members, or Doctors of BC itself. One of the most serious responsibilities, as an employee, is to not reveal or divulge any such information and that you use it only as required in the performance of employment duties. Employees should not misuse, or remove from the premises without written authorization, any confidential information of any nature.*

### CONFLICTS OF INTEREST

*Employees, contractors, board members, and volunteers of Doctors of BC are expected to adhere to the highest standards of personal and professional integrity and shall protect the interests of the organization. Everyone must avoid situations involving a real, apparent or potential conflict of interest, and will be required to complete a **Conflict of Interest Declaration**.*

*Doctors of BC recognizes and respects an employee's rights to engage in secondary employment and outside activities beyond their work here that is private in nature and does not in any way conflict with our business or potentially damage our reputation. Management reserves the right, however, to determine when an employee's activities represent a conflict with our interests and to take whatever action is necessary to resolve the situation, including termination of employment.*

### ATTENDANCE

*Absenteeism and tardiness hurts fellow employees, as well as Doctors of BC as a whole. It is an employee's responsibility to report for work on time and ready to commence their duties. If you are going to be late or are unable to report to work, contact your manager as soon as possible before the start of your workday. If an employee is absent due to illness, a doctor's note may be required upon return to work. Unexcused absenteeism may result in corrective action, up to and including termination.*

## TEAM MEETINGS

*Staff meetings are held weekly at Doctors of BC and employees are expected to attend. Managers meet as required throughout the month.*

*The purpose of staff meetings is to help keep everyone informed and up-to-date regarding Doctors of BC operations. The management team may provide updates, deliver announcements, share ideas, solicit feedback, etc. In order to effectively participate in staff meetings, we ask that you: come prepared by reviewing the meeting agenda and materials, if applicable; put away any electronic devices; be willing to share your point of view and ideas; ask questions if you would like further clarification on a topic; and be kind and respectful towards others.*

## PERSONAL APPEARANCE

*All employees are required to dress in a manner that is appropriate to their position and the nature of their work, and conveys an image of competence and capacity to members, other agencies, and outside professionals.*

## TECHNOLOGY & SOCIAL MEDIA

*As with all business tools provided by and owned by Doctors of BC, email, telephone and internet use should be of a professional and business nature only. All business communications may be subject to review and seizure during disciplinary and legal proceedings. There is no reasonable expectation of privacy with respect to their usage.*

*Examples of prohibited conduct include, but are not limited to:*

- Sharing commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous or can create a hostile work environment*
- Publishing, sharing, or releasing any information that is considered confidential or not public*
- Using technology to conduct outside business or other activities for personal gain*

*Only software programs and hardware, including accessories, supplied and authorized by the organization are to be installed on our computers. Do not copy or remove computer software from the premises. Doctors of BC respects software copyright rules.*

*Personal social media platforms (e.g., Facebook, WhatsApp, Instagram, Twitter, etc.) should not be used to share and/or discuss matters related to the workplace.*

*Violation of this policy may result in corrective action, up to and including termination.*

## CELLPHONE USE

*While at work, employees are expected to exercise discretion in using personal cellphones. Personal calls, texts or other electronic communications should be kept to a minimum or for brief emergency communications. Personal communications can interfere with employee productivity, safety and may be distracting for others, i.e., audible notifications.*

## MEDIA HANDLING

*At Doctors of BC, any media requests should be forwarded to the Communications Department.*

## SMOKING POLICY

*Smoking, whether regular or electronic cigarettes, at work is prohibited on Doctors of BC property. Violation of this policy may lead to disciplinary action. Use of cannabis/marijuana is addressed in the Substance Use section below.*

## SUBSTANCE USE (ALCOHOL, CANNABIS & OTHER DRUGS)

*Doctors of BC is a drug-free workplace. To ensure the health and safety of our employees, members and outside professionals, any infraction of this policy is taken extremely seriously.*

*The following expectations apply to all employees while conducting work on behalf of Doctors of BC, whether on or off Doctors of BC property:*

- Employees are expected to arrive to work fit for duty and must remain fit for duty for the duration of their workday*
- Employees are prohibited from using, distributing or selling alcohol, drugs and drug paraphernalia during work hours, including during breaks*
- Employees are prohibited from possessing alcohol, drugs and drug paraphernalia while on work premises*
- Employees are prohibited from reporting to work while under the influence of recreational cannabis and any other non-prescribed substances*
- Employees are permitted to use and possess medically prescribed or authorized drugs during work hours. Employees must communicate to management any potential risk, limitation, or restriction requiring modification of duties or temporary reassignment*

*Violation of this policy will result in corrective action, up to and including termination.*

## COMPLAINTS PROCEDURE

*Every employee has the right to make a complaint regarding workplace misconduct, harassment, mistreatment, or any other inappropriate behavior or action committed by another employee, or any other breach of company policies. Every employee also has the right to make a complaint about a situation or treatment by a person doing business with Doctors of BC, including vendors, suppliers or members. Verbal complaints can trigger the first phase of the investigative process involving an informal investigation. Written complaints will be required before a formal investigation will begin. All parties are expected to maintain confidentiality with regards to the complaint during the investigative process.*

*Complaints can be made to your manager, the HR Department, or to another member of management with whom the employee feels comfortable discussing the matter.*

*Employees may rest assured that there will be no reprisals as a result of your comments. Doctors of BC ensures that employees will receive a fair discussion and, if applicable, an unprejudiced investigation.*

## THE WORK ENVIRONMENT

[The purpose of this chapter is to outline key worksite and housekeeping practices. Examples of possible sections to include are below.]

### ENTERING BUILDING PREMISES AFTER HOURS

*Only authorized employees may enter or be on Doctors of BC premises after normal working hours. Should an employee need to enter the office building after hours, they should inform their manager prior to entering.*

### BUILDING KEYS & PASSES

*Keys are not to be loaned to others (including other Doctors of BC employees who have not been given their own keys) and may not be duplicated under any circumstances.*

*Keys are to be immediately returned if requested or if the employee leaves the company.*

### BUILDING ACCESSIBILITY

*Our building is close to major bus routes, is wheelchair accessible, and is scent-reduced. Our washrooms are inclusive of trans people but are unfortunately still binary; we do not have access to a gender-neutral washroom at this time.*

### WORKING REMOTELY

*Where employees are permitted or required to work from home or outside of the workplace, they are expected to work regular hours and report any missed working time. Working remotely options and/or arrangements will be articulated in your Employee Agreement.*

### INTERNAL COMMUNICATIONS

*All employees are expected to communicate in a timely manner with their co-workers and management staff. All internal communications should be of a business nature and must comply with Doctors of BC's policies and procedures.*

*A significant portion of internal communications at Doctors of BC is conducted on Microsoft Teams. Microsoft Teams is an instant messaging platform to help staff work together more seamlessly and collaborate more efficiently. Although Microsoft Teams won't replace email, some questions and conversations can be held more quickly and easily over the platform. Microsoft Teams allows Doctors of BC staff to send direct messages and form message groups for specific departments. Employees are expected to install Microsoft Teams on their computers and participate in the conversations, as needed.*

### COMPUTER USE

*Doctors of BC's computers may be used only by employees who need them to complete their job. Our computers, laptops, tablets and cellphones are not to be used for employees' personal purposes.*

*For employees using their personal computers to conduct Doctors of BC business, they will need to have access to our remote server. All Doctors of BC documents should be saved to the remote server. No staff is permitted to keep work documents on their personal desktops, devices, etc.*

### PERSONAL PROPERTY

*Doctors of BC is not liable for loss or damage to an employee's personal property while on our premises. Please make sure that your personal effects are securely stored at all times.*

### BORROWING BUSINESS PROPERTY

*Doctors of BC property may not be borrowed by employees for their personal use under any circumstances.*

*For work purposes, employees may request to borrow Doctors of BC property provided they have obtained permission from their manager, have signed a written agreement with a specified return date and the borrowing does not interfere with our operations.*

*Failure to return borrowed items by the agreed upon date may be considered theft. Any loss or damage to borrowed equipment while borrowed is the borrower's responsibility.*

*Doctors of BC property may not be loaned to others under any circumstances.*

### PETS AT WORK

*Doctors of BC is responsible for assuring the health and safety of all employees. With the exception of service animals, in general, we do not permit employees to bring their household pets to work.*

### HOUSEKEEPING

*We strive to maintain a neat, clean and orderly workplace at all times. You are responsible for maintaining neatness and order in your immediate workspace and shared spaces (e.g., kitchen). We cannot allow poor housekeeping to cause unsafe or hazardous conditions to develop. There should be no litter, wrappers, empty coffee cups, etc. in work areas.*

*If you notice anything that needs repair or replacement, please report it immediately to your manager.*

### HAZARDS IN THE WORKPLACE

*We place the highest priority on workplace safety. All of us must maintain safe work surroundings and be alert to safety matters. Safe work practices must be followed at all times by all employees. If you notice any hazardous or potentially hazardous conditions, it is your responsibility to ensure management is aware.*

*For more information, please see the Worksite Inspections section on page 28.*

### PARKING

*Doctors of BC does not provide parking. Parking vehicles which are driven to work is the responsibility of employees. Doctors of BC is not liable for any damage to vehicles driven or owned by employees, contractors, board members, or volunteers.*

## TRAVEL & EXPENSES

[The purpose of this chapter is to outline processes and procedures surrounding travel and expenses related to the organization. Examples of possible sections to include are below.]

### USE OF PERSONAL VEHICLES FOR BUSINESS

*If an employee chooses to use their personal vehicle for Doctors of BC business, they must ensure that their vehicle has adequate auto insurance and that they obey all traffic laws and regulations, including laws regarding the use of seat belts and electronic devices.*

*Employees choosing to use their personal vehicles for business without the request of the employer do so at their own risk.*

*Doctors of BC will not assume responsibility for any parking fines, loss or damage to a vehicle or contents, or increase in insurance costs due to driving/accident records concerning a private vehicle which is being used for the organization's business.*

*Doctors of BC does not pay for mileage, tolls, parking, etc.*

### GENERAL EXPENSES

*All business expenses should, as a general rule, be purchased with the use of a Doctors of BC credit card and be accompanied with a receipt. However, an employee who purchases supplies that are necessary for the operations and business uses of Doctors of BC may submit receipts for reimbursement. Only those expenses which have been pre-approved by management will be reimbursed.*

### COMPANY CREDIT CARDS

*Company credit cards may be issued to management staff who make substantial expenditures on a regular basis for Doctors of BC business. Managers who are issued a company credit card will sign a **Company Credit Card Agreement**. Among other things, the Agreement will stipulate that the credit card's use must be used strictly for business purposes and not for personal purchases or expenses. Use of credit cards for personal purposes will be considered theft.*

### SUBMITTING EXPENSES

*Employees must submit an expense form along with all related receipts. Original, itemized, dated receipts are required to support a claim. Invoices, cancelled cheques, credit card statements or "paid" notices, photocopies and carbon copies are not acceptable. On the back of the original receipt, employees should indicate the business purpose of each expense.*

*Your expense form and receipts must be submitted to your manager.*

*The employee submitting the claim and the employee who approves payment must ensure that claims for expenses are in accordance with Doctors of BC's policies and procedures. Reimbursement payments are included in the employee's upcoming paycheque.*

## OCCUPATIONAL HEALTH & SAFETY

[The purpose of this chapter is to outline processes and procedures in accordance with WorkSafeBC regulations. Examples of possible sections to include are below.]

### HEALTH & WELLNESS

*Doctors of BC is committed to fostering a work environment that is safe, supportive, inclusive and healthy; recognizing that people are our primary strength. We actively promote and communicate coordinated practices of inclusion, respect, wellness, accessibility, safety and accommodation as the foundations of a healthy workplace community.*

*We take a proactive approach to workplace health and wellness, and define well-being as a concept that includes physical, mental, emotional and spiritual health. Doctors of BC is dedicated to healthy living and supportive return-to-work processes by building robust programs that train and support our employees.*

### HEALTH & SAFETY ORIENTATION

*An important first step to your employment with Doctors of BC is our health and safety orientation during which we provide occupational health and safety training. Both the employee and their manager are required to complete the sign-off once this orientation has been completed. Our health and safety orientation prepares you for the job before you start working. The goals are to create an ongoing commitment to health and safety during your time at Doctors of BC and to ensure compliance with WorkSafeBC.*

### OCCUPATIONAL HEALTH & SAFETY REGULATION

*The Occupational Health and Safety Regulation provides us with the framework and tools to achieve the goal of working in a safe and healthy workplace, and sets out the rights and responsibilities of all parties in the workplace. It establishes procedures for dealing with workplace hazards, and it provides enforcement of the law where compliance has not been achieved voluntarily.*

*Doctors of BC is committed to the promotion and protection of the health and safety of its employees. To achieve this, we will establish and maintain an occupational health and safety program designed to prevent injuries and sickness.*

### OCCUPATIONAL HEALTH & SAFETY TRAINING

*All Doctors of BC staff will receive occupational health and safety training required for their job position. On-going health and safety training will be provided to ensure staff are up to date on occupational health and safety best practice. More in-depth training may be provided to members of the Joint Occupational Health and Safety (JOHS) Committee.*

### JOINT OCCUPATIONAL HEALTH & SAFETY COMMITTEE

*As per the Occupational Health and Safety Regulation, Doctors of BC has a Joint Occupational Health and Safety (JOHS) Committee to address health and safety issues in the workplace. The JOHS Committee will identify and help resolve health and safety issues in the workplace.*

*The JOHS Committee has several important rights and responsibilities:*

- *Identify workplace hazards*

- *Obtain information from the Employee*
- *Make recommendations to the Employer*
- *Investigate work refusals*
- *Investigate serious accidents*
- *Obtain information from WorkSafeBC*

## RESPONSIBILITIES OF WORKERS

*Workers also have several general duties under the Occupational Health and Safety Regulation. A worker must take responsibility for personal health and safety insofar as they are able. Under the Regulation, a worker must:*

- *Work in compliance with the Regulation*
- *Use or wear any equipment, protective devices or clothing required by Employer (i.e., footwear; protective glasses; head protection; masks; etc.)*
- *Report to the Employer any known missing or defective equipment or protective device that may be dangerous*
- *Report any known workplace hazard to the Employer*
- *Report any known violation of the Regulation to the Employer*
- *Not remove or make ineffective any protective device required by the Employer or by the Regulation*
- *Not use or operate any equipment or work in a way that may endanger any worker*
- *Not engage in any prank, horseplay, contest, unnecessary running or rough and boisterous conduct*

## RIGHTS OF WORKERS

- *Right to select a worker representative*
- *Right to refuse or stop unsafe work*
- *Right to participate through the JOHS Committee*
- *Right to know*

## RESPONSIBILITIES OF THE EMPLOYER

- *Provide worker training*
- *Provide personal protective equipment where required*
- *Report all accidents and injuries to the Ministry of Labour*
- *Take every reasonable precaution for the protection of the worker*

## WORKSITE INSPECTIONS

*Doctors of BC recognizes that to proactively promote health and safety in our workplace, we should engage in regular worksite inspections. These inspections will be conducted at each worksite and anytime a hazard is reported by staff to a manager. All employees have a role in identifying and eliminating actual and/or potential hazards associated with people, equipment, materials, environment and processes. Worksite inspections will be conducted as part of our efforts to ensure the safest and healthiest environment for our employees.*



### WORKPLACE VIOLENCE

*Doctors of BC has zero tolerance for workplace violence of any kind and will be proactive in the prevention of workplace violence. The right to a work environment free from violence applies to all employees, contractors and volunteers.*

*Employees are encouraged to report any such violence to their manager. Doctors of BC will investigate reported incidents of violence and harassment in an objective and timely manner, take necessary action, and provide support for victims.*

### EMERGENCY RESPONSE & PREPAREDNESS

*Doctors of BC will draft, review and update our Emergency Preparedness and Response Plan. All employees will be trained in the Emergency Preparedness and Response Plan and will conduct regular emergency drills.*

### FIRST AID

*Injured employees, contractors and volunteers will receive prompt, easily accessible and appropriate first aid treatment at the Doctors of BC office and/or in a medical facility, as needed.*

*Doctors of BC will provide the appropriate level of first aid supplies for the workplace, as well as train and assign first aid attendants.*

## CONCLUSION

[The purpose of this chapter is to provide a disclaimer to those for whom the Employee Handbook is applicable. An example of what you may include is below.]

### DISCLAIMER

*This Employee Handbook can neither anticipate every situation nor answer every question about your employment with Doctors of BC. Every effort has been made, however, to include policies that will ensure the effective management of human resources and fiscal accountability. In other words, this Handbook is intended to serve as a guideline to your employment relationship with us. It is not an employment contract, though employees are expected to take a common sense and an honest approach in adhering to these policies.*

*This Handbook supersedes all previous employment policies, written and oral, and express and implied. Doctors of BC reserves the right to modify, rescind, delete, or add to the provisions of this Handbook from time to time in its sole and absolute discretion without advance notice.*

*The policies contained herein are applicable to all employees of Doctors of BC, except as otherwise specified. Compliance with the policies is a mandatory condition of employment. Some policies (e.g., confidentiality, harassment, conflict of interest) must also be followed by volunteers, contractors, etc. working at Doctors of BC.*

*Doctors of BC reserves the right to interpret the policies in the Employee Handbook and to depart from them when, in its discretion, it determines it is appropriate. The policies in this Handbook reflect current policies and applicable laws at the time of writing. In the event of inconsistency between the Employee Handbook and applicable law, such applicable law shall prevail.*

## ACKNOWLEDGEMENT

[The purpose of this chapter is to ensure that the individuals for whom the Employee Handbook is applicable understand and acknowledge its contents. An example of what you may include is below.]

*I have received my copy of the Doctors of BC Employee Handbook. I understand that, by executing this acknowledgement, I am affirming my agreement to follow the rules, regulations and service standards as outlined in the Handbook, including specifically, but without limitation, the standards of conduct.*

*I understand that the Employee Handbook sets forth the current policies and rules of Doctors of BC and that it is not intended to be and is not an employment contract between myself and Doctors of BC. Doctors of BC retains the discretion to amend, withdraw or modify the provisions of this Handbook at any time, with or without notice to me, as set forth in the Conclusion section.*

Employee Name (please print):

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Employee Signature:

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Date:

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Notes:

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