



SECTION: Human Resources

POLICY: HR 08

REVISED: September 2019
September 2018; September 2015; December 2012

PAGE: 1 of 4

HOURS OF WORK

PREAMBLE

Contact Brant’s success depends on the commitment of our employees. Contact Brant strives for a high quality working relationship with employees based on mutual trust, respect, and courtesy. Contact Brant provides a flexible work schedule to meet the needs of clients; this also allows employees to manage their work and personal commitments. Contact Brant also provides vacation, sick leave and approved compensatory time for the benefit of employees.

Excessive absenteeism has a major impact on any employer both in provision of services as well as incurring a cost. Employers need to know the extent of absenteeism in its organization and work towards reducing it.

This policy sets out expectations for all employees, establishes a system for accountability, tracks and addresses absenteeism, and treats all employees fairly and consistently.

POLICY

Employees work a 37.5-hour workweek (Monday to Sunday), or the number of hours stated in individual job contracts as arranged by the Chief Executive Officer.

Staff must organize their schedule to work their appropriate number of hours in a regular work week wherever possible; approved compensatory hours worked will be reimbursed through approved lieu time off on the basis of 1 hour off for each 1 hour worked.

In accordance with the Employment Standards Act, employees are entitled to receive a paid fifteen (15) minute break each morning and each afternoon, as well as a one-half (1/2) hour unpaid meal break for every 5 hours worked.

PROCEDURE

Attendance:

1. Staff should maintain a 37.5-hour workweek (Monday to Sunday), or the number of hours stated in their individual job contract.
 - 1.1 Contact Brant office hours are 8:30 – 4:30; however, employees will flexibly plan their schedule to accommodate clients and other agency needs that are outside regular office operations. Flexible hours can also be arranged with the Chief Executive Officer as long as it is not to the detriment of the agency.

- 1.2 Attendance and punctuality are valued; employees are expected to attend work for the duration of their scheduled day. Employees should recognize that their attendance and punctuality affects productivity, quality of work, and staff morale.
- 1.3 Compensatory time shall not be accumulated for working through the legislated half-hour lunch period or 15 minute breaks; lunch breaks and 15-minute breaks cannot be taken at the end of the work day.
- 1.4 Employees may request a regular 4-day workweek schedule, once completed their probationary review.
 - The schedule for those working a 4-day workweek will address only one Resource Coordinator off on any particular day, and one Service Coordinator off on any particular day.
 - Employees will coordinate the 4-day workweek schedule with other employees to ensure their planned time off will not affect others negatively and ensure there is sufficient coverage for their workload.
 - Employees on a 4-day workweek are expected to work their contracted hours per week and fulfill all their job duties.
 - The Chief Executive Officer will review and approve the finalized schedule drafted by the employees. The CEO has the discretion to revoke a 4-day workweek schedule if it is negatively impacting Contact Brant service or an employee's job duties.
2. All employees will submit a monthly Employee Attendance Record on their hours of work to the Chief Executive Officer by email in the first week of each month for the previous month.
 - 2.1 Employees will also keep an accurate daily personal record in their Outlook Calendar of their work hours, vacation, compensatory time gained and used, sick time, and any personal leave time.

Using the Employee Attendance Record, employees will report their hours worked, number of vacation hours taken and dates; compensatory hours accrued, dates and reason; approved compensatory hours taken and dates; number of sick leave hours taken and dates. Additionally, approved Personal Leave of Absence days and dates will be recorded in hours, with 7.5 hours being the maximum for any leave of absence day. (Refer to the Vacations and Holidays Policy, Sick Leave Policy, and Leave of Absence Policy for agency-approved absences and procedures).
 - 2.2 The Chief Executive Officer will maintain a record of employees' attendance on the Master Annual Employee Record form, and review each record to ensure employee's hours of work are within policy and contractual agreements.
 - 2.3 The Chief Executive Officer will report paid time off (sick leaves, vacation time, compensatory time, and personal leaves) to the Board annually, and to the Ministry as required.

Compensatory Time:

1. Compensatory time may be granted due to hours worked over and above the regularly scheduled workweek, and may be used, with approval, at the discretion of the Chief Executive Officer.
 - 1.1 Accumulating compensatory time is granted when an employee cannot organize a flexible schedule within their regular workweek. Employees will track all compensatory hours worked above their normal workweek as well as any compensatory time taken in their Outlook calendars, and submit this information monthly to the Chief Executive Officer in the Employee Attendance Record.
 - 1.2 Appropriate requests for accumulation of Compensatory time would typically include meetings/phone contact with clients, client-related meetings with community partners, completing reports to meet submission timelines, and approved committee representation which occur outside of regular business hours that cannot be managed within a flexible schedule.
 - 1.3 Inappropriate requests for Compensatory time would include completing work at home that should be completed within the regular work schedule such as reviewing emails, completing reports/minutes, and inputting records.
 - 1.4 Compensatory time cannot be accumulated in a week where the employee has not actually worked more than 37.5 hours (or the workweek outlined in their job contract), for example, weeks where Sick Time, Vacation Time, or Leave of Absence Time have been taken.
 - 1.5 If an employee is experiencing workload pressures, it is important for employees to identify these to the Chief Executive Officer in a timely manner so that a plan can be developed together to address this, which may include the Chief Executive Officer approving accumulation of compensatory time to complete the work.
 - 1.6 Employees must manage their compensatory time to ensure that the total accumulation will not be greater than 22.5 hours at any given time. Employees should develop a plan to use compensatory time accumulated. Employees must coordinate their time off with other Contact Brant employees to ensure their planned time off will not impact others negatively and ensure there is sufficient coverage for their work load. Compensatory time can be used for personal time including for appointments with doctors, dentists, or family priorities.
 - 1.7 Employees must request approval of any time off to use compensatory hours in advance from the Chief Executive Officer through email.
 - 1.8 Approved compensatory hours worked will be compensated through approved lieu time off on the basis of 1 hour off for each 1 hour worked.

Overtime Hours:

2. Except in an emergency situation, or if work necessitates as approved in advance by the Chief Executive Officer and agreed to by the employee, no employee will work in excess of 44 hours per week in accordance with the Employment Standards Act.

2.1 If an employee is required to work more than 44 hours per week, compensation for the approved hours in excess of 44 hours will be through lieu time off, at the rate of one and one half hours (1 ½) for every one (1) hour worked, as agreed in advance by the employee and the Chief Executive Officer. The lieu time off must be arranged at the time of approving the overtime hours.

Vacation, Holidays and Leaves:

1. Employees are eligible for paid sick leave (see Sick Leave Policy, HR – 10); paid vacations (see Vacation and Holidays Policy, HR – 09); as well as paid and unpaid personal emergency leave days (see Leave of Absence Policy, HR – 11).
2. A full-time employee who is required to work on a paid public holiday will be compensated as outlined in the Vacation and Holidays Policy. In addition, an employee may be granted time off for a religious holiday (see Vacations and Holidays Policy, HR – 10).