



## POLICY AND PROCEDURE MANUAL

**SECTION: Human Resources**

**POLICY: HR 05**

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### HOURS OF WORK

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#### **PREAMBLE**

Contact Brant is committed to ensuring that all employees are compensated, at minimum, as per the standards outlined in the Ontario *Employment Standards Act* (ESA).

Contact Brant's standard hours of operation of 8:30 a.m. to 4:30 p.m. Mondays to Fridays are based on business needs and requirements for answering the phone and responding to walk-ins; however, employees work a flexible schedule to meet the needs of clients and the agency, including before, during and after office hours.

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 and the organization; this also allows employees to manage their work and personal commitments.

Contact Brant also provides Vacation, Sick Leave and Protected Leaves for the benefit of employees. Additionally, approved lieu time off with any Banked Hours can be used for personal time including doctors' appointments or family priorities.

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.

Contact Brant will comply with the overtime requirements (over 44 hours in any week) in accordance with the applicable provincial minimum employment standards legislation

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 outlined in individual employee contracts.

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

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

Employees are not to work over 44 hours in a week unless prior approval is received in writing from their Supervisor. Failure to adhere to these guidelines will result in corrective action.

## **PROCEDURE**

1. **Workweek:** Staff should maintain a 37.5-hour workweek (Monday to Sunday), or the number of hours otherwise stated in their employment contract.
  - 1.1 Contact Brant office hours are 8:30 – 4:30 Monday to Friday; however, employees will flexibly plan their schedule to accommodate clients and other agency needs outside these regular office operations.
  - 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 Employees will manage their workday to include the legislated half-hour lunch period as well as the two 15-minute breaks. Lunch breaks and the 15-minute breaks cannot be taken at the end of the workday.
  - 1.4 Flexible hours may be arranged with the employee's Supervisor as long as it is not to the detriment of the agency.
  - 1.5 If an employee is experiencing workload pressures, it is important for the employee to identify these to their Supervisor in a timely manner so that a plan can be developed together to address this.
  - 1.6 Employees will keep an accurate daily record in their Outlook Calendar of their planned work schedule, as well as approved vacation or approved use of Banked hours to be taken.
2. **Attendance Reporting:** Employees will submit an Attendance Report of their hours of work to their Supervisor by email in the first week of each month for the previous month. This is the employee's attestation to hours worked and will include:
  - Time In and Time Out – The actual times the employee started and ended each work day
  - Hours Worked – The total hours worked each day (example – started work at 8:30 a.m. and ended work at 4:30 p.m. is 8 hours minus the half hour unpaid lunch means the total Hours Worked for the day is 7.5). This total will also reflect Sick Hours used, Vacation Hours used, and/or Personal Leave taken (example – worked 8:00 – 12:00 for 4 hours, then took 3.5 hours sick time for a total of 7.5 Hours Worked).
  - Sick Hours used (Refer to the *Sick Leave Policy*).
  - Vacation Hours used (Refer to the *Vacation and Holidays Policy*).

- Approved Personal Leaves will be recorded in hours, with 7.5 hours being the maximum for any leave of absence day (Refer to the *Protected Leaves Policy*).
  - The 'Explanation' section must be used to explain when the workweek total is greater than 37.5 (or the number of hours otherwise stated in the employee's contract). It is also used to report whether the Approved Personal Leave was for Bereavement or an approved personal time.
  - Review for accuracy:
    - The calculated 'Total' for Hours Worked
    - The calculated weekly and monthly Banked Hours/Comp Accrued
    - The calculated weekly and monthly Banked Hours/Comp Used
    - Balance Banked/Comp Hours
    - Total Sick Hours Used
    - Remaining Sick Hours total
    - Total Vacation Hours Used
    - Remaining Vacation Hours total.
3. The Chief Executive Officer and Manager of Service Coordination will review each record to ensure the employee's hours of work are within policy and contractual agreements, and will maintain a record of each employees' attendance in the Master Annual Employee Attendance Record.
- 3.1 The Manager of Service Coordination will submit their Master Attendance Report to the Chief Executive Officer on a monthly basis for agency records.
- 3.2 The Chief Executive Officer will report paid time off (sick leave, vacation time, Banked Hours, and personal leaves) to the Board annually, and to the Ministry as required.
4. Lieu Time / Banked Hours: Any hours worked over the employee's contracted workweek (and under 44 hours per week), when an employee cannot organize a flexible schedule within their regular workweek, can be accrued as Banked Hours at the discretion of the employee's Supervisor.
- 4.1 Contact Brant will reimburse approved Banked Hours through lieu time off based on 1 hour off for each 1 hour worked.
- 4.2 Employees must manage their Banked Hours 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 Banked Hours by coordinating their time off with co-workers to ensure there is sufficient coverage for their workload.
- 4.3 The employee must request approval in advance from their Supervisor to use Banked Hours.
- 4.4 Banked time should be taken within the fiscal year in which it was earned. However, baked hours may be carried over into the new fiscal year if the employee and their Supervisor cannot arrange lieu time off.
- 4.5 Appropriate requests for accumulation of Banked Hours would typically include direct contact with clients, client-related meetings with community partners, completing reports to meet submission timelines, and approved

committee representation that occurs outside of regular business hours that cannot be managed within a flexible schedule.

- 4.6 Employees must report all accumulation and use of Banked Hours on their monthly Attendance Record submission to their Supervisor.
  - 4.7 Banked Hours 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 personal Leaves of absence have been taken.
  - 4.8 In the event an employee is separated from Contact Brant before they have taken their Banked Hours, every effort will be made to plan with their Supervisor to take the lieu time before their last day. If the Supervisor cannot make these arrangements, the employee will receive the hours banked on their final pay cheque.
5. Overtime Hours: Contact Brant's intent is to work toward a level of efficiency in which staff can meet client and organizational requirements within the regular workweek. No employee will work in excess of 44 hours per week unless approved in advance by the employee's Supervisor and agreed to by the employee in a signed agreement.
- 5.1 Given Contact Brant's ongoing efforts to carefully monitor costs of operation, the employee must obtain PRIOR written authorization from their Supervisor BEFORE working overtime hours.
  - 5.2 In the unlikely event unanticipated and urgent overtime is worked without the employee having obtained prior approval, such approval may subsequently be provided upon a consideration of the circumstances by the CEO. The employee must notify their Supervisor immediately after working such overtime hours.
  - 5.3 When an employee is approved to work in excess of 44 hours in a 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. The lieu time off must be arranged at the time of approving the overtime hours.