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INTRODUCTION

Oakville Galleries (the “Gallery”) welcomes communities throughout Oakville, and wider audiences regionally, nationally, and internationally.

We accomplish our mission through the talents and abilities of our team. In order to create and sustain a thriving work culture, the Gallery strives to provide a work environment that is safe, demonstrates respect, offers necessary training and resources, is supportive and centered around accountability, and creates an enjoyable work experience. We are guided by the principles of professionalism, consistency, excellence, and fairness. We also uphold a dignified work environment.

The *Employee Handbook* is a general guide to our regulations, policies, and benefits and has been designed to provide you with helpful information to navigate your work environment. The handbook is a summary of relevant policies, procedures, and practices related to Human Resources management and the Ontario’s *Employment Standards Act*. In such an instance when the *Employment Standards Act* has been changed and updates have not yet been made to the Employee Handbook, the *Employment Standards Act* will apply.

This handbook supersedes all prior versions of an employee handbook or manual. There may be occasions when the Gallery must change rules, or give current rules a different interpretation in a particular situation. The Gallery reserves the right to modify benefits, practices and policies as business requires. If such changes are made, the Gallery will provide you with written notice.

If you have any questions about the information, please do not hesitate to speak with the Executive Director or Deputy Director.

The Executive Director and the Deputy Director are responsible for the development and implementation of protocols and procedures outlined in this handbook, in consultation with the Board of Directors, as appropriate. The Board of Directors has oversight over Human Resources policy. The Deputy Director is similarly responsible for maintaining the procedures and systems relating to Human Resources management.

Issues not addressed in the handbook will be addressed by the Executive Director and the Deputy Director, in consultation with the Chair of the Board of Directors if necessary. Policies and protocols may be revised periodically to reflect changes in relevant legislation or the needs of the Gallery and its employees. In the event that terms of employee contracts do not comply with provisions in this handbook, current and relevant government legislation will apply.

Additional information on employment matters should be addressed by employees with their direct supervisor, and as applicable, with the Executive Director and the Deputy Director.

Mandate, Vision, Mission, and Values

Mandate

Oakville Galleries is a not-for-profit contemporary art museum engaging communities throughout Oakville, and wider audiences regionally, nationally and internationally.

Vision

Placing artists at the center of its vision, Oakville Galleries strives to be a nationally and internationally leading museum for the presentation of contemporary art, delivering excellent, innovative exhibitions and generating new, invigorating ideas. Our dynamic, diverse and forward-thinking program produces significant positive social impact.

Mission

Oakville Galleries is driven by a belief in the singular power of art and artists to deepen our understanding of ourselves and our communities and move us toward a better world.

Values

Accessible. Engaging. Forward-thinking.

To be bold in the collection and exhibition of contemporary art.

To stand up for contemporary artists and amplify their voices in order to foster knowledge creation and new ways of understanding.

To be committed to providing an exceptional, engaging and inclusive visitor experience.

To value the opportunity to serve, engage and strengthen bonds with our community.

To be committed to operating with financial integrity and transparency.

Team Culture + Values

Accountability

We are accountable to ourselves, to each other, and to our community. We take responsibility for our actions, and understand that we all make mistakes and misjudgments. When we do, we own up to them, take responsibility, and if we need to, identify how we can learn from them.

Kindness

We approach everything and everyone with kindness, and always think the best of one another. We spend a great deal of time together, and coming to everything with kindness, and a sense of wanting to support each other in our learning and growth is paramount.

Care

We care for ourselves, for each other, for artists, and for our community. We value self-care and

encourage everyone to take care of their mental, emotional, and physical health. Our collective well-

being is vital.

Openness

We value transparency across the organization. If there is something you want to share, ask someone about, or a conflict you want to address – bring it forward for discussion.

Each of these – accountability, kindness, care, and openness – underpin our efforts to collaborate and achieve our strategic priorities. They build trust and respect to ensure we have a workplace where everyone can bring their whole selves, that encourages fun and humour, and supports its people as much as possible. In total, we work together with this sense of etiquette.

Human Resource Practices Applicable to Employees

It is the policy of the Gallery to follow the Human Resources practices listed below in managing its employees:

- Comply with the Province of Ontario's *Employment Standards Act, Labour Relations Act, Human Rights Code, Occupational Health and Safety Act, Workplace Safety, Insurance Act, Pay Equity Act, and Accessibility for Ontarians with Disabilities Act - Integrated Accessibility Standards: Employment* and all other relevant legislation covering Human Resources;
- Support and encourage the growth and personal development of employees;
- Foster a working atmosphere characterized by open and honest communication;
- Treat all individuals with dignity, respect, courtesy, and on the basis of merit without discrimination, as defined by the Province of Ontario's Human Rights Code;
- Provide a safe and healthy working environment.
- Prioritize the recruitment, professional development, and retention of individuals from equity seeking groups/chronically excluded communities; and
- Inform all employees of the Gallery's accommodation practices for employees with disabilities.

The Gallery is committed to providing the following to all of its employees:

- Recruitment, hiring, and job assignment protocols that are readily accessible;
- Job descriptions that outline duties and responsibilities of each position with clearly stated performance expectations that are consistent with the goals and objectives of the Gallery,
- Fair and competitive compensation packages within the industry that are designed to attract, motivate, and retain employees with the education, skills and experiences necessary for the Gallery to achieve its goals and objectives;
- Opportunities for personal growth and development through ongoing professional development
- Communications that effectively and regularly encourage dialogue with employees on financial, strategic, operational, and policy issues affecting the Gallery.

- The Gallery will regularly assess and review processes, as appropriate, for talent development including succession planning for all employees.

Annual performance appraisals and professional development opportunities shall take into account the accessibility needs of employees with disabilities, as well as any individual accommodation plans, to meet the AODA's regulation requirements.

Employment Equity

It is the continuing policy of the Gallery to provide equal-opportunity employment to all employees and applicants without regard to race, ancestry, place of origin, colour, ethnic origin, language, citizenship, creed, religion, gender identity, sexual orientation, age, marital status, disability, financial ability, or any other characteristic protected by law. The Gallery is committed to ensuring that qualified members of equity-seeking communities have equitable access to employment. This includes recruitment, selection, employee development, performance evaluation, retention, and promotion.

We include the following in each job posting:

“Oakville Galleries is committed to equity, welcomes diversity, and hires based on merit. All qualified individuals who may contribute to the diversification of Oakville Galleries, including individuals who identify as BIPOC, 2SLGBTQIA+, people with disabilities, and others from historically marginalized groups are encouraged to apply. Please state in your application any accommodations you may require.”

Qualifications and skills for each role are analyzed carefully prior to posting. This is done to recognize any barriers that individuals from chronically excluded communities may have faced. Where possible the Gallery will provide opportunities for professional development to promote an equitable, inclusive employment practice.

EMPLOYMENT AT OAKVILLE GALLERIES

Recruitment and Selection

The Gallery strives to hire the most qualified candidate for each job vacancy. Skill, experience, education, attitude, and potential for growth are considered in the selection process.

When recruiting for existing or new positions, the Gallery's employees and volunteers will be made aware of openings and requisites for qualifying when recruitment is initiated. The following guidelines will be followed with respect to internal postings:

- A job posting, including a brief job description, qualifications, and compensation will be circulated via email.
- Interested employees should submit a resume and cover letter as instructed
- All inquiries from current employees will be treated as confidential.
- Accommodation, upon request, is available for applicants with disabilities in all stages of the recruitment process.

For externally posted positions, employment opportunities are posted on the Gallery's website as well as other pertinent job posting sites for a minimum of ten business days. All efforts are made to ensure the posting reaches as many candidates as is possible. Each posting will include the following information:

- Job title and accountabilities
- Compensation and benefits
- Roles and responsibilities
- Qualifications needed
- Deadline for applications and estimated interview and start dates
- Notice of accommodation for those with disabilities in the recruitment process

At the closing date and time, all applications are assembled and reviewed by the staff leading the recruitment . All candidates selected for an interview will be contacted. The staff leading the interviews will ensure that applicants are familiar with the Gallery's Vision and Mission commitment to equity and inclusion.

Applicants will be notified that accommodations are available upon request for an assessment or selection process in relation to the materials or processes to be used. If a selected applicant requests an accommodation, the Gallery shall consult with the applicant and provide or arrange for a suitable accommodation that takes into account the applicant's accessibility needs due to disability.

In the case of the recruitment of the Executive Director, the Chair of the Board of Directors will lead the recruitment with support from the and board.

Following the interviews process, reference checks will be done for all short-listed candidates focusing on the candidate's previous job performance and qualifications. Once the candidate is selected, an offer letter and employment contract will be forwarded to the candidate. When making offers of employment, the successful applicant will be notified of the Gallery's policies for accommodating employees with disabilities.

Orientation and Induction

All new employees shall receive an orientation including meetings with relevant colleagues , a facilities tour, a package containing all relevant policies, and any other pertinent documentation.

New employees will be informed of support available to them. The Gallery informs its employees of its support for employees with disabilities, including, but not limited to, provisions for job accommodations that take into account an employee's accessibility needs due to disability.

Interns

The Gallery regularly hosts interns in various departments. Internships completed at the Gallery should form part of a student's obligations for their post-secondary degree in a discipline relevant to the Gallery. Interns are compensated by specific funding received through outside funding; for example, the Government of Canada's Young Canada Works or Canada Summer Jobs programs or OCADU Career Launcher.

The Gallery also hires contract staff in the summer for the delivery of summer camps and other programs. These opportunities provide critical professional development opportunities for emerging arts professionals.

Interns will be supervised by a staff member, have a job description that outlines their duties and expectations, and sign an employment contract.

Accommodation Plans

The Gallery will develop and document individualized accommodation plans for employees with disabilities, other health concerns, or any other reason, upon request, that will include:

- The participation of the employee in the development of the individual accommodation plan;
- The means for assessment of an accommodation request;
- The manner in which an outside medical or other expert can be requested by the employer to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved;
- The manner in which an employee can request the participation of a representative from

- the workplace in the development of the accommodation plan;
- The steps taken to protect the privacy of the employee's personal information;
 - The frequency with which the accommodation plan will be reviewed and updated and the manner in which it will be done;
 - If the request is denied, the manner in which the reasons for the denial will be provided to the employee;
 - The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability;
 - If requested, include information regarding accessible formats and communications supports;
 - If required, include individualized workplace emergency response information.

Probationary Period

All new employees serve a probationary period of three months. The probationary period will be written into the employee contract and can be increased by the hiring manager in accordance with the *Employment Standards Act*. During this period, a decision will be made regarding continued employment. Either the employee or the employer may terminate employment at any time during the probationary period. During the probationary period, employees will receive their base salaries as per the terms of the individual employee contract.

Personnel File

The Gallery maintains a personnel file for each employee:

- Information related to recruitment for the position including the job posting and the employee's application
- A copy of the current job description
- Signed copies of the employment contract
- Accommodation plans
- Performance reviews signed by the employee and supervisor
- Letters of discipline or commendation
- Complaints made via any of the policies governing HR or incident reports
- Basic personal data needed to administer payroll and benefits plan
- Copies of group benefits enrollment forms
- Incident reports on injuries and accidents (work and non-work related)
- Request for leaves (e.g. parental or sick leave)
- Copies of training certificates

These records are confidential, and the Gallery will maintain them as such. Such records will be disclosed only for personnel administration purposes or as required by law. Access to the file will be restricted to

the Deputy Director, and on an as needed basis, the Executive Director, Chair of the Board of Directors, the employee, and legal representatives if required. Accessible formats of the personnel file can be obtained upon request.

Salary and Compensation

The Gallery strives to remunerate its employees at a fair and competitive rate that is commensurate with their experience and qualifications. Salaries and wages shall be determined by the Executive Director in consultation with the Deputy Director. In the case of the Executive Director, the salary will be determined by the Board of Directors.

Salaries are reviewed annually by the Executive Director and approved by the Board of Directors based on the annual budget with consideration for the economic viability of Oakville Galleries, and commensurate with the experience of the employee and the employee's performance over the previous year. The Gallery will comply with the statutory obligations of the *Employment Standards Act*, the *Ontario Human Rights Code*, *Pay Equity Act*, and any other relevant legislation regarding compensation. The Executive Director may adjust salaries from time to time. Employees will be notified in writing of any salary changes.

When an employee assumes increased responsibility or specialized duties, he/she/they shall receive commensurate compensation.

The organization shall pay Full-time, Seasonal Employees, Part-time Employees, and Contract Employees every two weeks; less the usual and necessary statutory and other deductions payable in accordance with the Galleries' standard payroll practices.

Equal Pay for Equal Work

The Gallery ensures that all compensation provided is equitable and that equal pay is provided for equal work. The Gallery will comply with the province's equal pay for equal work provisions found in the *Employment Standards Act, 2000 (ESA)*.

Equal pay for substantially the same work

In accordance with the ESA, the Gallery will not pay an employee a lower rate compared to another employee based on a difference of sex or employment status when:

- They perform substantially the same kind of work in the same establishment;
- Their performance requires substantially the same skill, effort, and responsibility; and
- Their work is performed under similar working conditions.

Request for pay review

Employees who believe that their pay rate does not align with the equal pay for equal work provisions established by the ESA may submit a request for review to the Executive Director.

- The Gallery will adhere to legislative requirements regarding investigations of equal pay issues, including a review of the wage rates involved as well as providing written notices as required.
- If it is found that employees performing substantially the same work are being paid at different wage rates, the Gallery will adjust the wage rate of the employee making less in accordance with the ESA.
- The Gallery will not reduce the wage rate of any employee in order to comply with equal pay for equal work provisions.
- If it is found that the discrepancy of pay rates is justified due to a factor other than gender identity or employment status, and in accordance with the ESA, the Gallery will provide a written response setting out the reasons for the discrepancy in pay to the employee who requested the review.

Establishing wage rates

The Gallery may establish different wage rates for employees who perform substantially the same work when the wage rates are determined by:

- A seniority system;
- A merit system;
- A system that measures earnings by quantity or quality of production; or
- Any other factor than gender identity or employment status.

Wage rates will be reviewed annually to ensure that employees are paid in line with the equal pay for equal work provisions.

Expense Reimbursement Protocol

Employees requiring reimbursement must complete an Expense Reimbursement form. Employees must obtain the Executive Director's pre-authorization for all planned expenses, in order to avoid unexpected non-payment. An expense report must be completed within 30 days of payment and must document the nature of the expense, the department and/or project it should be allocated to, the date, and amount of the expense. All travel (except mileage), meal, and accommodation expense claims must be accompanied by original receipts.

The expense report will be reviewed by the Executive Director, and upon approval, will be forwarded to the Payroll department for payment via pay cheque.

Managers may be issued a corporate credit card for expenses and are responsible for charges and for providing receipts detailing the nature of the expenses charged to the card.

If Gallery business and personal travel are to be combined, employees will discuss with the Executive Director the option of using the rented vehicle or their own vehicle. If the rented vehicle is approved for personal travel, the employee will reimburse the Gallery according to predetermined rates.

Expense Reimbursement Procedure

Allowable Expenses

The Gallery will reimburse reasonable expenses incurred while performing Gallery business, subject to established approval and authorization procedures, and the approved budget. Expenses related to personal travel or commuting will not be reimbursed. Every reasonable effort should be made to follow the Gallery's normal purchasing procedures. Personal items on the same bill may be redacted and the taxes recalculated.

Supplies and General Needs

Items required consistently for business will have a standing approval for purchase. Only pre-approved personnel are permitted to purchase and expense these items. Standard expense report procedures are still required for these purchases, including receipt submission.

Training and Education Fees

Gallery employees that wish to receive training or education through third party sources must request approval from their supervisor and the Executive Director prior to registering for the training and/or education.

Hospitality

The Gallery will provide reimbursement for hospitality costs incurred during the approved entertainment of current and/or potential partners or clients. Hospitality is the provision of food, beverage, accommodation, transportation, and other amenities for direct gallery activities. Examples are accommodations; per diem and travel expenses for artists; visits with potential donors; and/or employee appreciation events. Hospitality expenses must be approved by the Executive Director.

Meals

A maximum per-diem rate of \$100.00 will be reimbursed to traveling employees to cover the costs associated with reasonably priced meals. Claims for alcoholic beverages will not be reimbursed as part of the meal allowance. Standard meal allowances are based on the Canada Revenue Agency's guidelines and subject to change. Taxes and gratuities are included in the meal reimbursement rate.

The Gallery will reimburse employees for meal expenses that are incurred during traveling on approved duties or functions throughout and outside Ontario.

Two types of allowable meal expenses:

- Those incurred while traveling outside the office area (at least 24 km away).
- Those incurred while working through normal meal periods within the office area. These are meals purchased by the designated person.

For meals outside the workplace, The Gallery will reimburse employees based on the established meal reimbursement rates set for the current year by the Canada Revenue Agency. Taxes and gratuities are included in the meal reimbursement rates.

In exceptional circumstances (e.g. limited availability), where a meal expense is higher than the established meal reimbursement rate, the actual cost of the meal may be reimbursed. In these situations, the claim for reimbursement is to be accompanied by the original itemized receipt and an explanation for exceeding the rate.

Expenses for alcohol during working meals cannot be claimed or reimbursed.

For meals inside the workplace, meals must be purchased to be able to submit a claim for reimbursement. Receipts for meal purchases and explanation in support of purchase must be submitted along with the expense form to the Deputy Director for reimbursement.

Travel

As an employee of Oakville Galleries, you may occasionally be required to travel on Gallery business. As a non-profit organization, there is the expectation that employees will use discretion and attempt to avoid any unnecessary or excessive expenditure. In the case of travel, the least-cost travel and hotel alternative should be chosen within the parameters outlined.

Oakville Galleries will reimburse you for reasonable travel expenses incurred on authorized Gallery business. All travel expenses must be properly documented for approval and reimbursement. Any exceptions to the policy must be submitted to the Executive Director in advance for approval. When possible, travel and travel-related expenses should be booked using a Oakville Galleries credit card.

Employees should, where appropriate and possible:

- Use alternatives to travel (e.g. teleconferencing)
- Use designated service providers (travel and/or car rental agencies, the accommodation directory, etc.)
- Adjust travel itineraries to obtain the most economical rate from service providers
- Book tickets well in advance to benefit from any discounts offered by the carrier
- Incidentals will not be reimbursed when travel is less than one (1) full day
- Retain ticket receipts for airline/train/transit fares for submission

Mileage

Individuals using personal cars on business (such as travel to a conference) are reimbursed for mileage, parking, and tolls in excess of their normal commute. The employee must have proper coverage through their automobile insurance provider.

Standard mileage reimbursement is \$0.59 per kilometre/mile in Ontario for the first 5,000 km and then \$0.53 per kilometre driven after that. The mileage reimbursement will change based on [CRA's guidelines](#).

This takes into account all actual expenses including fuel, oil, maintenance, insurance, depreciation, etc. Any costs associated with the maintenance, fuel, vehicular breakdown, or damage incurred while driving a personal vehicle are covered in the standard mileage rate and will not be reimbursed. Any traffic violations, including parking tickets, are the responsibility of the vehicle driver and will not be reimbursed by the Gallery.

If Oakville Galleries determines that travel using a rental vehicle is appropriate, compact or economy models will be used in regards to cost-savings. Exceptions may be made regarding vehicle size in the event of two or more passengers, or load requirements. Oakville Galleries is covered for personal liability and physical damage insurance on corporate rentals, so employees should decline additional insurance coverage. In addition, where possible, cars should be rented using corporate credit cards.

Accommodations

Reservations for accommodations should be made with mid-range hotels. It is the employee's responsibility to cancel reservations with the hotel directly, if travel plans change. Room costs incurred due to failure to cancel will not be reimbursed. Employees should make note of the cancellation number.

Employees that choose to stay with friends or family while travelling can be reimbursed up to \$30 per night for a contribution of food or a gift of hospitality. Receipts are required.

When high-speed internet is not complimentary and is necessary for business purposes, you may expense this cost. Personal expenses (i.e. mini-bar/movies) will not be reimbursed.

Expense Reports

- Employees are expected to submit an expense account report within 48 hours after their purchase or upon their return, if related to travel.
- Employees are expected to submit an expense report as soon as possible after the expense is incurred for all other expenses.
- All expenses documented must be associated with a valid business purpose, and fall within Gallery guidelines.
- Reimbursement will be awarded upon approval of the expense account report by the employee's supervisor and/or departmental budget manager. In the case of expenses incurred by the Executive Director., they will be approved by the Chair of the Finance Committee.

- Employees are obligated to retain and submit original receipts for any business expense not covered by the per-diem.
- Management information reports will be available. These reports will contain detailed information about travel expenses charged to specific departments, including the names, destinations, purposes of, and specific expenses of trips made.

False Claims

Employees making false claims regarding any expenses submitted for reimbursement, for example exaggerating miles driven, claiming meals that were not related to regular business or any other misreporting, will be subject to disciplinary action up to and including termination.

Group Health & Dental Benefits

The Gallery is committed to providing its employees with a benefits package that is competitive with that of similar organizations. The Gallery makes a conscious effort to maintain contact with similar organizations to ensure its employee benefits are competitive.

Full-time, salaried employees (35 hours or more) become eligible for group insurance benefits at the end of their three-month probationary period. Employee benefits are subject to applicable employment taxes as they are a taxable benefit. This includes extended health and dental benefits as outlined in the insurance policies, and subject to the conditions stipulated in these policies. Single or family coverage is available. Employees may choose to opt out of the program. Group insurance premiums and benefits are discontinued at retirement or termination of employment.

For terms of the current coverage, employees should contact the Deputy Director who is the Plan Administrator. Employees will be notified in writing of any changes to the costs or contents of the group health benefits.

Performance Management

The Gallery values its workforce and will endeavour to aid in employee achievement of professional goals and objectives. Performance management will be utilized as a tool to help ensure the alignment of individual performance goals with that of the strategic direction of the organization, through the use of collaborative performance planning, coaching and feedback, and performance reviews.

Performance reviews at the Gallery are intended to be a reflective and a learning practice for employees, as well as supervisors. They are based on the ability to fulfill tasks outlined in the respective job description and on the demonstration of behaviour which is consistent with the Gallery's policies. Reviews will ask employees to reflect on their progress and provide the opportunity for feedback on the organization itself. Performance reviews will be completed annually with timed check-ins to ensure that performance plans are active documents.

Annual performance reviews will be completed by each employee and their supervisor before the end of the fiscal year (December 31). Employees are responsible for completing their performance review as well as setting objectives and professional development goals for the year ahead before the performance review meeting. Performance objectives should reflect the employee's position and the Gallery's long-term goals.

Supervisors should check in with employees at least quarterly, and in a formal review of the plan mid-year, on performance objectives and professional development goals to ensure they are on track. Things change throughout the year, so goals and objectives may need to shift.

Following the performance review meeting, both the employee and the supervisor will sign off on the final document and it will be added to the personnel file.

Employees who are not satisfied with the outcome of the review may discuss their concerns with the Executive Director. Those who report to the Executive Director should forward their concerns to the Chair of the Board of Directors.

Coaching will be continually utilized by supervisors throughout the performance review period. The coaching period will consist of informal and formal feedback being provided to the employee directly pertaining to the progress of the individual towards their established goals and objectives.

The Gallery will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when completing performance reviews.

Professional Development

The Gallery values professional development and makes efforts to provide opportunities for employees to develop personally and professionally. Employees may request funds in order to participate in a training course, seminar, conference, or other worthy activity.

Priority will be given to professional development needs identified in the objectives completed at the performance review. Employees taking part in professional development must identify learning outcomes before the training takes place and may provide a short report upon completion. This information will be shared with other employees, when appropriate, and may also be kept in the personnel file in order to track professional development of individual employees.

Working from Home

The Gallery understands that employees may benefit from the option to work from home. This protocol outlines the process used and the expectations for employees working from home. This protocol does not alter or replace the terms of an existing employment contract. Employees must comply with all Gallery rules, policies, protocols, and processes that would apply if the employee were working at the

gallery. Working from home is completely voluntary; the Gallery will not require an employee to work from home unless restricted by an emergency or public crisis (e.g. public health, inclement weather, etc.). Work hours, compensation, and leave scheduling will continue to follow the applicable guidelines and standard practices of regular operations. Requests to use leave time must be approved by the employee's supervisor, in the same manner.

Approval Process

All staff have the option to work from home upon agreement with the Executive Director. Permission to work from home must be pre-approved by the Executive Director and will be reviewed regularly by the employee's supervisor. If at any time the arrangement no longer meets business or productivity goals, the Gallery reserves the right to revoke the agreement. Staff members may not work more than 50% of their work hours from home.

Payroll

Part-time and contract employees working from home must record their hours for all time spent working offsite on the shared calendar.

Performance Management

Working from home should not affect an employee's ability to complete day-to-day functions, including communicating with colleagues, customers, vendors, and so on. Employees must stay updated on department and work events. Employees must keep their designated supervisor(s) informed on the progress of assignments and reach out for support if needed. If an employee's presence is required for a meeting at the gallery, reasonable notice will be provided.

Use of Company Property

Company-owned resources may only be used for business purposes. Employees must take reasonable steps to protect any company property from theft, damage, or misuse.

End of Agreement

At the end of a work from home agreement, employees must promptly return all company property used for working at home. If an agreement is being revoked, employees will receive reasonable notice to make any arrangements necessary to return the company property to the gallery.

Employee Availability

Employees are required to notify and receive approval from their supervisor, in advance, of planned days away from the office and should be reported as soon as can reasonably be expected. At the discretion of your supervisor, employees may be allowed to work from home for specific periods of time.

It is expected that staff working remotely will be reachable during their standard working hours by email, phone, and/or Slack. Should staff expect to be away from their remote working location for any

length of time, this should be marked in the shared office calendar with detail noting if it's gallery business or personal time.

Security & Confidentiality

Employees must ensure that when working from home, the appropriate software and programs are being used while maintaining data security and confidentiality.

Conflict and Complaint Guidance

By fostering an open, inclusive, and communicative work environment, the Gallery aspires for any interpersonal conflict or complaints to be resolved between colleagues in good faith. If a conflict or complaint cannot be resolved between employees, or an employee and the employee's supervisor, it should be brought to the attention of the Deputy Director or the Executive Director. Both individuals can provide advice or guidance on reaching a solution that gets to the root of the issue. If useful or warranted, the Deputy Director or Executive Director can help mediate a conversation to work towards resolution.

Staff may also feel more comfortable providing a written statement to the Deputy Director or Executive Director who will meet separately with the complainant. Any complaint that cannot be resolved between an employee and the Deputy Director, should be brought to the Executive Director directly. Any complaint that cannot be resolved between an employee and the Executive Director should be brought to the attention of the Chair of the Board of Directors.

In some cases, working through conflicts or complaints in good faith can help to identify systemic organizational issues. In all cases, all involved should work towards resolution and a more positive working relationship.

WHISTLEBLOWER POLICY

Oakville Galleries is committed to integrity and ethical behaviour in the workplace, and to foster and maintain an environment where employees and volunteers can work safely and appropriately, without fear of harassment or retaliation. All employees, volunteers, and other stakeholders may report any wrongdoing that may adversely impact the organization, the organization's donors, volunteers, stakeholders, employees, Board, or the public at large, without fear of retaliation or a negative impact on their employment status at Oakville Galleries.

Complaints or allegations of workplace wrongdoing may be made to the Executive Director or the Chair of the Board. While the identity of the person making the complaint or allegation will be helpful, such complaint or allegation may be made anonymously and may be made verbally or in writing. Anyone knowingly making a false complaint of wrongdoing or providing false information about a complaint or

allegation will be subject to disciplinary and/or corrective action, up to and including termination of employment.

Individuals who believe they have witnessed an act or acts of wrongdoing should report the incident(s) or retaliation to their supervisor or the Executive Director or Chair of the Board immediately. Supervisors and managers are directed to take all appropriate steps to prevent and stop wrongdoing in their areas of responsibility. Any supervisor or manager who is subjected to, witnesses, or is given written or oral complaints of wrongdoing or retaliation shall immediately report it to the Appropriate Authority. Supervisory personnel who are contacted by an individual seeking to file a complaint about wrongdoing in their department shall assist the complainant in contacting the Appropriate Authority.

The Appropriate Authority is responsible for determining and administering the methods and means for addressing complaints or allegations including:

- Determining the veracity of complaints or allegations of wrongdoing or retaliation.
- Determining whether or not a reported act is indeed wrongdoing.
- Determining with the Executive Director and/or the Board of Directors, as may be appropriate, whether proper corrective action, if any, is necessary

Wherever and whenever investigations are conducted, Respondents have certain rights. These rights include:

- Receiving written notice of the allegations (where permitted by law).
- Presenting relevant information to the Appropriate Authority.
- Receiving a copy of the report at the conclusion of the investigation (where permitted by law).

All records of workplace wrongdoing reports and subsequent investigations are considered confidential and will not be disclosed to anyone except to the extent required by law.

In all cases, the Oakville Galleries shall retain the findings report for a minimum of five (5) years or for as long as any administrative or legal action arising out of the complaint is pending.

This Policy encourages employees to freely express – in a responsible and orderly fashion – their thoughts, opinions, and feelings regarding workplace wrongdoing complaints. Retaliation by the Respondent or anyone acting on behalf of the Respondent, against the Complainant is strictly prohibited and will result in appropriate disciplinary action.

Upon concluding that an instance of workplace wrongdoing has indeed occurred, the Respondent will be subject to disciplinary action, which may result in suspension of duties, or outright termination of employment and possible legal action depending on the severity of the action. Disciplinary actions imposed by the Appropriate Authority will be determined on the basis of the facts of each case and the extent of harm to Oakville Galleries' interests and business goals.

Termination Without Cause

Grounds for termination without cause include, but are not limited to, downsizing and restructuring. In these circumstances the Gallery must provide reasonable notice or pay in lieu, according to the minimum standards set out in the *Employment Standards Act*.

Termination for Performance Related Issues

Termination for performance related issues is typically the result of a performance management process with the employee and their supervisor. Supervisors should provide continual feedback to employees so that expectations are clear and any issues or concerns can be addressed as they arise. Employees may be put on a formal performance improvement plan that will identify areas of improvement for the employee and areas of further support needed from their supervisor. The Deputy Deputy and/or Executive Director will be involved in performance improvement plan discussions.

Grounds for termination for performance related issues may include, but are not limited to, failure to complete tasks in a timely and competent manner, uncooperative behavior, or poor attendance. In these circumstances, notice or pay in lieu of notice is also required, according to standards set out in the *Employment Standards Act*.

No employee who is beyond the probationary period will be discharged for performance related issues without warning. Evaluation and any related discipline will be progressive, depending on the nature of the problem. Its purpose is to identify unsatisfactory performance and/or unacceptable behavior. The employee's supervisor holds the responsibility for identifying and addressing employees for breaches of policy, negligence of work responsibilities, failure to follow directions, or other behaviour which could bring the Gallery into disrepute.

The stages are progressive and can include:

- a) Oral/in-person meeting: includes a statement of what the employee has done wrong, how it should be corrected, and what will happen if the misconduct continues. It is not recorded in the personnel file, but a personal record will be kept by the supervisor.
- b) Written advice: includes a statement of what the employee has done wrong, reference to previous oral reprimands, how it should be corrected, and a description of actions likely to be taken if the misconduct continues. The written reprimand is kept in the personnel file. This stage may also include the development of a performance improvement plan.
- c) Dismissal: involuntary separation for reasons of misconduct used for cases where no hope of rehabilitation is envisaged. It will rarely be used for the first occurrence of performance related issues.

Prior to any termination, the department lead will make a reasonable effort to resolve the issues alongside the employee. In most circumstances, the employee will be given a written warning that their continued employment is in jeopardy and the written notice will indicate what must be done to improve the situation. A copy of this will be placed in the employee's file. With this notice, the employee may be placed on probation. If the problem has not been rectified by the end of this period, a termination notice will be given to the employee.

Termination for Just Cause

Termination for just cause does not require notice or compensation. Grounds for termination for cause are defined in the *Employment Standards Act*. They may include, but are not limited to, willful misconduct; willful neglect of duties; dishonesty; theft; sexual harassment; illegal use of drugs on the premises; assault; insubordination; grievous breach of policy; or jeopardizing the Gallery in any way. In all cases, documentation will be included in the employee's personnel file.

Resignation

Notice periods for resignation are outlined in letters of employment. Notice is often provided orally, but must also be provided in writing to the Deputy Director or Executive Director. Upon receipt, the employee will be advised about benefit entitlement and payment of accumulated vacation leave.

All employees who resign are encouraged to conduct an exit interview to help the Gallery recognize underlying trends that are affecting morale and retention; gather information about working for the Gallery to identify any areas/issues that could be improved upon or addressed in order to retain high-calibre employees; and to determine what the Gallery is doing well to ensure that these practices continue. The employee's direct supervisor will carry out the exit interview but if the employee prefers another interviewer, one will be arranged. In the case of the Executive Director, notice must be given in writing to the Chair of the Board of Directors.

HOURS AND TYPES OF LEAVE

Hours of Work

The Gallery's regular office hours are 9:00 a.m. to 5:00 p.m. Monday through Friday inclusive (excluding holidays). There may be flexibility on office hours, depending on the nature of your role and as agreed with the Executive Director. Working hours are exclusive of an unpaid eating break of at least thirty (30) minutes, unless otherwise arranged with your supervisor. You may also be expected to work such other hours such as evenings or weekends, as may be requested or required, from time to time. Employees hired on a part-time or seasonal basis will have schedules determined on a case-by-case basis.

Office Closure

The Gallery may be closed under special circumstances such as:

- Extreme weather conditions (e.g., heavy snowfall, freezing rain); or
- Unforeseen circumstances (e.g., power outage, heater malfunction, public health emergency).

The decision to close the office shall be at the discretion of the Executive Director. The office may remain open with essential services. Staff members are required to leave a contact number and be available during regular work hours, otherwise deductions may be made to vacation, sick leave credits, or leave without pay.

Should an unscheduled closing occur, hourly-paid employees who report for work will be compensated as follows:

If scheduled to work for less than three (3) hours, employees will be paid for hours scheduled; or

If scheduled to work for three (3) or more hours, employees will be paid for hours worked, with a minimum of three (3) hours paid

The Gallery's office will be closed on all statutory holidays and specific days designated as Gallery staff holidays. Staff is not required to work on these days.

Overtime Protocol

The Gallery may require employees to work overtime during busy times in order to ensure specific projects, products, or assignments are completed on time. The Gallery is committed to providing employees with appropriate compensation for overtime hours worked, in accordance with the law.

While the Gallery recognizes that overtime may be required, it must be balanced with the awareness that excessive or continual overtime does not contribute to a healthy work environment, effective job performance, or employee well-being. Employees and supervisors should work together to manage overtime and ensure any lieu time worked can be used as soon as possible after it is accrued. The goal should be to take it within the quarter it is accrued.

In the case of any staff member accumulating overtime that cannot be zeroed out quarterly, or which adversely affects regular operations or fulfilling job responsibilities, the Executive Director shall request a report in writing from the staff member and/or the staff member's supervisor, to indicate the reasons for the situation and the proposed solutions to the problem.

Employees

Salaried employees receive 1 hour in time off in lieu of every one hour in excess of 35 hours; 1.5 hours in time off in lieu of every one hour in excess of 44 hours per week. Eligible salaried employees are responsible for tracking their overtime hours and reviewing them with their immediate supervisors. All employees must have the approval of their supervisors prior to working any overtime and before taking

time in lieu.

Overtime should be managed effectively by supervisors. If an employee is building up overtime hours on a regular basis, the employee and supervisor should meet with the Deputy Director or Executive Director to develop a plan to manage and reduce the amount of overtime.

Attendance

Employee attendance records will be considered during performance and salary reviews. Excessive and repeated absences and/or tardiness disrupt Gallery activities, and may result in dismissal of the employee. Entitlement for (legitimate) absences from the Gallery such as vacation, medical/dental appointments, illness (short and long-term), and jury duty is outlined in subsequent sections.

Any absence from work should be reported to the employee's supervisor and the Deputy Director. The Deputy Director is responsible for overseeing the tracking of all sick leave or other types of leave.

Vacation Leave

All full-time employees are entitled to vacation time as stated in their letters of employment. Part-time employees will accrue vacation/holiday pay calculated at 4% of their gross pay or as per the *Employment Standards Act*. Employees are responsible for requesting vacation leave from their supervisors to ensure adequate departmental coverage.

From January 2025, vacation will accumulate on the basis of 1.67 days per month to a maximum of twenty (20) days per calendar year, except where the employment contract states otherwise. After completion of six (6) years of service, employees shall be entitled to twenty-five (25) days per calendar year. Employees should notify their manager of their intent to take vacation at least one month prior to the vacation's start date. Vacation time must be taken in the period from January 1 to December 31 during the fiscal year in which it was earned.

Part-time employees will receive vacation/holiday pay calculated at 6% of their gross pay at each pay period.

After completing ten years of service, employees are entitled to at least five weeks' vacation. If the employee already received five weeks' vacation, they will receive an additional three days of vacation leave.

After completing fifteen years of service, employees are entitled to at least six weeks' vacation.

Vacation leave cannot be carried forward into the following fiscal year. Any exceptional circumstances

should be discussed in advance with the supervisor and Deputy Director. Employees who become sick during their vacation may, with notification, utilize Personal Emergency Leave rather than vacation leave.

Statutory Holidays

The following days are statutory holidays:

New Year's Day
Family Day
Good Friday
Victoria Day
Canada Day
Labour Day
Thanksgiving Monday
Christmas Day

The following are designated as Gallery staff holidays:

Easter Monday
Civic Holiday
Christmas Eve Day
New Year's Eve Day

Additional days each year - dates to be determined by the Executive Director and/or Deputy Director.

Part-time employees who work on a statutory holiday will receive a substitute holiday for their hours worked. All other part-time employees who do not work the holiday will receive statutory holiday pay based on their earnings in the four weeks preceding the statutory holiday according to the Employment Standards Act.

Personal Emergency Leave (PEL)

Full-time employees are entitled to twelve (12) days of personal emergency leave per year (PEL). Credits expire at the end of each year and cannot be carried over. Employees can take the leave in half days, full days or in periods of more than one day. Supervisors must advise the Deputy Director when an employee takes PEL. The Gallery encourages employee well-being, self-care, and strives to support the mental health of employees. It may be used for personal illness, medical appointments (including dental), injury, medical emergency, mental health, personal appointments, 'duvet days', an urgent matter, or any of the aforementioned for immediate family members. PEL, family caregiver leave, family medical leave, domestic or sexual violence leave, critical illness leave, child death leave and crime-related child disappearance leave are different types of leaves.

PEL is available to part-time employees as well. Part-time employees receive the equivalent of twelve

(12) shifts per calendar year. PEL pay for part-time employees will be calculated using the same method as statutory holiday pay to ensure fairness (please see paragraph above for calculation).

Short-term Disability

When a full-time employee is absent from work due to a medically confirmed illness for more than ten (10) consecutive business days, they are considered to be on short-term disability. Short-term disability is covered by Employment Insurance (EI) benefits for a period of up to 17 weeks, after which the employee may be eligible for long-term disability coverage. If the employee returns to work at any time during the 17-week waiting period, but experiences a recurrence of the same, or a related disability within 15 days of the return, it will be considered a continuation of the disability.

Pregnancy & Parental Leave

In accordance with the *Employment Standards Act*, a pregnant employee is eligible for pregnancy leave after 13 weeks of employment. The duration of the benefit is up to 17 weeks. The Gallery will not compensate the employee during the leave. The employee must give two weeks written notice to the Gallery. Notice should also be given advising the Gallery of the return date, once it is known. If there is a change to the return date, the employee should advise the Gallery with four weeks' notice.

In addition to the pregnancy leave, mother, father or adoptive parent may take parental leave for a period of up to 61 weeks if a pregnancy leave has been taken and up to 63 weeks for employees who have not. The employee will be issued a Record of Employment, which will allow the employee to claim EI benefits.

The Gallery will reinstate the employee taking pregnancy or parental leave to the job held at departure at the same wages with seniority and benefits. If the employee's original job no longer exists, they will be reinstated to a comparable job. The Gallery will continue its contributions to the employee's group insurance coverage during the leave and vacation time will continue to accrue.

Employees on Maternity Leave may defer accrued vacation time from before the Maternity Leave occurred until the exact date Maternity Leave or Parental Leave expires, whichever comes later. Prior to taking pregnancy or parental leave, the employee must meet with the Deputy Director to review the above information and to clarify vacation entitlement. The employee may retain group benefits coverage. The benefits costs, with the exception of LTD which must be paid by the employee, will be covered by the Gallery.

Compassionate & Bereavement Leave

To support everyone's mental health, the Gallery considers the immediate members of an employee's family. In the following circumstances, the appropriate leave will be granted:

a) If there is a death in the employee's immediate family (parent, step-parent, foster parent, sibling, grandparent, spouse (including common-law), children, step-children, ward, father-in-law or mother-in-law) the employee can take up to five working days with pay.

b) If there is a serious illness in the employee's immediate family, the Executive Director. may approve an unpaid leave of absence or authorize alternative working arrangements to accommodate the illness.

c) If there is a gravely ill individual in an employee's immediate family, either with or without a significant risk of death within 26 weeks, an employee may request a Family Caregiver or Family Medical Leave and may be eligible for EI benefits.

d) If there is a critically ill minor, an employee may request an unpaid leave of up to 37 weeks to care for a critically ill minor child (i.e. who is under 18 years of age and a family member).

e) Other types of leave outlined in the *Employment Standards Act* are available to employees as necessary. The above does not represent an exhaustive list of potential leave allowances. Specific leave circumstances and requests should always be discussed with the Deputy Director.

General Leave of Absence

After twelve months of employment, employees are eligible for leave without pay for reasons other than illness or disability, subject to prior approval by the Deputy Director or the Executive Director. The leave will be granted at the discretion of the Executive Director. The request must be made in writing. In the case of the Executive Director., the request will be made to the Chair of the Board of Directors.

In the event you receive notice to report for jury duty or you are subpoenaed as a witness, please notify your supervisor immediately so that arrangements can be made to have your duties covered until you return to work.

Religious Observances

The Gallery will provide full-time employees with time off with pay for the observance of religious holidays, subject to prior approval by their supervisor.

ADDITIONAL POLICIES & PROTOCOLS

There are several other policies, which are directly applicable to Human Resources protocols and procedures. Employees should familiarize themselves with their rights and

responsibilities under each of these policies. Employees with any questions regarding these policies should speak to the Deputy Director or Executive Director.

The following are policies approved by the Board of Directors:

- Finance Policy
- Membership Policy
- Social Media Policy
- Permanent Collection Policy
- Volunteer Policy
- Equipment Policy
- Smudging Policy

Confidentiality

The Gallery employees have access to information that is confidential including, but not limited to, information relating to donors, patrons, members, artists, finances, and programs.

It is the responsibility of each employee to keep such information confidential, and failure to do so may be cause for disciplinary action, up to and including dismissal. No employee shall disclose such information to third parties (except as required by law), or access such information for personal use or use by any other person at any time during employment, or anytime thereafter.

Employees working in areas involving sensitive materials have a special responsibility to protect the confidentiality of information and documents with which they work. Questions/concerns about the confidentiality of any material should be brought to the attention of the supervisor, the Deputy Director or Executive Director.

Shared Workspace

The Gallery is committed to providing efficient and effective workspaces for all staff members. As such, shared workspaces allow and facilitate staff member collaboration. Due to the structure and arrangement of the shared workspace, certain etiquette and conduct must be adhered to while working in the shared environment.

Noise

- Be mindful of excessive noise so that the productivity of other staff members is not interrupted.

Fragrances and Scents

- In order to remain respectful of individuals who may have sensitivity to certain scents or smells, all staff members must keep the shared workspace a scent free zone.

Privacy/Confidentiality

- Staff member and client's right to privacy and confidentiality should constantly be upheld.

Housekeeping

- Staff members utilizing the shared workspace are required to keep the area neat and tidy at all times, as cleanliness shows respect for yourself and the individuals you work with.

If a staff member notices another staff member not adhering to the shared workplace guidelines, they should follow the Conflict and Complaint Procedure.

Use of Technology & Resources

The Gallery makes every effort to provide employees with the resources they need to perform their jobs efficiently and effectively. The Gallery's technology and resources are supported by Purple Computing. Use of the Gallery's technology and resources including computers, Internet access, e-mail, telephones and fax, is provided for effective working practices. While the Gallery permits some use of these resources for personal reasons, such use should be legal and ethical and should not:

- Consume unreasonable resources or time
- Interfere with the employee's ability to do his/her job
- Include business or commerce that is not related to the Gallery

Users of Gallery technology resources bear responsibility for material that they create, access, store, distribute or display. Accordingly, individuals who use these resources must:

- Ascertain and abide by all pertinent laws, relevant Gallery policies, and the rules and policies of other networks when appropriate;
- Respect privacy, confidentiality, and the rights and dignities of others at all times;
- Respect intellectual property of others, including copyright restrictions on software and/or e-mail attachments;
- Take reasonable steps to protect the integrity of the Gallery and of others.

Users of Gallery technology resources, under any circumstances, will not:

- Retrieve, transmit, or store any materials that are abusive, obscene profane, defamatory, harassing or otherwise inappropriate;
- Retrieve, transmit, or store materials or files that may harm the Gallery's network;
- Access, copy, store or send information, documents or software owned by the Gallery, unless authorized to do so.

The Gallery retains ownership over all files, documents, and electronic communications created, retrieved or stored on organizational equipment including the network and hard drives. Accordingly, the

Gallery has the right to move, copy, delete, or review any documents, electronic communications, or other files found within these domains. Use of the Gallery's Internet technology is subject to monitoring and inspection at any time. Abuse or misuses of the Gallery's resources may result in disciplinary measures including dismissal. A Social Media Policy is also available to further detail related procedures.

Substance Use and Impairment

The Gallery is accountable for providing a healthy and safe environment for employees, volunteers, and visitors. This duty includes addressing any issue that may impair an employee's ability to perform their work functions responsibly. The Gallery will take steps to minimize the risk of impaired performance or injury due to illegal or inappropriate substance use by its employees.

All individuals working at the Gallery (including independent contractors and volunteers) are expected to report fit for duty for scheduled work and able to perform assigned duties safely and acceptably without any limitations due to use or after effects of alcohol, illicit drugs, non-prescription drugs, prescribed medications, or any other substance situation that may impair judgment or performance. This includes the use of cannabis consumed via any form of consumption.

The following behaviours are disallowed for all employees who are performing their duties as assigned, acting in a professional capacity on behalf of the Gallery, or carrying out Gallery business:

- Use, possession, offer, or sale of alcohol (unless serving as a bartender for an Gallery event with Smart Serve training), illicit drugs, non-prescription drugs, prescribed medications for which the employee has no legal prescription
- Having any measurable presence in the body of any alcohol, illicit drugs, non-prescription drugs, prescribed medications for which the employee has no legal prescription while actively at work
- Being affected in any respect at work due to the use or after effects of alcohol, illicit drugs, non-prescription drugs, prescribed medications for which the employee has no legal
- prescription

Employees found in violation of the above will be subject to disciplinary action, which may include dismissal.

The Gallery recognizes substance dependence and addiction as a health issue. Employees have a duty to disclose any dependency or addiction issues. The Gallery will provide assistance and accommodation to assist employees including leave benefits for treatment. As each situation will be unique, a plan will be developed with the employee, the Deputy Director, and the employee's supervisor as necessary. The Gallery will also provide accommodation for the use of cannabis for medical or therapeutic reasons.

There is zero tolerance policy for safety-sensitive positions including, but not limited to,

- Security staff
- Curatorial staff or independent contractors involved in object handling or installation
- Staff, volunteers, or independent contractors working with vulnerable persons

Vulnerable Persons Protection

The Gallery is committed to the health, wellbeing, and happiness of our program participants. The Gallery understands that there are additional responsibilities associated with working with people who are vulnerable as defined by the *Criminal Records Act*.

A Vulnerable Person, as defined by the *Criminal Records Act*, means a person, who, because of their age, disability, or other circumstances, whether temporary or permanent:

- Is in a position of dependency on others; or
- Is otherwise at a greater risk than the general population of being harmed by a person in a position of trust or authority towards them.

Record Checks

Criminal Record and Vulnerable Sector Screening will be performed on all staff members who are responsible for working directly with vulnerable persons. Checks will only be performed after a conditional offer of employment has been made. The Gallery will be responsible for paying the fee associated with record checks. If a staff member or volunteer has been “flagged” during these checks, the offer of employment may be revoked.

All documents related to these checks will be held in confidence and will be filed according to the Gallery’s policies and procedures.

Emergency Response Information – For Employees

As part of their Orientation, all employees will receive a building tour that includes information on emergency evacuation procedures. Employees should familiarize themselves with the chain of command in the Emergency Response Plan.

The Gallery will meet the following AODA’s Integrated Standard - employment regulation requirements: Individualized workplace emergency response information will be provided to employees who have a disability, if individualized information is necessary and the employer is aware of the need for accommodation, due to the employee's disability.

This includes:

- Providing assistance, with the employee's consent;
- Providing information as soon as practicable after the employer is aware of the need for accommodation;
- Reviewing the information when the employee moves to a different location, the overall

accommodation plans are reviewed, or when the employer reviews its general response plans.

Emergency Response Plan

Introduction

The safety of visitors, staff, and artworks in the public gallery is paramount. This Emergency Response Plan outlines the procedures to be followed in the event of an emergency, ensuring a coordinated and effective response.

1. Emergency Contact Information

- **Emergency Services (Police, Fire, Ambulance):** 911
- **Executive Director:** Seamus Kealy, 437 566 0850
- **Deputy Director:** Ashley Brown, 905 808 2798

2. Emergency Team and Roles

- **Incident Commander:** Deputy Director
- **First Aid Team:** Head of Education
- **Communications Officer:** Marketing Team

3. Types of Emergencies

- **Fire**
- **Medical Emergencies**
- **Natural Disasters (Earthquake, Flood)**
- **Security Threats (Bomb Threat, Active Shooter)**
- **Utility Failures (Power Outage, Gas Leak)**

4. Evacuation Procedures

1. **Alarm Activation:**
 - Immediately activate the fire alarm or other emergency alert systems.
2. **Evacuation Routes:**
 - Clearly marked and unobstructed routes should be used.
 - Direct visitors and staff to the nearest exits.
3. **Assembly Points:**
 - Designated safe areas outside the gallery, in Gairloch Gardens or outside the library at Centennial.
 - Conduct headcounts to ensure all individuals are accounted for.
4. **Special Considerations:**

- Assist individuals with disabilities.
- Ensure the safety and security of valuable artworks if possible.

5. Fire Emergency Procedure

- 1. Discovery of Fire:**
 - Activate the nearest fire alarm.
 - Attempt to extinguish the fire only if trained and safe to do so.
- 2. Evacuation:**
 - Follow the evacuation procedures outlined above.
- 3. Contacting Emergency Services:**
 - Call 911 and provide details about the fire location and extent.

6. Medical Emergency Procedure

- 1. Initial Response:**
 - Assess the situation and provide first aid if trained.
 - Call 911 for medical assistance.
- 2. Alert First Aid Officer:**
 - Notify the designated First Aid Officer for further assistance.
- 3. Document Incident:**
 - Record details of the incident and actions taken.

7. Natural Disaster Procedure

- 1. Earthquake:**
 - Instruct everyone to drop, cover, and hold on.
 - Evacuate the building once shaking stops and it is safe to do so.
- 2. Flood:**
 - Move to higher ground immediately.
 - Follow evacuation procedures if necessary.

8. Security Threat Procedure

- 1. Bomb Threat:**
 - Remain calm and do not touch any suspicious items.
 - Evacuate the building and call 911.
- 2. Active Shooter:**
 - Run: Evacuate the building and call 911.
 - Hide: Find a safe place to hide if evacuation is not possible.
 - Fight: As a last resort, take action to incapacitate the shooter.

9. Utility Failure Procedure

1. **Power Outage:**
 - Remain calm and use emergency lighting.
 - Evacuate if necessary.
2. **Gas Leak:**
 - Evacuate the building immediately.
 - Call emergency services and the utility company.

10. Communication Plan

- **Internal Communication:**
 - Use intercoms, radios, and phones to relay information.
- **External Communication:**
 - The Marketing Team handle media inquiries and updates. Official interviews are only conducted with the Executive Director, or if not available, the Chair of the Board of Directors.

11. Training and Drills

- Conduct regular training sessions for staff on emergency procedures.
- Schedule periodic drills to practice evacuation and response.

12. Review and Update

- Review the Emergency Response Plan annually.
- Update the plan as needed based on new risks or changes in the gallery layout.

A well-prepared and rehearsed Emergency Response Plan is essential for ensuring the safety of everyone in the public gallery. Regular training and drills will help maintain readiness and confidence in handling emergencies effectively.

Abuse, Harassment, Sexual Harassment, Discrimination and Violence in the Workplace Protocol

Intent

The Gallery is committed to providing a work environment in which all employees are treated with respect and dignity. The Gallery strives to create an open, inclusive, and safe working environment. By fostering a positive workplace that promotes empathy and open communication, the Gallery hopes to identify any issues that may progress to Abuse, Harassment, Sexual Harassment, Discrimination and Violence as early as possible. These behaviours will not be tolerated from any person in the workplace (including, but not limited to, members of the public, management, other employees, Board members, third party or independent contractors, artists, and volunteers).

The Protocol applies to all employees including managers, supervisors, temporary employees, interns, students, subcontractors, consultants, partners, and volunteers.

Guidelines

1. Reporting a complaint or incident

A. How to report a complaint or incident

Workers can report incidents or complaints verbally or in writing to their supervisor, the Deputy Director, or the Executive Director. In the case of a complaint against the Executive Director, workers should contact the Board Chair directly.

When submitting a written complaint, please use the Complaint Form (see attached). When reporting verbally, the reporting contact, along with the complainant, will fill out the Complaint Form.

The report of the incident should include the following information:

1. Name(s) of the worker who has allegedly experienced Abuse, Harassment, Sexual Harassment, Discrimination or Violence, and contact information
2. Name of the alleged harasser(s), position and contact information (if known)
3. Names of the witness(es) (if any) or other person(s) with relevant information to provide about the incident (if any) and contact information (if known)
4. Details of what happened including date(s), frequency and location(s) of the alleged incident(s)
5. Any supporting documents the complainant may have in their possession that are relevant to the complaint.
6. List any documents a witness, another person or the alleged may have in their possession that are relevant to the complaint.

B. Who to report to

An incident or a complaint should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated in a timely manner.

Report a incident or complaint according to those identified in part A. If the worker's supervisor or reporting contact is the person engaging in the incident or complaint, contact the Executive Director or Deputy Director directly. If the Executive Director is the person engaging in the incident or complaint, contact the Board Chair directly. (Note: The person designated as the reporting contact should not be under the direct control of the alleged.)

All incidents or complaints shall be kept confidential except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law.

3. Investigation

A. Commitment to investigate

The Gallery will ensure that an investigation appropriate in the circumstances is conducted when the supervisor, the Executive Director, Deputy Director, or the Board of Directors contact becomes aware of an incident or complaint.

B. Who will investigate

The Executive Director will determine who will conduct the investigation into the incident or complaint. If the allegations involve the Executive Director, the Chair of the Board of Directors will conduct an impartial investigation or select an external reviewer or firm to conduct the investigation.

C. Timing of the investigation

The investigation must be completed in a timely manner and generally within 90 days or less unless there are extenuating circumstances (i.e. illness, complex investigation) warranting a longer investigation.

If during the investigation or after the initial incident or complaint the worker feels unsafe or uncomfortable at work, reasonable accommodations (such as working from home or change of duties) will be provided.

D. Investigation process

The person raising the complaint will also be offered access to the mental health resources, a reminder about group health benefits coverage that may be useful, and advice on other resources for support. The person conducting the investigation whether internal or external to the workplace will, at minimum, complete the following:

1. The investigator must ensure the investigation is kept confidential and identifying information is not disclosed unless necessary to conduct the investigation. The investigator should remind the parties of this confidentiality obligation at the beginning of the investigation.
2. The investigator must thoroughly interview the worker who allegedly experienced the workplace harassment and the alleged, if the alleged is a worker of the employer. If the alleged is not a worker, the investigator should make reasonable efforts to interview the alleged.
3. The alleged must be given the opportunity to respond to the specific allegations raised by the worker. In some circumstances, the complainant should be given a reasonable opportunity to reply.
4. The investigator must interview any relevant witnesses employed by the employer who may be

identified by either the complainant, the alleged or as necessary to conduct a thorough investigation. The investigator must make reasonable efforts to interview any relevant witnesses who are not employed by the employer if there are any identified.

5. The investigator must collect and review any relevant documents.
6. The investigator must take appropriate notes and statements during interviews with the complainant, the alleged, and any witnesses.
7. The investigator must prepare a written report summarizing the steps taken during the investigation, the complaint, the allegations of the worker w, the response from the alleged, the evidence of any witnesses, and the evidence gathered. The report must set out findings of fact and come to a conclusion about whether a violation of the policy was found or not.

E. Results of the investigation

Within 10 days of the investigation being completed, the complainant and the alleged, if they are a worker of the employer, will be informed in writing of the results of the investigation and any corrective action taken or that will be taken by the employer to address the incident or complaint.

F. Confidentiality

Information about complaints and incidents shall be kept confidential to the extent possible. Information obtained about an incident or complaint, including identifying information about any individuals involved, will not be disclosed unless disclosure is necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law.

While the investigation is on-going, the complainant, the alleged, and any witnesses should not to discuss the incident or complaint or the investigation with each other or other workers or witnesses unless necessary to obtain advice about their rights. Their working arrangements may also change to ensure the safety and comfort of the workers. The investigator may discuss the investigation and disclose the incident or complaint-related information only as necessary to conduct the investigation. All records of the investigation will be kept confidential.

G. Handling complaints

If violation of the policy is found to have occurred, then disciplinary action will be taken up to and including termination.

4. Record keeping

The Deputy Director will keep records of the investigation including:

1. a copy of the complaint or details about the incident;

2. a record of the investigation including notes;
3. a copy of the investigation report (if any);
4. a summary of the results of the investigation that was provided to complainant and the alleged, if a worker of the employer;
5. a copy of any corrective action taken to address the complaint or incident.

All records of the investigation will be kept confidential. The investigation documents, including this report should not be disclosed unless necessary to investigate an incident or complaint, take corrective action or otherwise as required by law.

Records will be kept in the personnel file for an indefinite period of time.

Complaint Form:

**Abuse, Harassment, Sexual Harassment, Discrimination and Violence
in the Workplace**

Name and contact information of individual making the complaint (your name)

Name of alleged and contact information, if available

Details of the complaint or incident

Please describe in as much detail as possible the incident(s), including: (a) the names of the parties involved; (b) any witnesses to the incident(s); (c) the location, date and time of the incident(s); (d) details about the incident(s) (behaviour and/or words used); (e) any additional details. (Attach additional pages if required)

Confidentiality

Information about complaints and incidents shall be kept confidential to the extent possible. Information obtained about an incident or complaint, including identifying information about any individuals involved, will not be disclosed unless disclosure is necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law.

Relevant documents/evidence

Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted. If you are not able to attach documents and they are relevant to your complaint, please list the documents below. If someone else has relevant documents, please note that below.

Name: _____

Signature: _____

Date of Report: _____

Additional information
