

Section	Policy Number
Human Resources Policy	RCJTC P.05.01
Date	Revised
September 1, 2010	November 16, 2015

1. RESPECTFUL WORKPLACE

- 1.1** The Renfrew County Joint Transportation Consortium (RCJTC) is committed to providing a workplace environment in which all individuals are treated with respect and dignity, and where workplace harassment and other inappropriate/disrespectful behaviour are not tolerated.
- 1.2** The RCJTC is committed to the implementation of measures and procedures to report and deal with incidents and complaints of inappropriate and disrespectful behaviour, workplace harassment or other contraventions of this policy and associated procedures.
- 1.3** The RCJTC expects and encourages appropriate behaviour of staff, characterized by the following:
- a) working collegially with others (staff, parents/guardians, school staff, external agencies, etc.);
 - b) exhibiting the highest standard of professional behaviour in all activities;
 - c) creating an environment where all staff feel supported and empowered; and
 - d) fostering a supportive work and learning culture that values diversity and inclusion, fosters respect, and does not tolerate prejudice, discrimination, harassment, and/or bullying.
- 1.4** This policy shall apply to all staff working within the RCJTC and to members of the Board of Directors, parents, members of consultative committees, volunteers, facility users, contractors, and employees of other organizations who work on or are invited into RCJTC premises in the course of their interactions with staff.
- 1.5** The RCJTC expects all staff to be responsible for contributing to a respectful workplace.
- 1.6** The RCJTC expects that all staff will attempt to resolve issues as a result of friction, conflict, or disagreement in a respectful and professional manner that contributes to a healthy and productive workplace.
- 1.7** Where a conflict arises between RCJTC staff, opportunities for resolution should be sought, or may be presented, by the parties to the conflict in order to resolve the matter. As such, the parties are expected to be open to solutions to the conflict at any time throughout the process.

...Providing safe, efficient, effective transportation to our students

Related RCJTC Administrative Procedures

AP.05.01 *Respectful Workplace Procedure*

Related RCJTC Forms

F.05.01 Respectful Workplace: Formal Complaint

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Human Resources Policy	RCJTC P.05.02
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2. SMOKE FREE WORKPLACE

- 2.1** The RCJTC shall comply with the Ministry of Health Regulations regarding smoking and shall prohibit the smoking of tobacco at all times in all buildings, including schools, offices, administrative buildings, warehouses, and other facilities, as well as any vehicle contracted for the transportation of students to and from school.
- 2.2** The RCJTC accepts that second hand smoke is a nuisance because of its irritating and discomforting properties and is a health hazard because of its impairment adverse effect and risk to the health of residents, students, and employees.
- 2.3** Smoking on contracted vehicles or within nine (9) meters of any entrance to contracted school bus and/or small vehicles shall not be permitted.
- 2.4** Students travelling on contracted vehicles who violate this policy shall be subject to disciplinary action in accordance with procedures established by member school boards, in consultation with the General Manager of the RCJTC.
- 2.5** Contracted service providers who violate (or whose employee or sub-contractor violates) this policy shall be subject to disciplinary action as required under procedures established by the contracted service provider, in consultation with the General Manager of the RCJTC.
- 2.6** RCJTC staff who violate this policy shall be subject to disciplinary action as determined by the General Manager.

Related RCJTC Administrative Procedures

Related RCJTC Forms

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3. CONFIDENTIALITY AGREEMENT

All RCJTC employees, as a condition of employment, are required to sign a confidentiality agreement annually.

Related RCJTC Administrative Procedures

Related RCJTC Forms

F.05.03 *Confidentiality Agreement*

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Human Resources Policy	RCJTC P.05.04
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4. KEY CODE CONTROL

Keys and codes will be issued to individuals for areas where a need can be demonstrated on an annual basis.

Related RCJTC Administrative Procedures

AP.05.04 *Key Code Control Procedure*

Related RCJTC Forms

F.05.04 *Lost Key Report Form*

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5. EMPLOYEE EXIT PROTOCOL

It is the General Manager's responsibility to ensure identified steps are taken when an employee leaves the RCJTC so that RCJTC property is returned and access to facilities and information systems is restricted as soon as possible in order to limit potential liability for the RCJTC.

Related RCJTC Administrative Procedures

Related RCJTC Forms

F.05.05 *Employee Exit Protocol and Checklist*

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Human Resources Policy	RCJTC P.05.06
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6. CRIMINAL REFERENCE CHECKS AND OFFENCE DECLARATIONS

- 6.1** The RCJTC is responsible for providing a safe and secure environment for students and employees. Therefore, the RCJTC shall be compliant with relevant legislation regarding Criminal Reference Checks and Offence Declarations.
- 6.2** The RCJTC shall not hire into its employ or continue to employ persons who will have direct and regular contact with students and/or staff who have police records and/or patterns of behaviour that place students and/or staff at risk.
- 6.3** The RCJTC shall collect, or cause to be collected in the case of contracted and/or subcontracted service providers or others who may come in contact with member school RCJTC students, valid Vulnerable Sector (V.S.) Police Record Checks/Criminal Reference Checks (C.R.C.) and Offence Declarations as per established administrative procedures.
- 6.4** The RCJTC shall develop a process to verify, to the best of the RCJTC’s ability, that all new or existing RCJTC employees, contracted vehicle service providers, and/or subcontracted service providers do not pose a threat to students, other employees, or RCJTC property or equipment. This process will be documented to protect the RCJTC from future incrimination in this area.

Related RCJTC Administrative Procedures

AP.05.06 *Criminal Reference Checks and Offence Declarations Procedure*

Related RCJTC Forms

F.05.06 *Offence Declaration*

Section	Policy Number
Human Resources Policy	RCJTC P.05.07
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7. EMERGENCY RESPONSE

The RCJTC endeavours to protect staff and visitors in the office by adopting procedures which minimize the risk of injury or damage in the event of an emergency situation.

Related RCJTC Administrative Procedures

AP.05.07 *Emergency Response Procedure*

Related RCJTC Forms

F.05.07.1 *Fire Emergency Plan Floor Register*

F.05.07.2 *Fire Emergency Plan Evacuation Drill Record Sheet*

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8. HOLIDAYS AND VACATION

The RCJTC Board of Directors has sole power and authority to employ the General Manager, while the General Manager has sole power and authority to employ all other employees. The RCJTC General Manager establishes working schedules, as well as holiday schedules, for employees consistent with requirements for efficient operations.

Related RCJTC Administrative Procedures

AP.05.08 *Holidays and Vacation Procedure*

Related RCJTC Forms

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Human Resources Policy	RCJTC P.05.09
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9. HEALTH AND SAFETY

- 9.1** The RCJTC is committed to the health and safety of its employees.
- 9.2** Employee in this policy refers to any person in active employment with RCJTC regardless of employment status (e.g., full-time, part-time, permanent, term, casual). Contractors and sub-contractors are not RCJTC employees.
- 9.3** Protecting employees from injury, illness or other loss is a major obligation and important priority of RCJTC. The health and safety of staff shall take precedence over expediency. Pursuant to the Occupational Health and Safety Act, employees with supervisory responsibilities shall take every reasonable precaution to ensure the safety of the workers they supervise and their workplace. All employees shall take every reasonable precaution to prevent personal injury or injury to others in the performance of their tasks.
- 9.4** RCJTC shall take corrective actions which may include disciplinary action with employees who put themselves or others at risk, contravene RCJTC's policies and procedures, or contravene the health and safety legislation.
- 9.5** RCJTC shall prepare and post in the workplace this policy statement that communicates its commitment to safety.

Related RCJTC Administrative Procedures

AP.05.09 *Health and Safety Procedure*

Related RCJTC Forms

F.05.09.1 *First Aid/Injury Report*
F.05.09.2 *WSIB Treatment Memorandum*
F.05.09.3 *WSIB Functional Abilities Form*

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10. WORKPLACE HARASSMENT

- 10.1** The RCJTC shall make every effort to provide a workplace environment that respects the dignity of the person and is free from workplace harassment.
- 10.2** The RCJTC recognizes its obligations under the Charter of Rights and Freedoms and supporting legislation as related to workplace harassment.
- 10.3** The RCJTC shall provide and maintain procedures that provide the process for the reporting, investigation, and consequences of harassing behaviour.
- 10.4** The RCJTC will make every effort to provide due process for all employees (i.e., the complainant and alleged offender) when investigating incidents of workplace harassment.
- 10.5** All staff working within the RCJTC will conduct themselves at all times in accordance with the spirit of this policy and report any incident of workplace harassment.
- 10.6** The RCJTC shall support ongoing training for staff to promote awareness of and sensitivity to potential harassment and to prevent incidents of harassment.
- 10.7** This policy is not intended to interfere with normal social interaction between people working under or with the RCJTC.

Related RCJTC Administrative Procedures

AP.05.10 Workplace Harassment Procedure

Related RCJTC Forms

F.05.10 Workplace Harassment: Informal Resolution

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Human Resources Policy	RCJTC P.05.11
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11. HEALTH AND SAFETY – VIOLENCE IN THE WORKPLACE

- 11.1** The RCJTC is committed to the prevention of workplace violence and promoting a violence-free workplace in which all people respect one another and work together to achieve common goals. Any act of workplace violence is unacceptable conduct. Workplace violence in any form erodes the mutual trust and confidence that are essential to the well-being of our staff.
- 11.2** This policy applies to all work activities that occur while on RCJTC premises, or while engaging in workplace activities or workplace social events.
- 11.3** Workplace violence will not be tolerated from anyone with whom RCJTC employees may interact in the course of their employment.
- 11.4** The RCJTC is committed to taking all precautions reasonable to protect employees where it becomes aware, or ought to be aware that domestic violence that would likely expose a worker to physical injury may occur in the workplace.
- 11.5** The RCJTC is committed to develop and maintain a program to implement this policy with respect to workplace violence, and to meeting the requirements of the Occupational Health & Safety Act.

Related RCJTC Administrative Procedures

AP.05.11 *Health and Safety – Violence in the Workplace Procedure*

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Human Resources Policy	RCJTC P.05.12
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12. RECRUITMENT AND SELECTION OF EMPLOYEES

- 12.1** The RCJTC is committed to recruiting and selecting the best candidate for each vacant position to ensure the provision of the highest level of customer service and contracted transportation services.
- 12.2** The General Manager shall ensure that the recruitment and selection for all positions shall be done in accordance with applicable legislation, the Collective Agreement and/or policy.

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13. PERSONNEL FILES, PROTECTION OF INFORMATION

13.1 The RCJTC recognizes the importance of keeping personnel files current with regard to pay, deductions, benefits, and other matters.

13.2 If employees have a change in any of the following information, they shall notify the General Manager as soon as possible:

- Legal name
- Home address
- Home telephone number
- Emergency contact
- Number of dependents
- Marital status
- Change of beneficiary

13.3 Employees are advised that coverage or benefits that they and their family may receive under their benefits package could be negatively affected if the information in their personnel file is incorrect.

13.4 All personnel information is considered confidential and subject to release only to personnel directly involved in functions customarily requiring the information, except in accordance with legal requirements.

13.5 All of RCJTC's practices and procedures are intended to comply with protection of information legislation. This includes access to personal information. Employee personnel files belong to RCJTC; however, employees may make an appointment to view their personnel file in the presence of the General Manager or designate. Access to this information shall be subject to the exceptions as set in protection of information legislation.

13.6 Consistent with statutory obligations, and unless required for benefits, payroll or government reporting, employee personal information such as personal e-mail address, home address and telephone number, spousal/dependent information shall not be disclosed without employee permission. Information typically found on a business card is not considered personal. This would include name, title, company, business address, business e-mail address, business telephone or fax number.

13.7 RCJTC is committed to ensuring that personnel information is protected from unauthorized access, unintended disclosure, or theft. This protection is provided by firewalls in the computer system, passwords to protect databases, locked filing cabinets, and restricted access to offices.

Related RCJTC Forms

F.05.13 *Employee Training Record*

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Human Resources Policy	RCJTC P.05.14
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14. HOURS OF WORK

- 14.1** The RCJTC recognizes the importance of having employees at work during regular operating hours. To meet this obligation the working hours of the office and staff shall be set.

- 14.2** The RCJTC office shall normally be staffed from 6:30 am to 5:30 pm Monday to Friday with the exception of statutory holidays, school breaks, and PD Days.

- 14.3** The work hours of employees shall be set by RCJTC and the supervisor to provide service to clients on a regular and routine basis. Employees may be required to work overtime, irregular hours, and/or work during emergency situations.

- 14.4** Employees shall submit requests for changes in work hours whether temporary or permanent, to their supervisor. The General Manager or designate shall consider requests.

- 14.5** During peak periods, employees may be asked to work overtime and shall not take vacation.

- 14.6** Overtime shall be recognized and compensated in accordance with the Collective Agreement or policy.

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15. ATTENDANCE AND ABSENCE FROM WORK

- 15.1** The effective operation of the RCJTC depends to a large extent on a sustained safe and productive effort from all employees. The commitment of each employee to this effort is demonstrated in large part by her/his attendance. As RCJTC works in a team environment, unscheduled absences from work inhibit progress and our ability to successfully meet day-to-day obligations.
- 15.2** The General Manager shall establish responsibilities, authority levels, and supporting procedures for the request of leave by RCJTC staff.
- 15.3** The General Manager shall ensure that all staff are aware of approved leave reporting requirements and shall enforce established policies and procedures.
- 15.4** To maintain high levels of performance, RCJTC is committed to promote and maintain high standards of attendance. An Attendance Management Program shall be implemented that assists in this commitment.
- 15.5** The Attendance Management Program shall identify and address patterns of excessive lateness or absenteeism.
- 15.6** RCJTC recognizes that emergencies, illnesses, and/or pressing personal business may arise and unavoidably affect an employee's ability to attend at work during the usual work hours, and expects employees to avail themselves of the sick leave, personal leave, and vacation days that are provided for this purpose.
- 15.7** An employee's absence from work without notification to the supervisor or the General Manager shall be considered a loss of seniority as per 10.09 of the collective agreement. In such circumstances the General Manager may declare the employee's position abandoned.
- 15.8** The Collective Agreement and policy shall provide guidance with respect to the various types of leaves with and without pay.

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16. REPORTING FOR WORK DURING INCLEMENT WEATHER

- 16.1** In instances of inclement weather when the RCJTC office remains open, employees shall be expected to report for work as per regular working hours.
- 16.2** In instances where the RCJTC office is closed due to inclement weather, employees shall be notified if they are not expected to report for work.
- 16.3** RCJTC has a responsibility to maintain the operation of channels of communication in order to ensure the safety and security of students. This may require RCJTC employees to provide an essential service.
- 16.4** The General Manager shall consult with appropriate staff of member school boards in making decisions to close the RCJTC office.
- 16.5** The General Manager shall establish procedures and guidelines for the administration of this policy.

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17. PERFORMANCE EVALUATION

- 17.1** Performance evaluation plays a major role in the development and progress of every employee at the RCJTC. It is a major contributing factor to the growth and continued success of RCJTC. Performance evaluation is instrumental in building the teamwork essential to fulfilling the goals of the organization. RCJTC is committed to a process where both the employee and supervisor take an active role.
- 17.2** The performance review process is normally initiated by the supervisor and is conducted at the end of the probationary period and as a minimum every five (5) years. Employees must have been with RCJTC at least one full year to participate in the annual performance review process.
- 17.3** Evaluations may be conducted more frequently at the request of the employee, at the discretion of the General Manager or at the request of the employee.

Related RCJTC Forms

- F.05.17.1 Performance Appraisal Report for Support Staff*
- F.05.17.2 Performance Appraisal Report for Managers*

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18. SUCCESSION PLAN

- 18.1** RCJTC is committed to building an efficient and effective organization and will take all necessary steps to ensure staff excel as a high performance team. One of the tools used by RCJTC to demonstrate this commitment is through succession planning, which includes ongoing growth, development and training opportunities for staff.
- 18.2** Succession Planning is utilized to ensure that employees are recruited and developed to fill each key role, and that mechanisms are in place to support the constant growth and development of employee knowledge, skill and ability. This process will provide employees with growth opportunities which may lead to opportunities to take on more challenging responsibilities in order to prepare them for advancement into a different position and/or advancement to a supervisory role within the Consortium.

Related RCJTC Administrative Procedures

AP.05.18 Succession Plan Procedure

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Human Resources Policy	RCJTC P.05.19
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19. USE OF COMPUTERS, EMAIL AND INTERNET

- 19.1** The RCJTC shall provide employees with access to computers to facilitate the provision of services to our stakeholders.
- 19.2** RCJTC expects all employees to use its email system for official business and reserves the right to access, use, and disclose all messages sent for any purpose (business or personal). RCJTC may inspect the contents of messages disclosed by monitoring or any follow up investigation, if it serves an organizational or legal purpose.
- 19.3** Violations of this policy shall be considered grounds for disciplinary action up to and including immediate dismissal. Examples include: pry in other people’s messages or files; send harassing, discriminatory, or pornographic messages; leak confidential information.
- 19.4** Data on the internet can present risks to RCJTC such as viruses, breaches of copyright, and reliance on outdated or inaccurate information.
- 19.5** All data stored on and all messages sent over RCJTC’s internal networks and computers are RCJTC records. Management reserves the right to, at any time and without prior notice, examine and analyze email, personal file directories, internet access logs, and any other information stored on RCJTC computers or devices connected to them. Employees should have no expectation of privacy associated with the information they store on or send through these systems, whether encrypted or not. RCJTC maintains the authority to review internet usage logs, to act upon inappropriate usage of RCJTC computer and network assets, and restrict access to resources at various times.

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20. WORKPLACE INJURY AND ILLNESS

- 20.1** The RCJTC shall comply with the Workplace Safety and Insurance Act with respect to occupational injury and illness sustained by employees of RCJTC.
- 20.2** Employees shall seek out and receive first aid treatment as soon as safely possible and take action for further treatment as required or as directed by the first responder.
- 20.3** Employees shall report all workplace incidents resulting in injury or illness to their supervisor or a supervisor on duty as soon as reasonably safe.
- 20.4** RCJTC shall establish and communicate procedures for the response to workplace injury and illness, the reporting of injury and illness arising out of or in the course of employment, the management of workers' compensation claims, and the early and safe return to work of occupationally injured or ill employees.
- 20.5** RCJTC shall ensure that all workplace injuries and illnesses (including those requiring only first aid) are investigated within 1 work day by a supervisor without placing blame to determine underlying causes and recommend corrective actions to help in the prevention of further work-related incidents or accidents.

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21. EMPLOYEE CONFLICT OF INTEREST

- 21.1** Employee in this policy refers to any person in active employment with the RCJTC, regardless of employment status (e.g., full-time, part-time, regular, term, contract, casual).
- 21.2** Employees of RCJTC occupy positions of public trust and confidence. They are expected to discharge their duties and responsibilities professionally, efficiently, and impartially.
- 21.3** The onus is on each employee to anticipate and to avoid conflicts of interest. No employee shall have an interest, direct or indirect, which might produce personal gain for the employee, detract from the time and energy that such employee ought to devote to her/his duties on behalf of RCJTC, cause embarrassment to RCJTC, or leave the employee open to pressure that might affect the interests of RCJTC.
- 21.4** RCJTC expects its employees not only to avoid real conflicts of interest, but also to avoid being placed in a position that could give the appearance of being in conflict with RCJTC's interest.
- 21.5** RCJTC believes that employees must always be seen as acting in the best interest of the public they serve. Employees shall not compromise themselves in the discharge of their duties by accepting or offering to accept, directly or indirectly, any gift, reward, benefit, or favour which could reasonably be construed as an incentive to encourage the recipient to use her/his influence with others for the purpose of patronizing any commercial enterprise or obtaining preferential treatment for persons, agents, or organizations in their dealings with RCJTC, including suppliers, consultants, contractors, parents, or pupils. Employees shall not use their position or the resources of RCJTC for personal or private gain.

Non-influential nominal gifts approved by the General Manager and/or the President and Vice-President are permissible.

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22. DISCIPLINE, SUSPENSION AND DISMISSAL

- 22.1** The RCJTC shall apply discipline, suspension, and dismissal in a fair manner.
- 22.2** RCJTC shall establish procedures that outline the application of discipline, suspension, and dismissal for all employees. Where there exists a conflict with employment legislation, the legislation shall be followed.
- 22.3** RCJTC delegates to the General Manager the authority to suspend an employee, with or without pay, for a period not to exceed ten (10) working days.
- 22.4** The decision to dismiss an employee shall be made by the Administrative Committee.

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23. TERMINATION

23.1 The RCJTC recognizes that employees may leave its employ for any number of reasons. RCJTC shall ensure that all employees who leave its employ are treated in compliance with employment legislation and the Collective Agreement, or other employment contract.

23.2 Whenever possible, exit interviews will be conducted to gather feedback.

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24. CODE OF CONDUCT

- 24.1** The RCJTC embraces mutual respect, support, trust, openness and equality. RCJTC's reputation depends upon the integrity and sense of responsibility of our leaders and employees, in whom is placed great trust. The way in which that trust is discharged determines our success and the position we enjoy in the community.
- 24.2** The onus is on each employee to provide a positive climate in the workplace where staff feels safe, comfortable, accepted and valued.
- 24.3** This Code of Conduct sets clear standards of behavior that apply to all individuals (staff, parents, students, Board members, etc.).
- 24.4** All individuals shall:
- a. Respect and comply with all applicable federal, provincial and municipal laws;
 - b. Demonstrate honesty and integrity in all matters;
 - c. Respect differences in people, their ideas and their opinions; treat one another with dignity and respect at all times, and especially when there is disagreement;
 - d. Respect and treat others fairly, regardless of, for example, race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, gender, gender identity, sexual orientation, age or disability;
 - e. Respect the rights of others;
 - f. Show proper care and regard for RCJTC property and the property of others;
 - g. Seek assistance from a member of senior staff, if necessary, to resolve conflict peacefully;
 - h. Respect all members of the community;
 - i. Communicate meaningfully with parents;
 - j. Dress in attire and maintain grooming and hygiene habits appropriate to a business atmosphere;

k. Follow established policy and procedure.

24.5 All individuals shall not:

- a. Engage in bullying behavior;
- b. Engage in illegal activities such as theft, assault, be in possession of any weapon, be in the possession of or be under the influence of, or provide others with alcohol or illegal drugs;
- c. Swear at their colleagues or any member of the community;
- d. Speak to the media, or other individuals/organizations without prior approval.

24.6 As described in the Conflict of Interest policy, RCJTC expects its employees not only to avoid real conflicts of interest, but also to avoid being placed in a position that could give the appearance of being in conflict with RCJTC's interest.

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25. SPECIAL LEAVE

- 25.1** The RCJTC considers that all staff members have an obligation to be at work and to fulfil their duties. In recognition of the demands put upon employees in managing their work and urgent personal business, special leave may be granted, without deduction of pay, for up to six days per year in accordance with the terms of the applicable collective agreement and this administrative procedure.
- 25.2** Special leave is intended to assist a staff member in a difficult situation, but is not to be interpreted in any way as an automatic right.
- 25.3** Each application for special leave shall be judged individually, using the administrative procedures as guidelines.

Related RCJTC Administrative Procedures

AP.05.25 Special Leave Procedure