

**APPENDIX A
PERSONNEL POLICY MANUAL**



2024 Personnel Policy Manual

Applicable for Non-Union Employees (including part-time and contract staff)

(Certain sections as indicated are also applicable to Union members, Elected Officials, citizen appointees on Town Committees and Boards and Volunteers)

Adopted by Council:

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Section 1 - Scope and Purpose

1. Scope

- The provisions of this Personnel Policy Manual (PPM) including all attached schedules shall apply to all employees working in full-time positions for The Corporation of The Town of Halton Hills (Town), not otherwise covered by a collective agreement, personnel policy, or contract. Provisions not covered by the Town's PPM may be covered under the [Employment Standards Act, 2000 \(ESA\), as amended](#). If a provision is outlined under multiple sources, the greater right or benefit will prevail.
- Provisions of these policies also govern regular part-time, casual part-time, contract and temporary employees. The policies and specific items that will apply are listed below. For all other provisions, the minimum standards as outlined in the Employment Standards Act, 2000 as amended, shall apply.

Section 4 Item #1. General Conditions

Section 5 Item #4. Payday

Section 6 Item #2 (a-b). Overtime

[Section 7 Item #1 Retirement Recognition, Item #2 – Service Recognition](#)

Section 8 Item #1 (a-d). Designated Holidays

Section 9, Item #2 (b-g) – Incidental Illness, Item #9 - Inclement Weather; #11 (a-c)

- Pregnancy and Parental Leave; and Item #12 - Part-time Firefighters

Section 12 Employee and Employer Relations (all items apply)

Section 13 Employee Health and Safety (all items apply)

Section 14 Item #4 Hiring of Relatives

Schedule A Code of Conduct

Schedule B Workplace Discrimination Prevention

Schedule C, Workplace Violence and Harassment Prevention

~~Schedule F Retirement and Service Recognition~~

Schedule D Electronic Mail

Schedule E Computer Use Policy

[Schedule J Guidelines for Use of Social Media & Digital Communications](#)

Schedule Fk Disconnecting from Work

Schedule G Employee Electronic Monitoring policy

[Schedule G Data Security, Storage and Handling policy](#)

- Provisions of these policies also govern full-time and part-time employees that are also covered under the CUPE Local 73 collective agreement, the Fire Fighters Association Local 3327 OPFFA-IAFF ~~Agreement~~[Agreement](#), and the Halton Hills Part Time Firefighters Handbook. The policies and specific items that will apply are listed below:

[Section 7 Item 2 Service Recognition](#)

Section 14 Item #4 Hiring of Relatives

Schedule A Code of Conduct

Schedule B Workplace Discrimination Prevention

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- Schedule C Workplace Violence and Harassment Prevention
- ~~Schedule F Retirement and Service Recognition~~
- Schedule G Electronic Mail
- Schedule H Computer Use Policy
- ~~Schedule J Guidelines for Use of Social Media & Digital Communications~~
- Schedule ~~DK~~ Disconnecting from Work (does not apply to Part Time Firefighters)
- Schedule G Electronic Data Security, Storage and Handling Policy

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Provisions of these policies also govern elected officials. The policies and specific items that will apply are listed below:

- ~~1-~~ Section 5 Item #4 Payday
- ~~2-~~ Section 7 – Retirement – Councillor Recognition
- ~~3-~~ Section 15 Members of Council
- ~~4-~~ Schedule B Workplace Discrimination Prevention
- ~~5-~~ Schedule C Workplace Violence and Harassment Prevention
- ~~6-~~ Schedule F Retirement and Service Recognition
- ~~7-~~ Schedule G Electronic Mail
- ~~7-~~ Schedule H Computer Use Policy
- ~~Schedule J Guidelines for Use of Social Media & Digital Communications~~
- Schedule G Electronic Data Security, Storage and Handling Policy

Provisions of these policies also govern citizen appointees. The policies and specific items that will apply are listed below:

- Schedule B Workplace Discrimination Prevention
- Schedule C Workplace Violence and Harassment Prevention
- ~~Schedule J Guidelines for Use of Social Media & Digital Communications~~

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Provisions of these policies also govern volunteers. The policies and specific items that will apply are listed below:

- Schedule B Workplace Discrimination Prevention
- Schedule C Workplace Violence and Harassment Prevention

2. In the event of a declared emergency under the Town’s Emergency Plan and/or pandemic contingency plan, the obligations of the Emergency Plan shall prevail.
3. Nothing contained in this Personnel Policy Manual shall relieve the Town or its’ employees from complying with all applicable municipal by-laws, provincial and federal statutes, and regulations thereunder.
4. The purpose of this Personnel Policy Manual is:
 - to provide employees with the knowledge of employment conditions;
 - to establish the basis for mutually satisfactory relations between the Town and its employees;

- to identify working conditions and remuneration; and
 - to provide the mechanism for the prompt and equitable disposition of complaints for all employees who are subject to the provisions of this Policy Manual.
5. This Manual has been compiled for the purpose of promoting consistency in the administration of Personnel Policy throughout the Corporation of the Town of Halton Hills.

Section 2 - Definitions

Words not specifically defined hereunder shall have the meaning commonly given them in a standard Canadian English Language Dictionary with respect for the context in which such words are used. All references to the 'Town' in this document denote The Corporation of the Town of Halton Hills.

Department Head

A position having the authority and responsibility for the administration and operation of an entire department.

Full-Time Position

A position designated as Full-Time by Council, comprised of 1820 hours, 35 hours in a 7-day period, annually (also referred in Section 6, 1. g.). The designation of positions is maintained by Human Resources.

Regular Part-Time Position

A position designated as Regular Part-Time by the Department, comprised of less than 1820 hours per year which is worked regularly over a period of 50 weeks per calendar year. The regular part time designation and all the benefits that accompany the designation is bestowed on the position, and not the incumbent; this does not apply to positions typically filled by students.

Casual Part-Time Position

A part-time position that works less than 1820 hours per year and is not regularly scheduled over a continuous period of 50 weeks per calendar year.

Full Time Employee

A worker who occupies a position designated as full time on a permanent basis.

Regular Part-Time Employee

A worker who occupies a position designated as regular part-time according to the definition above.

Casual Part-Time Employee

A worker who occupies a position designated as casual part-time according to the definition above.

Full Time Contract Employee

A worker who has entered into a temporary, long term (one year or more) employment relationship with the Town and contracted to work full time equivalent hours within a calendar year. All other contract positions not meeting these parameters will be considered Casual Part-Time positions.

Workplace

Means all locations where business and/or social activities of the Town are conducted, including Town offices, premises and properties (including company owned vehicles and personal vehicles when the vehicle is being used for town business) and any other site (including business travel) on which staff and citizen appointees are performing duties pursuant to their employment with or engagement by the Town.

Section 3 - Employer Rights and Functions

1. This Policy acknowledges that it is the exclusive right of the Town to:
 - maintain order, discipline and efficiency;
 - hire, assign, direct, promote, demote, classify, transfer, lay off and recall employees and to discharge, suspend or otherwise discipline employees for reasonable cause;
 - determine in the interest of efficient operation, the standard of service; and
 - generally manage the operation in which the Town is engaged and, without restricting the foregoing to plan, direct and control operations.
2. The Town recognizes that the foregoing clauses are subject to such procedures, regulations and/or restrictions governing the exercise of these rights as expressly provided for in employment related legislation as amended, and subject to the rights of the employees concerned to lodge a complaint in the manner and extent herein provided.
3. The Chief Administrative Officer has the authority to make changes to the corporate organization in consultation with the affected department heads, in the interest of efficient operation. Any major organizational change affecting senior levels (Grades 14 – 20j) should be brought to Council for approval.
4. The Chief Administrative Officer has the authority to convert a full time contract position to permanent full time status in response to operational needs. Department Heads must provide a rationale with costing for approval. The contract position must have an approved ongoing funding source.

Section 4 - Conditions of Employment

General Conditions

- a. All employees shall adhere to the policies and procedures set out herein.
- b. The Council for the Town may at any time amend any and all employee benefits or contributions to such benefits at its discretion and in conformity with Federal and Provincial statutes.
- c. Employees are responsible for providing written notification to the Director of Human Resources, of any changes in the employee's status as it affects employee benefit eligibility. If an employee does not so notify the Director of Human Resources, the Town accepts no responsibility for any repercussions.
- d. An employee who drives a vehicle for Town business must be in possession of a valid Class 'G' Ontario driver's licence or required licence for the specific type of vehicle or equipment and shall provide their driver's licence number to their Department Head upon request. Employees shall provide written notification of any change in the status of their driver's licence.
- e. Under no circumstances may an employee use any Town owned vehicle or equipment for any purpose other than Town purposes without prior permission from their Department Head.
- f. An employee who drives a private vehicle for Town business shall insure the vehicle appropriately, at the cost of the employee.
- g. All employees shall adhere to the smoking and vaping regulations set out in the [Smoke-Free Ontario Act, 2017](#), and [Region of Halton By-law 40-20](#) as amended.

Offers of Employment

- a. A prospective employee will be offered a salary in accordance with the salary range approved for that position.
- b. Despite any other processes of this PPM, where the issues of salary grid placement and/or vacation and/or relocation expenses and/or healthcare benefit eligibility become factors, the Director of Human Resources, after discussions with the Department Head, must receive approval of the Chief Administrative Officer before any offer can be made for extraordinary salary grid placement and/or additional vacation and/or relocation expenses and/or healthcare benefit eligibility. Relocation expenses may be approved to a maximum of \$2500. Council must approve salary and/or vacation and/or relocation expenses and/or healthcare benefit eligibility for the Chief Administrative Officer.
- c. An offer of employment made by the Town, may be conditional to the prospective employee providing satisfactory medical results by the medical doctor agreed upon by the Town and/or a clean criminal record check.

Performance Evaluation

- a. Performance evaluation reviews will normally occur annually. Individual or departmental circumstances may require more frequent reviews.
- b. The Performance review will be conducted with the employee's supervisor.
- c. The Department Head may approve a step increase for an employee not at the top of their pay grade as a result of a successful performance review.

Probationary Period and Process

- The Probationary period for new employees is ninety (90) calendar days.
- Newly hired employees will be evaluated using the probationary process.
- Employees will not be eligible for healthcare benefits, until they have successfully completed the probation period. Vacation cannot be scheduled during the probation period except for exceptional circumstances and at the discretion of the supervisor.
- Probationary employees may be terminated in accordance with the Employment Standards Act of Ontario, as amended.
- Employees transferring within the Town shall serve a 90-day probationary period in the new position. The employee's former position will be held for them during the probationary period.
- Department Heads may waive the 90-day probationary period for an existing employee transferring positions.

Probationary Evaluation Process

The performance review form will be used for each evaluation period and will be approved and filed with Human Resources.

The process will be:

Week 1:

- Establish goals for the first two months

Week 8:

- Review performance and provide feedback
- Establish new goals
- Provide recommendation to the Director of Human Resources, as to status of hiring decision
- Advise employee of employment decision

Work From Home provisions

Eligible employees may work from an off-site location under the provisions of, and in accordance with, the terms of the Town's [Work From Home policy](#).

Section 5 - Wage and Salary Administration

1 Salary Administration

- Job grade is determined by the [Schedule D – Job Evaluation Policy](#).
- The annual rate of pay to any employee shall be in accordance with their salary grade as established by the Town.
- The Salary Grid shall be evaluated annually by the Chief Administrative Officer, Director of Human Resources, the Commissioner of Corporate Services and the Town Treasurer. A recommendation for adjusting the Salary Grid may be made to Council.
- Procedures for implementing step increases shall be as follows:
 - i. New or promoted employees hired between January 1 and June 30, shall receive their first review no later than the following January 1. Contingent upon an acceptable performance review, an in-grade increase on January 1 will be approved.
 - ii. New or promoted employees hired between July 1 to December 31 shall receive their first review no later than the following July 1. Contingent upon an acceptable performance review, an in-grade increase on July 1 will be approved. The next review shall take place no later than the following January 1 and all subsequent annual reviews shall also be completed no later than January 1.
 - iii. When promoting employees, salary placement into the new grade band will be calculated at no less than 5% of their current salary matched at the next highest step in the new grade.
- Step increases will normally occur annually, contingent upon an acceptable performance review, until the maximum level is achieved. Unsatisfactory review or the imposition of conditions related to the employee's position or employment may interrupt the progression of step increases.

Salary Survey

- The Town of Halton Hills shall conduct a salary survey as part of an overall attraction and retention strategy.
- A salary survey to measure competitiveness will be completed once every three years.

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- Comparators used in salary surveys should consist of similarly sized municipalities, reflective of communities in the G.T.A. and the municipalities located within the Region of Halton.
- The salary survey will align the Town at the 60th percentile for Grade 13 and above and the 50th percentile below Grade 13. If a position increases in grade as a result of the salary survey, salary placement into the new grade band will be calculated at no less than 3% of an incumbent's current salary matched at the next highest step in the new grade.
- Criteria for all comparators will be established by the CAO.

Market Adjustment

- It may be necessary at certain times due to market pressure, to review specific positions. This will be prior to the next update of the formal salary survey.
- These positions may be experiencing a skills shortage, significant turnover or an indication from market research that present salaries are not competitive.
- The C.A.O. and Director of Human Resources will review all evidence submitted by the Department Head and recommend any salary revisions to Council. These revisions are to be temporary in nature; if the market changes, the position may revert to the original level. Each year thereafter, further evidence is necessary to continue supporting revisions.

Payday

- Payday will be bi-weekly by direct deposit, on Thursday
- Where payday falls on a designated holiday, the preceding workday will be payday
- Each salaried employee will be paid on each payday, a bi-weekly amount as per the approved salary grid

Acting Appointment Remuneration

- An acting appointment may occur when there is:
 - a vacancy due to
 - a vacancy due to resignation, termination, reclassification, or the creation of a new position;
 - an approved leave of absence; or
 - an absence due to illness;
 - a classification for not less than 21 consecutive working days.

- b. An appointment is deemed “Acting” when an employee is made specifically accountable for the duties of a position in a higher classification. The “Acting” employee will be responsible for all the duties of that position and any duties that become the responsibility of that position.
- c. Compensation for an acting appointment occurs when an employee is appointed by Council or the Chief Administrative Officer and the Department Head to perform the duties of a higher classification for a period of 21 consecutive working days or more. Statutory and declared holidays count as working days for the purposes of this policy.
- d. Council must approve acting Chief Administrative Officer appointments.
- e. The Chief Administrative Officer must approve acting Department Head appointments.
- f. Department Heads and the Chief Administrative Officer must approve acting appointments at all other staff levels.
- g. Employees in acting appointments are to be paid either:
 - i. the start rate of the higher position; or
 - ii. their existing regular salary plus 5%, whichever is greater
- h. Acting pay commences:
 - i. on the day the acting appointment begins, when the duration of the appointment is known and will be at least 21 consecutive working days; or
 - ii. when the duration of the acting appointment is unknown, upon completion of the 21st consecutive day of acting, retroactive to the day the acting appointment began.
 - iii. when an employee is re-appointed to act in a position within one year of the original appointment which qualified for acting pay, the employee will be paid from the date of reappointment.
- i. Employees who revert from an acting appointment to their former position will receive the salary rate they would have received had the acting appointment not occurred.
- j. Employees in an acting position will be considered for a step increment in their acting pay grade. Timing for consideration for a step increase in the acting role will be in accordance with Section 5, 1.d.
- k. In special circumstances, the Chief Administrative Officer may approve compensation for acting appointments that is outside of the above guidelines.
- l. Council may approve compensation for an acting Chief Administrative Officer appointment.

Internal Secondment Opportunities

- An internal secondment is defined as an opportunity whereby an employee temporarily transfers to a position that is not a permanent full-time role and has no employee assigned to that position.
- The employee's home position will remain theirs and the employee will return to that position at the end of the secondment.
- Employees in secondment positions are to be paid either:
 - i. the start rate of the higher position; or
 - ii. their existing regular salary plus 5%, whichever is greater
- Employees who revert from a secondment position to their former position will receive the salary rate they would have received had the secondment not occurred.
- Employees in a secondment position will be considered for a step increment in their acting pay grade. Timing for consideration for a step increase in the secondment position will be in accordance with Section 5, 1.d.
- In special circumstances, the Chief Administrative Officer may approve compensation for secondment opportunities that is outside of the above guidelines.

Section 6 - Hours of Work, Overtime Hours and Standby

1 Hours of Work

- Standard business hours are 8:30 a.m. to 4:30 p.m., Monday to Friday.
- Overtime entitlement for each full-time position is specified in the non-union position grid kept by Human Resources.
- Employees may arrange alternate work arrangements with their supervisor in accordance with [our corporate business hours](#):
 - i. [Town Hall is open to the Public: Monday to Friday 8:30 – 4:30](#)
 - iii. [Adjusted Work Arrangement Hours: Monday to Friday 7:30 am – 5:30 pm](#)
 - iv. ii. [Schedule E – Adjusted Work Arrangements Policy](#).
- It is understood that the Town has the right to modify work schedules in accordance with the provisions of the [Employment Standards Act](#), as amended and at such times as is necessary for the efficient operation of the department.
- Employees will receive reasonable advance notice of a change in hours of work.

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- An employee will not work more than five consecutive hours without receiving at least a one-half hour eating period.
- In each 7-hour working day an employee shall be entitled to, at such times as may be designated by their Supervisor, the following breaks:
 - i. Two paid 15-minute rest periods
 - ii. An unpaid half hour or one hour eating period

The two paid 15-minute rest periods are not to be used either at the beginning or end of the day to shorten the workday.

- Employees may not work any longer than a 16 (sixteen) hour shift and shall not return to work for at least eight (8) hours.
- Employees are subject to the Disconnecting from Work Policy see [Schedule F - Disconnecting from Work](#)~~Schedule K – Disconnecting from Work~~

Overtime

- An employee may be required to work overtime, as is considered necessary by their Supervisor or Department Head in accordance with the [Employment Standards Act](#), as amended.
- All overtime must be pre-approved. Overtime will be calculated to the nearest one-quarter hour.
- Overtime will be compensated by either payment at 1½ times the normal rate of pay or by time in lieu calculated at 1½ times the overtime hours worked. Lieu time must be taken at a time that is mutually agreeable between the staff member and the supervisor
- All overtime and lieu time shall be compensated within the calendar year in which it is earned.
- Full time employees, including Public Works and Parks and Cemeteries Supervisors on Standby, who are required to work an overtime shift on a Saturday, will be compensated at a rate equal to time and one half of their regular rate for all hours worked. Employees required to work an overtime shift on a Sunday, will be compensated at double their regular rate for all hours worked. All other required overtime worked that is done at a time of the employee's choosing over a Saturday or Sunday will be compensated at a rate equal to time and one half of their regular rate for all hours worked.
- Full time employees, including Public Works and Parks and Cemeteries Supervisors on Standby, who are required to work a shift on a Designated Holiday shall receive equal time off with pay at a time mutually agreeable between the employee and the employer, and shall receive pay equal to one and one-half times the employee's normal rate of pay for all hours worked.

- Full time employees in Grade level 13 and above, are not eligible for overtime as set out above. However, they shall be eligible for time off in lieu, on an hour for hour basis, for all hours worked in excess of 35 hours per week, up to certain maximums per calendar year, as identified in the non-union position grid. Provision may be made for payment for the overtime, with the approval of the Chief Administrative Officer. Accumulated time off in lieu of overtime shall be taken the year in which the hours were accumulated or be forfeited. The Chief Administrative Officer may approve overtime or time in lieu over and above the maximums provided for in the non-union position grid. This approval only applies in exceptional circumstances requiring excessive amounts of overtime.

Standby

A Public Works Supervisor or their designate and the Parks and Cemeteries Supervisor are required to be on call for standby duties on a weekly basis throughout the year as per the schedule set by the respective supervisor. Compensation (standby pay) will be fifty (\$50) dollars per day for each normal workday and fifty (\$50) dollars per day for each Saturday, Sunday or Designated Holiday. In addition to the standby pay, employees on standby who are called into the workplace will be paid at their regular overtime rate for hours worked.

On-call – Information Technology Services

Designated employees who work in the Information Technology Services division are required to be on-call for after-hours assistance on a rotational basis throughout the year as per the schedule set by the Director of Information Technology Services. Employees on-call will receive compensation (on-call pay), of fifty dollars (\$50) per day for each normal workday and fifty dollars (\$50) per day for each Saturday, Sunday or Designated Holiday. In addition to the call-in pay, any hours worked on a call-in will be paid at the employee’s regular overtime rate.

Section 7 - Employee Benefits

1- Retirement and the Ontario Municipal Employees Retirement System (OMERS)

- Each employee shall join the Ontario Municipal Employees Retirement System Basic Pension Plan upon his or her hire date. The Town will contribute to OMERS an amount equal to the required employee contribution.
- Retirement Benefits: Employees who have completed eight or more years of service with the employer, who retire on or after age 55, in accordance with OMERS regulations, will be able to participate in the health benefits, with the exclusion of Accidental Death and Dismemberment, Life Insurance and Long-Term Disability, provided under the healthcare benefit package at the time of retirement until the age of 65. The employer will pay 80% of the cost of the premium. Employees whose full time start date is December 31, 2019, or earlier

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and who qualify for benefits upon retirement, will also receive a \$10,000 Life Insurance benefit, payable upon death.

- Retirement Recognition: all full time, part time and employees working under contract are eligible for retirement recognition.

- Eligible service includes full time, part time and service provided as an employee under contract.
- Only an employee’s latest service shall be considered. That is, if an employee leaves the Town’s employment and subsequently returns, only the subsequent service will be counted.
- Service recognition for existing employees shall take place annually at their service milestone.

Retirement Recognition

<u>Years of Service</u>	<u>Payment or Gift</u>
<u>5-9</u>	<u>\$150</u>
<u>10-14</u>	<u>\$175</u>
<u>15-19</u>	<u>\$200</u>
<u>20-24</u>	<u>\$225</u>
<u>25-29</u>	<u>\$250</u>
<u>30-34</u>	<u>\$275</u>
<u>35-39</u>	<u>\$300</u>
<u>40 +</u>	<u>\$350</u>

2. Employee Service Recognition

Employees who have served the municipality and remain on staff, shall be recognized on their service milestone in the following manner:

<u>Years of Service</u>	<u>Payment or Gift</u>
<u>5</u>	<u>\$30</u>
<u>10</u>	<u>\$50</u>
<u>15</u>	<u>\$100</u>
<u>20</u>	<u>\$150</u>
<u>25</u>	<u>\$175</u>
<u>30</u>	<u>\$250</u>
<u>35</u>	<u>\$300</u>
<u>40 +</u>	<u>\$350</u>

The gift value denoted under the Employee Service Recognition will be in the form of Tokens administered through the Employee Recognition on-line platform “Our Thanks to You”.

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[The reference to service implies service to the Corporation of the Town of Halton Hills or service to the former municipalities and/or organizations now encompassed by the Corporation of the Town of Halton Hills.](#)

[Payments or gifts are non-taxable as per the CRA as of January 1, 2023.](#)

Councillor Recognition

- [Councillors who have served the municipality, and whose service meets the criteria of bullet point b. in the employee Retirement and Service Recognition section, shall be recognized in the same manner.](#)
- [A Councillor or Mayor who retires from Council will receive a gift in the form of a Town-crested ring or other gift deemed appropriate.](#)

3. Healthcare Benefits

- Full-time employees are eligible for the benefits described in this section.
- Healthcare benefits commence 90 calendar days after the hire date.
- The Town will pay 100% of the premium costs to provide healthcare benefits.
- [For specific details of Health Care coverage refer to SunLife's online benefits portal.](#)

The Town may, from time to time, make amendments to the Benefit Plan in response to changing needs of the Town and its employees. The Town will conduct a formal review of the Benefit Plan as the need arises and as determined by the CAO, to ensure it remains affordable, competitive and responsive to the needs of its employees.

4. Employee & Family Assistance Program (EFAP)

- The Employee & Family Assistance Program (EFAP) offers, at no cost to full-time employees and their families, a full range of professional and confidential counselling services, as well as lifestyle coaching. These services include support in the following areas:
 - i. Individual, relationship, and/or family issues
 - ii. Children's behavioral issues
 - iii. Addiction and Substance Use
 - iv. Depression
 - v. Workplace Challenges
 - vi. Well-being
 - vii. Nutrition

- viii. Financial Support
- ix. Career Planning
 - All services provided by the EFAP are strictly confidential, within the limits of legal obligations. Individual information about usage and EFAP services will not be released to the Town.
 - For detailed information on this benefit see the EFAP brochure available from Human Resources or online through our service provider's website.

Schedule 1 – 5. Employee Purchase/Repayment Plan for Personal Computers

Policy

The Payment Plan for Personal Computers facilitates acquisition of personal computers for staff by means of payroll deduction or post-dated cheques with interest charges that are equal to the Revenue Canada Prescribed Interest rate. The Employee Purchase/Repayment Plan for Personal Computers is available to all permanent full-time, regular part-time and Councillors of the Town of Halton Hills.

Rationale

In order to keep pace with the evolving world of personal computers, staff are encouraged to pursue acquisition of personal computers at home. This ultimately assists staff with their day-to-day job responsibilities, which are increasingly more dependent on personal computers. Having a personal computer can increase productivity and can decrease the amount of time spent in training.

General

- a. This plan is available to permanent full-time, regular part-time and Councillors of the Town of Halton Hills only
- b. The plan will be reviewed on a quarterly basis, or as new Revenue Canada Prescribed Rates are released
- c. No additions to the purchase may be made during the duration of the loan
- d. The Town of Halton Hills makes no warranties about the quality or performance of the equipment or software acquired under this plan
- e. Only one plan per employee may be active at one time
- f. Your purchase must be within 30 days of request for financing

Purchase Options

Participants may purchase a personal computer (PC), desktop, laptop or tablet from the vendor of their choice. Only the following peripherals are included under this plan, when purchased for use with the PC, desktop or laptop/tablet and subject to eligibility and approval:

- a. Multi-purpose printer

- b. Scanner
- c. Fax machine
- d. Keyboard
- e. Mouse
- f. Monitor (max. 22")
- g. Software
- h. Related warranty

The amount of the loan to each employee will be limited to a maximum of \$2500.00, inclusive of taxes. The Town will finance up to 90% of purchase price (inclusive of taxes), based on a receipt, indicating total price. Up to 90% of the purchase price to be paid to the employee when the receipt is presented.

Payment Options

- a. Total loan paid through payroll deductions over two years (104 weeks), with an interest rate charged at the current Revenue Canada Prescribed Rate.
- b. If a staff member is on any leave of absence, where they are not generating a paycheque, but are still considered full-time employees, (i.e. Maternal/Paternal leave), payment must be made by post-dated cheques and provided in advance of the Leave of Absence.
- c. The balance of the outstanding loan is due immediately upon the staff member's termination of employment with the Town of Halton Hills. The outstanding balance will be deducted from the final paycheque due the employee, if other arrangements have not previously been made.
- d. It is not the Town of Halton Hills' intention to provide a reduced interest rate, nor a taxable benefit to staff through the provision of this plan

Maintenance and Responsibilities

- a. The cost of maintenance and/or repairs will be entirely the responsibility of the participating staff following the expiry of any warranties. The Town of Halton Hills will not assume responsibilities of the support or maintenance of the system.
- b. Upgrades to both hardware and software are the responsibility of the participating staff

Section 8 - Designated Holidays and Vacation

1- Designated Holidays

- Each full-time employee will be entitled to a holiday with full pay on any designated holiday which may fall on a working day, provided they work the

regularly scheduled shift preceding and following the holiday, or unless this absence has been approved by their Department Head. Part time staff will receive pay for designated holidays in accordance with their eligibility and entitlement under the Employment Standards Act, 2000, as amended.

- Designated Holidays are:

<i>New Year's Day</i>	<i>Civic Holiday</i>
<i>Family Day</i>	<i>Labour Day</i>
<i>Good Friday</i>	<i>Thanksgiving Day</i>
<i>Easter Monday</i>	<i>Christmas Day</i>
<i>Victoria Day</i>	<i>Boxing Day</i>
<i>Canada Day</i>	

- When any designated holiday falls on a Saturday or Sunday the Town shall designate an observed day. The observed day may differ amongst facilities. If an observed day is not proclaimed, the normal working day immediately following will be deemed to be the holiday for the purpose of this manual.
- When a designated holiday falls on an employee's scheduled day off or during their vacation leave, the employee will receive another day off with pay at a time mutually agreeable to the employee and their Department Head, indicated in writing.
- In addition to the designated holidays, after completing three (3) months of service, full time employees shall be granted one additional (floating) holiday. This holiday shall be taken at a time mutually agreed upon between the employee and the Department Head. There will be no carry-over of a floating holiday and if not taken during the calendar year, it shall be forfeited.

Vacation

- A vacation week shall consist of five (5) standard working days. Vacation is comprised of two entitlements: vacation leave (unpaid time) and vacation pay. Employees are required to take vacation time off during the year in accordance with the [Employment Standards Act, 2000, as amended](#).
- All vacation leave and vacation pay shall be based on a calendar year. Vacation must be taken in the year in which the vacation is earned, at a mutually agreeable time arranged between employee and Department Head or his/her designate.
- In exceptional circumstances a deferral of vacation leave to the following year of over one day and up to five days may be approved by the Department Head. If approved, the carry over days must be scheduled by and taken before the end of March of the year following the vacation year in which they were earned. A request to carry over more than five days must receive approval of the C.A.O. and follow the previously mentioned criteria. Vacation carryover of one day or less will be automatic.

- Employees who are on approved LTD or approved WSIB leave during a calendar year, will cease to accrue vacation and have their vacation pro-rated to reflect the time they were actively at work during that calendar year. Staff who's LTD/WSIB leave carries over into a new calendar year will have any remaining vacation balance from the previous year paid out on the final pay of the year in which it was earned.
- Employees who fall seriously ill during their vacation (i.e., under doctor's care or hospitalization) may have their vacation days converted to sick leave upon presentation of a doctor's note outlining the period of illness. During the Christmas closure period, vacation reversal will only occur if the employee's illness results in hospitalization.
- Employees terminating shall have their vacation leave and vacation pay pro-rated based on their entitlement as of the date of termination.
- Vacation leave entitlement is as follows:

New employees in their first calendar year are entitled to 15 days of vacation leave (3 weeks), pro-rated, based on remaining months in the calendar year allotted and upon the successful completion of probation.

Years of service as completed by year end:

Years of Service (year end)	Days Entitlement
1 (but less than 5 years)	15
5 (but less than 6 years)	16
6 (but less than 7 years)	17
7 (but less than 8 years)	18
8 years	20
12 (but less than 13 years)	21
13 (but less than 14 years)	22
14 (but less than 15 years)	23
15 years	25
19 (but less than 20 years)	26
20 (but less than 21 years)	27
21 (but less than 22 years)	28
22 years and over	30

Full time employees actively at work who take vacation leave as prescribed above, are entitled to receive that leave time paid (vacation pay) at their regular rate of pay.

Employees who are on an unpaid leave of absence are entitled to vacation leave as prescribed above. Vacation pay for employees on a leave of absence will be calculated as a percentage of

any regular earnings received from the Town during the leave period (percentage based on the employee's entitlement above).

The Chief Administrative Officer may approve an adjustment of the above schedule, as required, for new or existing employees.–

Section 9 - Absence from Work

1. Policy

The Town of Halton Hills recognizes that periodically, an employee may need time off from work to manage a health-related issue affecting themselves and/or an immediate family member and is committed to providing support to employees in this regard. No employee shall be absent from work due to a non-occupational illness, injury, or medical condition except as provided for in this section.

Should an employee experience a non-occupational illness, injury, or medical condition that renders them disabled, they may access paid sick leave through the Town's Sick Leave provisions, Short-term Disability (STD) and Long-term Disability (LTD) programs (see sub-sections 2 to 4 below), as applicable. Employees experiencing a prolonged absence from work must participate in the Town's STD, LTD, and Early and Safe Return to Work (RTW) program as applicable and as directed by their supervisor and/or Human Resources. A detailed outline of the STD and RTW programs are available as separate documents on the Town's internal website (the HILLS), or from Human Resources. For further information about the LTD process, staff may contact the Town's LTD Insurance carrier, refer to information on the HILLS, or reach out to Human Resources.

A third-party Claims and Disability Management Provider ("the Provider"), will adjudicate and manage the Town's short-term disability claims for up to 15 weeks. The Town will accept the decision of the Provider in administering the STD benefits. The Provider may change from time to time at the sole discretion of the Town. The Town's LTD Insurance carrier (may be a different provider), will adjudicate and manage claims that extend beyond the STD period.

2. Incidental Illness

- Every employee will be entitled to nine (9) working days of sick leave for each calendar year. This is to be applied to periods of disability of three (3) consecutive working days or less. The allowance of up to nine (9) working days is on an annual basis to cover incidental illness and is not cumulative.
- Employees working a permanent rotation (not on-call/casual) in a position designated as regular part-time, and who have completed 2 years of service in that position by the current year's end, will be entitled to up to sixty-three (63)

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working hours of sick leave per calendar year, on a pro-rated basis. This benefit will start the following year and based on their average number of hours worked per year in the previous two years. The allowance of up to sixty-three (63) working hours is on an annual basis to cover incidental illness and is not cumulative. Regular part-time employees are not eligible for short-term disability benefits. In the case of an employee working one or more positions within the Town, sick benefits may only be applied for hours missed at the regular part-time position, where the sick benefit hours were calculated. Payroll will maintain a current list of all such designated positions.

- Starting July 1, 2023, employees working a full-time contract position having completed one year of service and having worked a minimum of 90% of full-time hours in that year, will be entitled to receive nine (9) working days of paid sick leave. All sick leave provisions will be pro-rated for partial years.
- The types of purposes that entitle an employee to receive payment for incidental illness are the following:

i. illness of the employee;

ii. illness of an immediate family member (child, spouse, parent, parent in-law, sibling, sibling in-law, grandparent and grandchild, and step-relations of previous);

iii. medical appointments for the employee or an immediate family member.

- When absent due to illness, each employee shall notify their Supervisor with as much notice as possible, but not later than within one-half hour of normal starting time on each day of such absence, extenuating circumstances will be considered.
- Any employee who is absent from work due to illness for a period of less than five (5) days at one time shall, at the discretion of the Town, file a medical certificate (e.g., doctor's note) with their Department, clearing them to return to either full or modified duties.
- A doctor's note may be requested by an employee's supervisor at any time and the cost of said doctor's note is the responsibility of the employee. Any pattern of recurring incidental absences in a rolling 12-month period, may be investigated by the Town for further action.
- For purposes of the Town's STD Program, the incidental illness period will be defined as the first three (3) consecutive (full) working days of illness/injury. Should the employee continue to be unable to return to work, the 4th and 5th days of absences will be coded as short-term disability (STD) for time sheet purposes. The 4th and 5th days of coded STD will count towards the 15 weeks of maximum STD entitlement should the employee require and be approved for STD benefits. It is the responsibility of the employee to monitor their condition

while absent from work. Should they anticipate that their absence will extend beyond the 5th day, they must advise their supervisor immediately. The employee is strongly encouraged to apply for STD benefits as soon as possible to avoid possible delays in the processing and payment of their claim.

Short Term Disability

- To be eligible for STD benefits, the employee must have a disability resulting from an illness, injury, or medical condition that renders them incapable of performing the essential duties of their own occupation. The employee must participate in and cooperate with, the Town's STD Program and process, including adhering to requirements outlined in the program and service contract between the Town and the Provider. This includes responding, in a timely basis, to communications and requests for medical documentation from the Provider and/or Human Resources. Additional eligibility criteria for STD benefits are outlined in the Town's Short-term Disability Program document.
- Short Term Disability benefits will commence on the fourth (4th) consecutive working day of disability and end after 15 weeks. The first 21 hours of incidental illness will be covered from the employee's incidental illness days, and if necessary, other available time-off banks (e.g., vacation, lieu) or time off will be unpaid. The processing, adjudication, and management of the claim by the Provider will commence on the sixth (6th) day of absence.
- The Town may, at its discretion, provide advance payment before a decision on a claim has been made by considering an employee's individual extenuating circumstances. Should advance payment be made and the claim later denied, the Town reserves the right to claw back any monies that have been paid out.
- The cost of medical forms and/or questionnaires incurred by employees participating in the STD program will be re-imbursed by the Town up to an amount that is reasonable and customary, as determined by the Provider and upon proof of payment. Should the medical documentation (i.e., form or questionnaire) be incomplete resulting in the Town requesting the employee obtain a copy with the required information, the Town will not be responsible for the cost of the updated document. The Town will also cover the cost of new medical documentation provided as a part of the STD Claims Appeal Process.
- Periods of disability due to the same or related cause, separated by twenty (20) consecutive working days or less, will be considered a single period of disability.
- Employees will receive the full salary entitlement only once in a calendar year.
- Employees shall receive compensation while on Short Term Disability as follows:

<u>Years of Full-Time Service</u>	<u>Full Salary</u>	<u>2/3 Salary</u>
<u>(by Year-end)</u>		

Over 3 months to under 6 years	6 weeks	9 weeks
6 years and up to 11 years	11 weeks	4 weeks
11 years and over	15 weeks	Nil

- [The Provider will communicate, in writing to the employee, the outcome of the claims adjudication process. Should an employee’s claim for STD benefits be denied, the employee may submit an appeal to the Third-party Claims provider for consideration.](#)
- [Failure to comply with the Town’s STD Policy and Program, including abuse of the program and its benefits, may result in the closure of the employee’s STD claim file and further action by the Town as warranted.](#)
- [All medical/functional information given to the Provider is strictly confidential and will be kept separate from the employee’s file. Only functional abilities information, prognosis, and return to work date will be shared with Human Resources.](#)
- [From time to time, the Town may review the Short-term Disability Management Program and make changes to the procedures and tools to ensure the effective management of STD claims.](#)
- [For more information on the **Town’s STD program**, employees are encouraged to familiarize themselves with the STD Program and Early and Safe Return to Work \(RTW\) documents.](#)

[Long Term Disability](#)

- [An employee who is currently receiving short-term disability benefits and who anticipates that their leave may extend beyond the maximum STD disability period \(15 weeks\), must apply for LTD benefits. The application process must be completed in advance and as directed by Human Resources and/or the Town’s LTD insurance provider, to ensure the timely processing of their LTD claim and as on-going support for their absence. An employee approved for LTD benefits is required to provide documentation to support continued eligibility for LTD benefits as requested by the Town’s LTD insurance provider.](#)
- [The Town will pay one hundred percent \(100%\) of the premium costs of the Long-Term Disability Plan. Upon qualifying, the Long-Term Disability Plan pays 66.67% of an employee’s regular monthly salary based on their annual salary to](#)

the maximum stipulated in the benefits contract. An all-source limitation of 85% of gross salary is applicable.

- The Town is responsible only for arranging the contract to provide benefits. The final terms of the Plan are found in the Master Contract of the insurance company. Claim administration and decision making is the responsibility of the insurance company.

Early and Safe Return to Work Program

Employees are to continue to perform their job duties to the Town’s expected standard, even if performing modified/duties or hours. While completing modified duties/hours, the standard of work performance will be in accordance with the employee’s capabilities as determined by the functional capacities identified by their treating doctor and/or specialist. Employees shall adhere to the Town’s RTW Policy and procedures (HS-032).

1. Policy

No employee shall be absent from work except as provided for in this section.

As applicable, employees must participate in the Disability Management program and Early and Safe Return to Work program as directed by their supervisor and/or Human Resources.

2. Incidental Illness

a. Every employee will be entitled to nine (9) working days of sick leave for each calendar year. This is to be applied to periods of disability of three (3) consecutive working days or less. The allowance of up to nine (9) working days is on an annual basis to cover incidental illness is not cumulative.

• Employees working a permanent rotation (not on call/casual) in a position designated as regular part time, and who have completed 2 years of service in that position by the current year’s end, will be entitled to up to sixty three (63) working hours of sick leave per calendar year, on a pro-rated basis. This benefit will start the following year and based on their average number of hours worked per year in the previous two years. The allowance of up to sixty three (63) working hours is on an annual basis to cover incidental illness and is not cumulative. Regular part time employees are not eligible for short term disability benefits. In the case of an employee working one or more positions within the Town, sick benefits may

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~~only be applied for hours missed at the regular part-time position, where the sick benefit hours were calculated. Payroll will maintain a current list of all such designated positions.~~

~~• Starting July 1, 2023, employees working a full-time contract position having completed one year of service and having worked a minimum of 90% of full-time hours in that year, will be entitled to receive nine (9) working days of paid sick leave. All sick leave provisions will be pro-rated for partial years.~~

~~• The types of purposes that entitle an employee to receive payment for incidental illness are the following:~~

~~i. illness of the employee~~

~~ii. illness of an immediate family member (child, spouse, parent, parent-in-law, sibling, sibling-in-law, grandparent and grandchild, and step-relations of previous)~~

~~iii. medical appointments for the employee or an immediate family member~~

~~• When absent due to illness, each employee shall notify their Supervisor within one-half hour of normal starting time on each day of such absence.~~

~~• Any employee who is absent from work due to illness for longer than three (3) days at one time shall, at the discretion of the Town, file a medical certificate with their Department, clearing them to return to full or modified duties.~~

~~• A doctor's certificate may be requested by an employee's supervisor at any time.~~

~~Short Term Disability~~

~~a. Short Term Disability benefits will commence on the fourth (4th) consecutive working day of disability and end after 15 weeks. The first 21 hours must be covered from the~~

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employee's incidental illness days. In order to qualify for Short Term Disability benefits, the employee must provide a medical certificate from a health care provider stating the following

- i. the anticipated date of return to work; and
 - ii. whether the employee will return to work with restrictions that will require accommodation.
- Periods of disability due to the same or related cause, separated by twenty (20) consecutive working days or less, will be considered a single period of disability.
 - Employees will receive the full salary entitlement only once in a calendar year.
 - Employees shall receive compensation while on Short Term Disability as follows:

Years of Full Time Service (by Year end)	Full Salary	2/3 Salary
Over 3 months to under 6 years	6 weeks	9 weeks
6 years and up to 11 years	11 weeks	4 weeks
11 years and over	15 weeks	Nil

From time to time, the Town may review the Short term Disability Management Program and make changes to the procedures and tools to ensure the effective management of STD claims.

Long Term Disability

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a. ~~An employee who is currently receiving short-term disability benefits and who~~

~~The Town will pay one hundred percent (100%) of the premium costs of the Long-Term Disability Plan. Upon qualifying, the Long-Term Disability Plan pays 66.67% of an employee's regular monthly salary based on their annual salary to the maximum stipulated in the benefits contract. An all-source limitation of 85% of gross salary is applicable.~~

~~The Town is responsible only for arranging the contract to provide benefits. The final terms of the Plan are found in the Master Contract of the insurance company. Claim administration and decision making is the responsibility of the insurance company.~~

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Leave of Absence

- Employees can request an unpaid leave of absence for a special circumstance. Any leave of absence will require consultation with the Director of Human Resources and the respective Department Head to determine operational impact and the approval of the Chief Administrative Officer.
- At least two (2) weeks' notice should be given before the requested leave of absence, unless required due to an emergency. All requests shall be in writing and state the reason for the leave.
- Where a leave of absence has been granted in excess of twenty (20) working days, vacation pay shall not accrue during such leave. The employee on this leave may at their option, pay for the continuation of their healthcare benefits. Arrangements for payment of benefit premiums must be made with the Director of Human Resources in advance of the leave.

Reservist Leave

- To qualify for unpaid reservist, leave the employee must have worked for the Town for at least three months.
- An employee requesting leave as a result of their required attendance for domestic operations, international deployments or military skills training shall provide a copy of the notice requesting their attendance to the supervisor.
- Reasonable notice in writing must be provided by the employee before the start and end of the leave.
- Reservist leaves fall under the regulations stated in [Bill 2, Fairness for Military Families Act \(Employment Standards and Health Insurance\), 2007](#).
- The Town is not required to continue pension or benefit contributions for the duration of the leave.

Compassionate and Bereavement Leave

- Bereavement leave arising from the death of a spouse/companion, parent or child will be granted with pay up to a maximum of five (5) normally scheduled working days. Bereavement leave arising from a death in the immediate family, other than a spouse/companion, parent or child, will be granted with pay up to maximum of three (3) normally scheduled working days.

Immediate family shall include:

5 Days	3 Days
Spouse	Sibling
Companion	Grandparent
Child	Grandchild
Parent	Parent-in-Law
	Sibling-in-Law

- Compassionate leave may be granted upon consideration of a special circumstance an employee is encountering after consultation with the Director of Human Resources and approval of the Department Head. Compassionate leave that extends beyond 10 business days must have the approval of the Chief Administrative Officer.

Jury Duty/Subpoena Notice

- An employee who is required to serve as a juror will be granted a paid leave of absence. The employee shall be paid one-day's pay for the loss of each day of work at the Town provided that they report for work when not actually required for attendance for jury duty. Upon returning to work the employee will provide proof of such service and will reimburse the Town for any monies earned for performing such service, excluding mileage.
- When an employee is subpoenaed on matters of their employment, and since the employee is acting as an agent of the Town, the employee shall receive their regular pay and the Town's normal expense policies will apply. The employee will reimburse the Town the total compensation including mileage, etc. that they receive from the Court or Tribunal.

Inclement Weather

Refer to the Inclement Weather procedure particular to each facility for information on closure procedures.

- If the Town facility an employee works in is open, time lost due to inclement weather must be reconciled.

- If the Town facility an employee works in is closed, time reconciliation is not necessary from the time of closure.
- In cases where the Town declares it so, the Emergency Plan and Preparedness Manual policies will take effect.

Emergency Plan and Preparedness Manual

In declared Emergency situations (such as a Pandemic or a natural disaster), the [Emergency Plan and Preparedness Manual](#) will take effect.

Pregnancy and Parental Leave

- Pregnancy and Parental Leave is granted in accordance with the provisions of the [Employment Standards Act, 2000](#), as amended.
- Eligibility requirements for Pregnancy and/or Parental Leave are detailed in the Employment Standards Act, 2000, as amended.
- The employee must give the Town at least two weeks written notice of the anticipated date the leave will begin.
- The Town will continue to pay premiums for benefit coverage.

Part-time Firefighters

- a. Employees who are also part-time firefighters may not leave their normal workplace to answer a call, if doing so will create an unsafe condition.
- b. The employee agrees to return to their regularly scheduled work as soon as possible after their part-time fire duties has been completed.
- c. When called out to an emergency scene during regular working hours, the employee will only receive payment at the applicable part-time firefighter rate. During the emergency call out, an unpaid absence will be granted from their full-time position.

External Secondment

Requests for secondment from an external employer must be approved by the employee's Supervisor, Department Head, and the Chief Administrative Officer.

Section 10 - Convention, Conference, Employment Expenses and Professional Fees

1. Employees authorized to attend a conference or convention will be paid the following allowable expenses:

- Transportation expenses equal to but not exceeding economy airfare, will be paid upon presentation of receipts or ahead of time using a Town purchasing card;
- Mileage at the approved rate when the employee elects to use his/her motor vehicle for travel, providing the mileage and parking costs do not exceed the economy airfare provided for in (1) above;
- Hotel accommodation, ground transportation, meals not including alcoholic beverages (only when meals are not included in conference fees); and
- The Town will pay one hundred percent (100%) of the cost of registration for an employee attending a conference or convention.

All convention expenses, whether pre-paid prior to the convention or out-of-pocket expenses incurred at the conference, shall adhere to the [Purchasing Policy](#).

2. Receipts for all expenses including meals, hotel accommodation, ground transportation, registration, air travel, parking, and/or reasonable out of pocket expenses if applicable, must be directed to the respective supervisor within thirty (30) days of return from the convention or conference. Expenses not pre-paid on a Town purchasing card will be reviewed for reimbursement with approval by the Department Head upon the presentation of receipts.
3. The Chief Administrative Officer must approve conference attendance outside of Ontario or when the expense will be greater than \$1,500.

4. Professional Fees

The Town of Halton Hills will pay the cost of annual membership fees of professional organizations as set out below:

- for memberships that are necessary for the practice of the employee's profession and is a requirement outlined in the employee's job description, the Town shall pay 100% of the cost of each membership.
- for memberships in organizations that contribute to the professional growth and development of the employee and benefit of the Town, the Town will pay 100%. This membership shall be one that is corporate in nature; the employee's membership is by virtue of their employment with the Town and is not transferable when the employee is no longer employed by the Town.
- Membership fees must be approved in the Department budget.

5. Employees required to use their personal motor vehicles as a condition of employment shall be reimbursed at the rate ~~\$0.56~~ ~~\$0.63cents~~ per kilometre. Mileage will be based on the lesser of: the distance from the employee's place of work to the business location versus the distance from the employee's home to the business location shall be used as the basis

for the mileage claim when the trip either starts at and/or ends at the employee's home. The mileage rate will be reviewed annually.

- Expenses incurred using a toll road (e.g., 407 ETR) will be reimbursed to the employee and limited to the trip toll charges. Any amounts related to the acquisition of a transponder or related service fees are not included. Town Purchasing Cards are not be used to pay third-party or personal 407ETR invoices. Refer to the [Purchasing Policy](#) for further guidelines on use of a Town purchasing card.
- The positions of: Supervisor of Construction, Construction and Infrastructure Management Technologist, Project Manager – Municipal Infrastructure, Infrastructure Engineering Technologist, Junior Infrastructure Technologist, Infrastructure Technician, ~~Development Inspector~~[Engineering Construction Inspector](#), ~~Development Construction Coordinator~~ and Building Inspectors in the Transportation and Public Works Department, Landscape Architect, Landscape Architectural Technologist and Senior Landscape Architect in the Recreation and Parks Department, and Municipal Law Enforcement Officers in the Office of the CAO will be paid an additional \$.05 per kilometre while performing inspection duties in the field.

Section 11 - Employee Education and Development

The Town of Halton Hills is committed to assisting employees in any way possible, to obtain education and development opportunities that will increase their skill level and enable the challenges of the future to be met. Education and development opportunities may take the form of one of the programs below.

Education Reimbursement Program (graded courses)

- Course Eligibility Criteria
 - i. course must be taken through an accredited College, University or Professional Association
 - ii. course has a pass or fail criteria
 - iii. course attendance is on an employee's own time (overtime will not be paid for the employee to attend)
 - iv. request for reimbursement has been made to the respective supervisor prior to enrolment
 - v. course must be approved by the Department Head prior to enrolment
- Reimbursement

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- i. The Town will reimburse tuition and stated required course textbooks only; supplies, mileage and personal expenses are the employees' responsibility when choosing to participate in a course. Approved expenses costs are to be paid by the employee and reimbursed through the Education Refund process
- ii. The Town will pay 100% of the cost of a "required course" as determined by the Department Head and all purchased course material becomes the property of the Town
- iii. The Town will pay 50% of tuition fees of approved courses that benefit the municipality, but are not exclusively related to the employee's current position
- iv. Employees will receive 50% of the amount approved (50% or 100%) on initial enrolment with proof of registration and payment, and the balance upon receipt of satisfactory proof of successful completion of the course by way of final grade or certificate.
- v. Tuition fees will be reimbursed to a maximum of \$1800 per employee per calendar year, and textbooks up to a maximum of \$200 (with original receipts). Purchased textbooks become the property of the Town.
- vi. If a cumulative exam is required to attain a professional designation at the end of a course or a series of courses, the Town will reimburse the exam fee (if applicable) only upon receipt of satisfactory proof of successful pass of the exam.

Reimbursement Procedure:

Education Refund application forms must be approved by the department and submitted to Human Resources before payment is processed. Note:

- i. course eligibility guidelines must be met
 - ii. receipts must be attached with authorizations
- c. Retention Clause

If an employee should terminate employment with the Town, the employee will reimburse the whole amount of tuition fees paid to the employee within the previous twelve (12) months to the Town.

If an employee is approved to attend a series of courses culminating in a diploma or degree, the employee will be required to enter into an agreement with the Town (managed by Human Resources) outlining additional criteria, for example costs, timeframes, relevance to present position and repayment schedule should the employee terminate employment with the Town within a specified time period.

1 Training and Development Opportunities (non-graded courses)

- Employees interested in job-related training opportunities that do not fit the criteria for the Education Reimbursement Program, may request the cost of the registration fee be paid for through their department training budget.
- Job related courses are programs or trainings designed to develop skills, knowledge, and effectiveness in the employee's current position with the Town.
- Managers shall have the authority to grant approval for staff within his or her work unit to attend training seminars, provided the necessary funds have been allocated in the current year's operating budget.
- Managers have at their discretion the authority to approve training courses for employees that are not directly job related but are designed to develop skills to support future career goals with the Town, provided there are the necessary funds available in the budget.

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Section 12 - Employee/Employer Relations

1 General

For consistency of interpretation or clarification on personnel policy matters, questions should be directed to the Director of Human Resources. An employee may ask for the response in writing.

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Employee Complaint Procedure

- An employee is encouraged to discuss any complaint with their immediate supervisor.
- If an employee is not satisfied with the outcome of such a discussion, the following steps are to be taken.

Step 1 – The employee(s) may submit a signed complaint to their Department Head. Within seven (7) working days following receipt of said complaint, the Department Head will meet with the affected employee(s) and the supervisor jointly to discuss the issue. The Department Head shall, within seven (7) working days of the meeting, notify the affected employee(s) of their decision regarding the complaint. Failing resolution at Step 1, the employee(s) may proceed to Step 2.

Step 2 – The affected employee(s), within seven (7) working days, shall submit the complaint in writing to the Chief Administrative Officer. Within seven (7) working days the Chief Administrative Officer shall meet jointly with the affected employee(s), the Supervisor, the Department Head and the Director of Human Resources. The Chief Administrative Officer shall respond to the complaint within seven (7) working days. The decision is final.

- Time frames may be waived upon mutual agreement.
- All responses to complaints shall be in writing.

Disciplinary Procedure

All discipline will be meted out, taking into consideration the principles of progressive discipline. Any disciplinary action must be authorized by the Department Head with consultation with the Director of Human Resources. Termination may only occur with the approval of the Chief Administrative Officer.

Section 13 - Employee Health and Safety

1- Health and Safety Committees

- The Joint Health and Safety Committees will consist of at least two (2) full-time employees and two (2) management employees.
- Meetings will be held during daytime working hours and employees shall be paid at their normal rate for attendance at such meetings. Meetings will be scheduled in accordance with the [Occupational Health and Safety Act](#) or at times agreed to by the Committee. The co-chairs of the committee will be appointed by the members of the Committee.
- Joint Health and Safety Committees for the Fire Department and CUPE Local 73 employees, and any other group(s) as deemed necessary by legislation, will be governed by their collective agreements.

Protective Equipment

- The Town shall provide employees with protective equipment and clothing as required to safely perform their duties. The determination as to what constitutes appropriate equipment and/or clothing will be made by the Manager or Supervisor.
- All employees must wear and/or use the safety equipment provided for the task being performed
- The Town will pay full time employees up to \$200.00 annually towards the cost of purchasing CSA certified grade 1 footwear, bearing the green triangle patch. New full-time employees shall be reimbursed for purchases made three months after commencement of employment. Payment will be made upon proof of purchase, and safety footwear will be replaced on an as needed basis, limited to one pair of footwear every calendar year. Part time employees will be reimbursed for safety footwear in accordance with their home department.

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- Employees shall wear all protective equipment necessary while engaged in either supervision or inspection of construction or maintenance work, of any type, to comply with the Occupational Health and Safety Act.
- The Town accepts no responsibility for damage to personal clothing or footwear of any employee.

Section 14 - Recruitment

All recruitment activities will comply with the [Accessibility for Ontarians with Disability Act \(AODA\) – Integrated Standard \(2005, as amended\)](#). [Statement of Commitment](#) posted on the HILLS.

1- Position Vacancies

- When a vacancy occurs, the Department Head shall consult with the Director of Human Resources and obtain the approval of the Chief Administrative Officer to fill the vacancy, and the manner in which it is to be filled.
 - It is the Town’s desire to promote existing employees whenever appropriate to do so.
 - Unless otherwise specified, all employees are eligible to apply for a secondment.
- i. A secondment refers to a posting available for a specific time period and of a temporary nature.
- When an employee is successful, both departments will agree to the start date for the secondment.
 - Position vacancies will be posted by Human Resources for at least five (5) working days internally and may be advertised externally in conjunction with the internal posting.
 - Resumes will be collected by Human Resources and distributed to the respective interview committee members.

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2- Appointments

- The Town is supportive of its employees and their aspirations for professional development; the procedure for appointments upholds that commitment.
- b. The decision to appoint or post a vacant position will depend on a number of factors including whether there is more than one interested and/or qualified successor already on staff, the urgency to fill the position, employee engagement considerations (e.g. increasing opportunities for advancement), whether there has been an acting appointment filling that position, the outcome of previous attempts to fill the position in

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the past as well as other considerations relevant for the position as determined by the Department Head.

- c. Special consideration for appointment will be given to contract staff whose position is converted to a full-time position based on their work performance while doing the job, whether they have already participated in a recruitment and selection process for the position and any other considerations relevant for the position as determined by the Department Head.
- d. Factors that are to be considered when deciding whether to appoint a person into a position include:
 - i. Employee must have indicated a previous interest in the position to the affected Department Head and to their own Department Head and supervisor through their GPS;
 - ii. Employee be fully qualified or be actively pursuing qualification;
 - iii. Employee must have met the goals/objectives and learning plans of their position as set out by their Department Head/Supervisor. These goals and plans have been outlined in the performance review form and ongoing discussions have been held. A learning plan should include projects, assignments and opportunities for team and group work that support the appointment.
 - iv. Employee has no performance issues, is engaged and productive.
 - v. Employee has knowledge of the job and a clear understanding of the scope of the work.
- e. If the employee is not fully qualified for the position as per the job description, the employee must have demonstrated that they have been pursuing the education, training and mentoring opportunities as recommended, allowing them to qualify for the position within a timeframe acceptable to the Department Head.
- f. The Department Head will consult with the Director of Human Resources and present the opportunity of an internal appointment to the C.A.O. for approval. A review of the applicant's file and recent performance evaluation forms will be completed by the Director of Human Resources.
- g. All appointments will take into consideration any accommodation issues of the prospective employee in accordance the [Accessibility for Ontarians with Disability Act 2005, as amended](#).
- h. The C.A.O. will approve the appointment of an employee who is deemed qualified for a vacant position.
- i. The candidate will be informed by the Department Head as to the outcome of the decision by the C.A.O.
- j. The employee is expected to serve the normal probation period required for the position.

- k. Upon appointment to a position in a higher grade, the employee's salary will be placed in the appropriate grade band and step, and at no less than 5% of their current salary.

Hiring of Retired Employees

- Employees who have retired with an OMERS pension from a full-time position with the Town of Halton Hills may be re-hired only in accordance with this policy.
- If the work performed does not constitute an employer/employee relationship, the services will be subject to the Town's purchasing by-law.
- If the work does constitute an employer-employee relationship, it must be proven that such re-employment is necessary for the strategic needs of the Town.
- The re-employment must be on a temporary contract basis, generally of not more than a year for either a specific task or project, or to assist in the training of the employee's replacement.
- The C.A.O. and Director of Human Resources may approve such re-employment. The terms shall be negotiated by the Department Head with approval of the C.A.O. and Director of Human Resources.

Hiring of Relatives

- a. For the purpose of this policy, a "relative" is a person's spouse through marriage, common law, or companion, child, parent, grandparent, grandchild, sister, brother, aunt, uncle, niece, nephew, cousin and is inclusive of in-law and step relations of each in this list.
- b. Related Town employees cannot work in positions where one supervises the other or exerts a significant influence over the work or career advancement of the other.
- c. The determination of whether a relative is in a position to exert a significant influence over the work or career advancement of another relative is determined through consultation between the prospective employee, their Department Head and the Director of Human Resources.
- d. Employees who become related while they are employed by the Town must adhere to the same requirements as job applicants who are related to current employees in that they cannot work in positions where one supervises the other, or where one is in a position to exert a significant influence over the work or career advancement of the other. Such employees will be notified that they are in conflict with this policy.
- e. Employees in a conflict shall attempt to secure alternative employment within the Town with the Town's assistance.

- f. If after six months the Town is unable to accommodate the employee or the employee is unable to find alternative employment, then the Town will terminate the employment of one of the affected employees with reasonable notice.
- g. An employee who applies for a position where he or she is the successful candidate, and therefore, would supervise or exert significant influence over a relative, will be advised by the Town that they are eligible for the competition, provided that they resolve the conflict of interest to the satisfaction of the Town.

Organization Chart

- The Director of Human Resources will maintain all organizational charts outlining the authorized staff complement in consultation with Department Heads.
- This chart shall be approved by the Chief Administrative Officer.
- All permanent additions to the staff.

Section 15 - Members of Council

1. Members of Council are eligible for the following:
 - Mileage at the rate specified in [Section 10 - Convention, Conference, Employment Expenses and Professional Fees](#)~~Section 10 – Convention,~~
 - Healthcare benefits as set out below:
 - i. Mayor 100% of premiums paid
 - ii. Councillors 75% of premiums paid
 - iii. Coverage for the Mayor is at the same level as those of the non-union staff with the exception of Long-Term Disability benefits, which is excluded.
 - iv. Council is eligible for Extended Health Care, Vision and Dental coverage at the level currently provided for Councillors.
 - v. Councillors and the Mayor who have completed three consecutive terms of Council, who are no longer members of Council due to a retirement (and not an election loss) and of age 50 or above, will be eligible to continue participation in the Town's benefit program under the condition that they were already enrolled in the program at the time of their retirement. The benefit package includes coverage for Extended Health Care, Vision and Dental at the present levels. These benefits shall continue until the age of 70. The Town will pay 75% of the premium for Councillors and 80% of premiums for the Mayor.

Schedule A - Code of Conduct

Overview

- The Code of Conduct serves as a guide to staff in the conduct of their duties.
- Staff are to work together for the common good of the Town of Halton Hills.
- When representing the Corporation of the Town of Halton Hills, high standards of personal and professional conduct are expected to be maintained. The trust and confidence bestowed upon staff by the Corporation and the community must be reflected through conduct that demonstrates integrity, competency and impartiality.
- This Code represents general standards. It clarifies the Town's expectations. It does not replace laws, professional obligations or personal ethics.
- The onus is on individual staff to ensure that they adhere to the Code of Conduct.
- In accordance with relevant legislation, the workplace includes all locations where business and/or social activities of the Town are conducted, including Town offices, premises and property (including company owned vehicles and personal vehicles when the vehicle is being used for town business) and any other site (including business travel) on which staff are performing duties pursuant to their employment with or engagement by the Town.

Respectful Workplace

- Staff are to contribute to a positive, safe and healthy workplace that results in the preservation of equality and creates an environment that supports an individual's physical, emotional and social well-being.
- Interactions with others at the Town will be professional, courteous and respectful whether in person, via phone or on-line.
- Staff are to be reasonable and fair in their interactions with each other and are to resolve any differences in a mature and constructive manner.

Fit for Work

For the purpose of this clause:

Drugs mean any substance (legal, illegal, prescribed, non-prescribed or otherwise), including but not limited to a substance identified by the [Controlled Drug and Substances Act, SC 1996 c 19](#), the use or after-effect of which intoxicates and/or impairs a user's judgment or ability to perform assigned duties and/or ability to be Fit for Work. This includes, but is not limited to; opiates, hallucinogens, and cannabinoids (including medical marijuana and recreational marijuana). It also includes medications (prescription and over the counter).

Fit(ness) for Work means an employee is able to safely, predictably and effectively perform assigned duties without limitation resulting from the use or after-effects of substances as defined above.

Staff contribute to a safe and healthy workplace by arriving and remaining fit for work while they are on duty or otherwise engaged in business on behalf of the Town. The Town understands the importance of safety, well-being and productivity of its people and strives to safeguard the workplace from injury and accidents/incidents through the attentiveness, capability and Fit for Work status of those in the workplace.

The Town prohibits staff from:

- Reporting to the Workplace impaired by alcohol or drugs, and/or becoming impaired by alcohol or drugs while on duty;
- Using alcohol or Drugs at the Workplace;
- A limited exception to the prohibition of alcohol in the workplace is the consumption of alcohol at special events or reception-type events where staff are representing the Town, as long as that individual uses good judgment when consuming alcohol, maintains professional conduct, and at all times adheres to the requirements of this clause and all applicable laws, including impaired driving laws;
- Selling or accepting the delivery of alcohol or drugs at the workplace.
- Employees using medications during work hours are responsible for knowing the potential effects that medications may have on his/her Fitness for Work and to report to his/her supervisor the use of any medications which may impair his/her fitness for work.
- It is the responsibility of employees to be aware of and report any and all unsafe or hazardous work conditions to a supervisor. Impairment from alcohol or drugs (including medications), or the failure to be fit for work, is a workplace hazard and is subject to the Town's Hazard Reporting procedure. An employee must also immediately advise their supervisor of any behavior that they witness or become aware of that suggests any other employee is not fit for work.
- Staff who are reasonably believed to be unfit for work will not be permitted to continue working and may be required to leave the workplace.
- Subject to the legal duty to accommodate, the Town will make reasonable efforts to assist an employee who self-discloses a drug or alcohol dependency. An employee will not be disciplined for this self-disclosure. However, this disclosure does not eliminate the need for an employee to maintain satisfactory work performance or to comply with this Fit for Work clause and will not preclude discipline for failing to do so.
- Contravention of this Fit for Work clause may result in disciplinary action, up to and including termination of employment or any other relationship that the

Town has with the person. Where applicable, the Town may also involve the proper legal authorities as required and in accordance with all applicable laws.

Customer Relations

- All communication shall be handled in a courteous and respectful manner. An objective and impartial attitude shall be maintained in dealing with all citizens as they have a right to present their views.
- Staff shall exercise care when communicating with the media on municipal matters.

Confidential Information

- Staff have access to confidential information by virtue of their position with the Town of Halton Hills.
- Confidential information must not be disclosed or released, by any means, either in verbal or written form, to any person other than to those who are properly entitled to this information.
- The Town's logo (an official trademark), confidential information or information that may be restricted under Freedom of Information laws must not be posted or referred to on any social networking site such as, but not limited to, Facebook, Instagram or Twitter or any other internet site without prior authorization.
- Where staff are unsure of the status of information, before making any disclosure, they shall discuss it with their Department Head. The Freedom of Information Head, or his/her designate, may also need to be consulted.
- Where a member of the public requests information regarded as confidential by the Town of Halton Hills, they must be referred to the Freedom of Information Head, or his/her designate, who will advise them of the formal procedures in accordance with [The Municipal Freedom of Information and Protection of Privacy Act](#).

Conflict of Interest

A conflict of interest exists where staff's private personal or financial interests, conflict with his or her public responsibilities.

Staff shall not:

- Engage in outside employment or enterprises that may negatively affect their duties and responsibilities with the Corporation.
- Place themselves in a position where they are under obligation, or appear to be under obligation, to any person who might benefit from special consideration or favour on their part.

- Deal with any application, agreement, or contract with the Town of Halton Hills for any loan, grant, award, land matter or other benefit in which they, their relatives, or their employer have a pecuniary interest.
- Gain personal benefit, directly or indirectly, from any knowledge about Town-related matters.
- Disclose or release, by any means, confidential information which they have acquired by virtue of their position with the Town for personal or private gain, or for the gain of their relatives, affiliated organizations, or their employer.

When a conflict of interest exists, staff must withdraw their direct involvement and refrain from any comment on the issue which might influence the decision.

Staff should consult with their respective Department Head if they have or sense a possible conflict of interest.

Employees who are also employed elsewhere during their employment with the Town where the alternative employment is related to the work they do for the Town, must provide details of the alternative employment, and state their understanding and agreement of number 8 below (Municipal Resources). This shall be presented to the Department Head and the Town Clerk to verify that no conflict of interest exists.

Gifts and Hospitality

- In order to preserve the image and integrity of the Town of Halton Hills, business gifts should be discouraged. The Town recognizes that moderate hospitality is an accepted courtesy of a business relationship. However, staff should not accept any gifts or hospitality which could create, or be seen to create, any obligation or special consideration to an individual or business.
- There shall be no solicitation of gifts or acts of hospitality in recognition of the fulfillment of municipal duties.
- When in doubt of what is acceptable in terms of gifts or hospitality, the offer should be declined.
- If the refusal of any gift or act of hospitality will strain the Town's business relationship, the Mayor or the Chief Administrative Officer may accept it on behalf of the municipality with the appropriate acknowledgement.

Municipal Resources

- Unless otherwise approved by the respective Department Head, staff shall only use Town property, facilities, equipment, supplies and services, for activities associated with the provision of their job duties.
- Town technology, including computer software and intellectual property, shall be used solely for purposes that benefit the Town and that are directly applicable to the staff members' duties.

- Staff shall not utilize the Town's purchasing activities for the acquisition of personal goods or services.

Political Involvement

- Civic resources shall not be used on any election campaign. No individual can hold any campaign-related activities for any election within municipal facilities.
- Staff are discouraged from direct involvement in the Town and Regional election campaigns.
- A member of staff who intends to be a candidate in the local municipal election (including regional offices) must take an approved leave of absence and, if elected, must resign their position(s) with the Town of Halton Hills.

Enforcement

- The provisions of [The Municipal Act](#), [The Municipal Conflict of Interest Act](#), and [The Municipal Elections Act](#) apply to instances of improper conduct of elected officials.
- The Chief Administrative Officer and Department Heads shall ensure that all employees are aware of this Code of Conduct, and to the best of their ability, that it is followed by all staff.
- Any member of staff who has direct knowledge of a breach of the Code of Conduct shall approach the Chief Administrative Officer in confidence.
- Where it is determined that an employee has committed a breach of the Code of Conduct, disciplinary action shall be taken in accordance with the relevant disciplinary procedures (referenced in Section 12, 3.a. [Disciplinary](#)

Interpretation

If any clarification is required of the Code of Conduct of the Town of Halton Hills, staff are requested to consult with the Chief Administrative Officer or Town Clerk.

Staff may wish to seek clarification about the Code of Conduct from their respective Department Head. The Chief Administrative Officer and Town Clerk are also available for consultation.

References and Related Documents

[Public Conduct Policy](#)

[Electronic Mail Policy](#)

[Computer Use Policy](#)

Schedule B - Workplace Discrimination Prevention

Purpose

In accordance with the [Ontario Human Rights Code](#), the Town of Halton Hills has a Workplace Discrimination Prevention Policy. The Town of Halton Hills is dedicated to protecting its employees, elected officials and citizen appointees (henceforth known collectively for the purpose of this policy as “employees” and included in the term “staff”) from discrimination in the workplace by co-workers, clients, customers, contractors, vendors or members of the public.

The Town of Halton Hills also prohibits harassment in the workplace, including that which is based on a prohibited ground(s) of discrimination under the Ontario Human Rights Code. For information about the Town’s harassment prevention policy, including how complaints of harassment (including harassment based on a prohibited ground of discrimination under the Ontario Human Rights Code) will be dealt with by the Town of Halton Hills, please see

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[Schedule C - Workplace Violence and Harassment Prevention](#)
~~[Schedule C - Workplace Violence and Harassment Prevention](#)~~

It is the objective of the Town of Halton Hills to ensure that every employee is treated fairly in the workplace and to ensure an environment free of discrimination as defined by the Ontario Human Rights Code. The Town of Halton Hills will not condone or tolerate behaviour that denies an individual their dignity and respect, or is offensive, embarrassing or humiliating.

It is the duty of every supervisor to ensure that all employees are aware of this policy and that it is followed by all staff.

The Town is very conscious of its duties, as well as the duties and rights of its staff in respect of discrimination as described in the Ontario Human Rights Code and seeks to abide by these duties at all times.

It is the purpose of this Policy to:

- define actions which may be considered discrimination by their nature;
- establish the process for reporting perceived discrimination;
- establish the process for investigating reported discrimination; and
- establish corrective measures to ensure any discrimination is eliminated from the workplace.

This Policy applies to all persons employed by the Town of Halton Hills including part-time, full-time, contract positions, elected officials, volunteers and citizen appointees.

Definitions

- Workplace
 - i. means all locations where business and/or social activities of the Town are conducted, including Town offices, premises and property (including company owned vehicles and personal vehicles when the vehicle is being used for town business) and any other site (including business travel) on which staff and citizen appointees are performing duties pursuant to their employment with or engagement by the Town.
 - ii. includes the employee's home when unwelcome contact from co-workers are received there; and
 - iii. includes the employee's home when unwelcome contact from other persons, acquainted as a result of work-related contact, are received there.

Unwelcome contact may include physical visits, telephone calls or contact via other electronic means.

- Discrimination

- The Ontario Human Rights Code states that every person has a right to equal treatment with respect to employment without discrimination based on:
- “race, colour, ancestry, place of origin, ethnic origin, citizenship, creed, age, sex, gender identity, gender expression, record of offences, marital status, family status, disability, or sexual orientation.”

Discrimination is differential or unequal treatment based upon the categories stated above.

- Harassment

- Harassment means a course of vexatious comments or actions that are known, or ought reasonably to be known, to be unwelcome. It can involve words or actions that are known or should be known to be offensive, embarrassing, humiliating, demeaning or unwelcome.
- Harassment can include such conduct as demands or threats, gestures, innuendo, remarks, jokes or slurs, displays of offensive material, comments about a person’s body, attire, habits, customs or mannerisms.
- Harassment can occur based on any of the protected grounds of discrimination. However, harassment can also occur when not based on any protected grounds of discrimination. Both forms of harassment are prohibited and more information about the Town’s harassment policy and program can be found in [Schedule C - Workplace Violence and Harassment Prevention](#) harassment, including those based on a prohibited ground of discrimination, should be made and will be addressed in accordance with the procedures set out in Schedule C.

- Poisoned environment

- A poisoned environment is created by comments or conduct that contributes to a discriminatory work environment. The comments or conduct need not be directed at a specific person, and may be from any person, regardless of position or status. A single serious comment or action may create a poisoned environment.

- Supervisor

- Any person in a position of authority.
 - Physical and Sexual Assault
- As defined by the [Criminal Code](#).
 - Supervisor’s Involvement
- A supervisor responding to an informal complaint should consult the Director of Human Resources and/or advisors before handling an issue.

- Accommodation

- i. Where an employee faces a barrier to performing their job duties based on a protected ground, the Town will work with the employee to determine their needs and to assess how reasonable accommodation may be provided in accordance to relevant legislation.
- ii. If an employee requires workplace accommodation related to a protected ground, the employee should first speak with their supervisor about the requested accommodation, and if necessary, the employee may address the requested accommodation with the Director of Human Resources.
- iii. An employee may be asked to provide supporting documentation related to such a request. Each request will be considered by the Town on a case-by-case basis and in consultation with the employee making the request. Accommodation requests made under the [Accessibility for Ontarians with Disability Act, 2005](#) will follow the Town's Individual Accommodation procedure.

Complaint Procedure

In order to file a complaint, an employee must feel that he/she has been the victim of an act of discrimination as described in this Policy.

As mentioned, if an employee's complaint relates to alleged harassment, including harassment based on a ground of discrimination listed in this policy, a complaint should be brought forward and addressed in accordance with the policy and program on violence and harassment found in [Schedule C - Workplace Violence and Harassment Prevention](#)~~Schedule C – Workplace Violence~~

An employee wishing to file a complaint under this policy should contact the Director of Human Resources.

When contacted by an employee wishing to file a complaint, the Director of Human Resources shall document the details of the complaint and after consulting with the Chief Administrative Officer, advise the complainant either:

- the alleged conduct does not fall within the jurisdiction of the Workplace Discrimination Prevention policy and may be pursued in another manner or forum,
- the alleged conduct falls within the jurisdiction of the Workplace Discrimination Prevention policy and will be investigated.

When the alleged discrimination conduct involves physical or sexual assault or the threat of such violence, the Town will immediately take any necessary action to protect the worker in accordance with the Town's Workplace Violence and Harassment Prevention policy found in

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[Schedule C - Workplace Violence and Harassment Prevention](#)

contacting emergency services and enforcement agencies.

~~[Schedule C - Workplace Violence and Harassment Prevention](#)~~, and this may include immediately contacting emergency services and enforcement agencies.

Investigation of Complaints

When a complaint is received, the Director of Human Resources will review the allegations with the Chief Administrative Officer and commence an investigation into the complaint.

An investigation may be conducted by a third-party external investigator at the Town's discretion, based on the nature of the complaint and any other relevant considerations.

At a time deemed appropriate and within the context of the investigation, the Director of Human Resources will:

- inform the alleged offender of the complaint and provide them with a copy of the complaint; and
- advise both parties that the complaint is under investigation.

Investigations will conclude that either:

- the allegation is substantiated; or
- the allegation is unsubstantiated.

Where a complaint is substantiated, appropriate action will be taken by the Town to address the discrimination that is found to have occurred. This may include taking disciplinary action against an individual who is found to have acted in violation of this policy, up to and including termination of employment for just cause.

If it is determined that a complaint has been brought forward in bad faith, the complainant may be subject to discipline, up to and including termination of employment for just cause.

Third Party Complaints

An employee who has reason to believe a co-worker is the subject of discrimination can initiate a complaint with the Director of Human Resources.

- The Director of Human Resources will contact the alleged victim to assess their views of the incident(s).

Where the alleged victim indicates that there is a valid basis for the complaint, the Director of Human Resources will proceed with the complaint procedure.

Where the alleged victim indicates there is no valid basis for the complaint, the Director of Human Resources shall remind them of this Policy and their rights under the Policy and the Human Rights Code. Whether any further action is taken will depend on the circumstances.

No Reprisals

Any reprisal against an individual who seeks to enforce their rights under this policy or raises a complaint of discrimination is strictly prohibited. Engaging in a reprisal against a person who raises a complaint of discrimination in good faith may lead to discipline, up to and including termination of employment for just cause.

Schedule C - Workplace Violence and Harassment Prevention

Overview of Policy

In accordance with the [Ontario Occupational Health and Safety Act](#), the Town has a Workplace Violence and Harassment Prevention policy (Schedule C). The Town of Halton Hills is committed to providing a workplace that is free from violence and harassment, including harassment based on prohibited ground(s) of discrimination under the [Ontario Human Rights Code](#). The Town of Halton Hills will provide a workplace that is safe and healthy, and which respects the rights and dignity of all. The Town prohibits workplace harassment, threats of violence and actual violence in any Town workplace.

The Town will not tolerate, ignore or condone any workplace harassment or violence, including threats of violence, and considers engaging in such conduct to be a serious offence that may result in disciplinary action, up to and including termination of employment for just cause.

This policy is posted in the workplace and this policy and program will be reviewed on an annual basis.

Scope

This policy applies to all Town employees, elected officials, citizen appointees, students, volunteers, contractors, and sub-contractors.

Purpose

The purpose of this policy is:

- To foster a respectful and harassment free workplace through the prevention and prompt investigation and resolution of workplace harassment complaints, including sexual harassment complaints.
- To ensure that incidents of domestic violence that may harm workers at work or arising from workplace relationships are effectively resolved.
- To provide a violence free workplace through a program that includes assessing risk and taking proactive measures to address identified risks.
- Take every reasonable precaution to protect workers from violence and threats of violence, including domestic violence in the workplace.

Definitions

- Violence
 - i. Means attempting to, or exercising, physical force by a person against an employee in a workplace that causes or could cause physical injury; or a statement or behaviour that is reasonably interpreted as a threat to exercise physical force that could cause physical injury to an employee.

- Domestic Violence
 - i. Means violence or the threat of violence by a person who has or has had a personal relationship with a worker – such as a spouse or former spouse, current or former partner or a family member or a friend who may physically harm, threaten or attempt to physically harm, that worker while in the workplace. Domestic violence may also include sexual, emotional and psychological intimidation, verbal abuse, stalking, and/or use of electronic devices to harass and control.
- Workplace Harassment
 - i. engaging in a course of vexatious comments or conduct (any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person) against a worker in a workplace that is known or ought reasonably to be known to be unwelcome, or
 - ii. workplace sexual harassment (as defined below).

This includes words, gestures, intimidation, bullying, or other inappropriate activities.

Harassment may or may not be based on prohibited ground(s) of discrimination under the [Ontario Human Rights Code](#), such as race, colour, ancestry, place of origin, ethnic origin, citizenship, creed, age, sex, gender identity, gender expression, record of offences, marital status, family status, disability, or sexual orientation or any other prohibited ground.

Whether or not the harassment is linked to a ground of discrimination, workplace harassment is prohibited and will be addressed in accordance with this policy and program.

Workplace harassment does not include reasonable action(s) taken by an employer or supervisor related to the management and direction of workers or the workplace, and performance.

- Workplace Sexual Harassment
 - i. engaging in a course of vexatious comments or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
 - ii. making a sexual solicitation or advance, where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.
- Workplace
 - i. means all locations where business and/or social activities of the Town are conducted, including Town offices, premises and property (including company

owned vehicles and personal vehicles when the vehicle is being used for town business) and any other site (including business travel) on which staff and citizen appointees are performing duties pursuant to their employment with or engagement by the Town.

- ii. includes the employee's home when unwelcome contact from co-workers are received there; and
- iii. includes the employee's home when unwelcome contact from other persons, acquainted as a result of work-related contact, are received there.
- iv. Unwelcome contact may include physical visits, telephone calls or contact via other electronic means.

Overview of Procedure

- All reported threats or incidents will be taken seriously and will be investigated promptly with appropriate action taken as required.
- A review of risks will be conducted as often as necessary to protect workers from workplace violence and at least annually. Identified risks will be promptly addressed and measures implemented to mitigate such risks.
- A supervisor will advise the worker of, and the Town will provide necessary information, including personal information, related to, a risk of workplace violence from a person with a history of violent behaviour if, (a) the worker can be expected to encounter that person in the course of his or her work; and (b) the risk of workplace violence is likely to expose the worker to physical injury.
- The Town will take every reasonable precaution to protect employees from domestic violence where made aware, or where it ought reasonably to have known, an employee is at risk.
- Every person who has filed a complaint may seek assistance from his/her union or legal counsel, as appropriate. Frivolous or vexatious complaints will be dealt with seriously and an employee who makes a frivolous or vexatious complaint will be subject to disciplinary action up to an including termination.

Reporting Incidents of Violence/Harassment

- Incidents of violence/harassment must be reported immediately, so that an appropriate investigation can be conducted, and any necessary corrective or disciplinary action can occur.
- When a violent incident does occur, action must be taken to minimize its impact, including immediately summoning assistance. Such assistance should include, but not be limited to, depending on the incident, involvement of supervisors or managers, Human Resources, emergency services (police and/or health services) via dialing 911. In the event of injury, medical assistance must be contacted immediately.

- Incidents must be filed as soon as practically possible after the incident occurred using the Workplace Violence Report detailing the nature of the incident, dates, times, places, witnesses and names of those involved. The report may be completed by the Supervisor, employee or witness.
- All reports of violence/harassment must be forwarded to the Director of Human Resources. If the employee's supervisor is the person that the employee alleges engaged in violence or harassment, the employee may contact the Human Resources Department or their Department Head directly for any assistance in preparing and filing a complaint.
- In the case where the person who is alleged to have engaged in harassment or violence towards an employee is the CAO, the employee is to file their complaint with the Mayor and the Director of Human Resources in accordance with the procedure in this policy.

There will be no negative consequences or reprisal for reports made in good faith.

Investigating Incidents of Violence/Harassment

- Once a Workplace Violence & Harassment Report form is received, it will be kept strictly confidential. Identifying information about any individuals involved will not be disclosed unless the disclosure is necessary for the purposes of investigating, taking corrective action with respect to the incident or complaint, or is otherwise required by law.
- An investigation will be conducted for complaints received or where the Town has reason to believe an incident(s) of workplace violence or harassment has occurred. The investigation may be conducted by Human Resources, appropriate management personnel or an external third party, appropriate to the circumstances of the complaint/incident. There will be no negative consequences for reports made in good faith.
- Interviews that take place as part of an investigation into workplace violence or harassment will be conducted separately with the complainant, the alleged perpetrator, the supervisor and any individuals who may be able to provide relevant information. The conversations will be documented, and the notes will be read and signed by those interviewed to confirm accuracy. Wherever possible, interviews will be conducted in a private boardroom away from the persons' workspace to preserve the confidentiality of the process.
- A written report will be prepared by the investigator summarizing the investigation findings and forwarded to the Director of Human Resources and CAO so that appropriate corrective measures can be taken.
- A written response outlining the results of the investigation and any corrective actions that has been taken or that will be taken as a result of the investigation will be given to the complainant and the alleged perpetrator.

- Depending on the severity of the violence/harassment, if found to be in violation of this policy, the perpetrator will be subject to a range of corrective action up to and including termination of employment for just cause.
- The Workplace Violence and Harassment Report form and notes from the resulting investigation will be kept in a locked file in Human Resources.

General Provisions

- Criminal Harassment - Criminal Harassment such as stalking, threats and sexual or physical assault are covered by the Criminal Code. Employees are encouraged to report any criminal behaviour to the Police. Staff are not to place themselves at risk or jeopardize anyone's safety when dealing with any perceived or real situation of violence, or threats of violence, including domestic violence.
- Reprisals - No employee should be subject to reprisal for filing a complaint in good faith, under this policy. Anyone experiencing reprisal should report it immediately to their supervisor/manager or Human Resources.

Responsibilities

CAO/Commissioners/Chief Librarian/Executive Directors/Directors/Deputy Chiefs/Assistant Deputy Chiefs

- Create, promote and maintain a safe workplace that is free from violence/harassment
- Intervene immediately when threats or incidents occur
- Provide training and ensure that this policy and procedure is accessible, available to all staff and supported
- Review and monitor initial Risk Assessments and subsequent reviews
- Prevent and terminate harassment, violence or threats by:
 - i. Communicating and supporting the Town's objective to provide and maintain a workplace free from violence/harassment
 - ii. Not ignoring or condoning behaviour that is contrary to this policy and procedure
 - iii. Taking all complaints seriously, conducting an initial assessment of the situation and reporting and participating in the investigation as required by the procedure
 - iv. Not engaging in behaviour contrary to this policy and procedure

Immediate Managers/Supervisors

- Create programs, promote and maintain a safe workplace that is free from violence/harassment

- Intervene immediately when threats or incidents occur
- Prevent and terminate harassment, violence or threats by:
 - i. Communicating and supporting the Town's objective to provide and maintain a workplace free from violence/harassment
 - ii. Not ignoring or condoning behaviour that is contrary to this policy and procedure
 - iii. Taking all complaints seriously, conducting an initial assessment of the situation and reporting and participating in the investigation as required by the procedure
 - iv. Not engaging in behaviour contrary to this policy and procedure

Human Resources

- a. Provide advice to employees, supervisors, management, and any employee concerned about a threat of or actual violent incident or harassment situation
- b. Promote, advance, support and ensure the effective implementation of this policy and procedure
- c. Investigate any threats or incidents of violence and harassment
- d. Advise the Joint Health and Safety Committees of the outcome of the risk assessments and measures to be implemented to address identified risks
- e. Initiate the annual review of the Workplace Violence and Harassment Policy and program and recommend any changes to Council, as applicable

Joint Health and Safety Committee

- a. Identify risk for workplace violence and harassment in the course of carrying out regular workplace inspection.
- b. Make recommendations to the Town regarding workplace violence and harassment, as they regularly do, for other occupational health and safety hazards under the [Occupational Health and Safety Act](#).
- c. Recommend to the Town and the workers, the establishment, maintenance and monitoring of programs, measures and procedures respecting the health and safety of the workplace.

Employees

- Do not engage in any behaviours that may be considered threats or acts of violence or harassment.
- Report acts of harassment, threats of or actual incidents of violence to their supervisor or Human Resources, where their supervisor is the alleged perpetrator.

- Inform their immediate supervisor or Human Resources if they are at risk of domestic violence, or know of an employee experiencing or at risk of domestic violence including violence and threat of violence.

References and related documents:

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| [Schedule B - Workplace Discrimination Prevention](#)~~Schedule B – Workplace Discrimination~~
[Occupational Health and Safety Act](#)
[Ontario Human Rights Code](#)
[Criminal Code](#)

~~Schedule D – Job Evaluation Policy~~

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~~The purpose of the Job Evaluation Policy is to establish an appropriate point range for each position, which then relates to the grades on the Town's Salary Grid (located on the Town's internal intranet, The Hills).~~

~~Job evaluation policies and procedures apply in the following circumstances:~~

~~Reorganization~~

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~~The Chief Administrative Officer will seek Council's approval for reorganizations affecting staff at the Department Heads' level.~~

~~A Department Head proposing a re-organization consults with the Director of Human Resources. Prior to the C.A.O.'s review, the Director of Human Resources, after discussions with the Department Head, should complete a preliminary job evaluation based on the newly completed job descriptions for the reorganized positions. Once the evaluation and cost implications are determined, then the case should be presented to the C.A.O. for~~

consideration and approval (i.e., business case, cost-benefit analysis should be brought to the C.A.O. for approval).

Upon receiving the Chief Administrative Officer's approval for the reorganization, the Department Head may request an evaluation of the reorganized job(s) based on a completed job description and the Town's Job Evaluation System Manual.

An evaluation will be conducted by the consultant appointed to conduct job evaluations using the Job Evaluation System Manual.

Reclassification

When the Department Head has determined that the content of an existing position has substantially changed, they will submit a revised, signed job description to the Director of Human Resources. Once received the job description will be reviewed and evaluated by the Consultant. If clarifying information on the changes is required, the employee may be asked to complete a Job Questionnaire or clarify details for the consultant by another means.

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New Positions

All proposed positions, full time or contract, will be approved by the Department Head in consultation with the C.A.O.; a job description is then to be submitted to the Director of Human Resources for evaluation by the consultant prior to the commencement of the recruitment process. The factors of the Town's Job Evaluation System Manual will be used to establish the point value. The point value determines where the position fits in the position grid and current salary schedule.

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Recommendation Implementation

The consultant's recommendations will be forwarded to the Chief Administrative Officer for approval.

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When the decision is made and approved, a change will be made to the position grid.

Salary from the job evaluation process will be implemented as of the date the job description has received final approval from the C.A.O. When determining the proper step placement in

~~the new grade band, a minimum increase of 3% over the current salary matched at the next highest step in the new band will be processed.~~

~~Staff members who require information regarding a decision may discuss the matter with the designated Human Resources staff.~~

~~The Chief Administrative Officer may ask the consultant to review any position.~~

~~Roles and Responsibilities~~

~~A designated Human Resources staff will administer, track and communicate results of any job evaluations.~~

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~~Should the consultant require clarification in order to evaluate a position, the staff member and/or the supervisor of the position being evaluated will be asked to meet with the consultant. His or her role will be:~~

~~a. To represent the job in question as accurately as possible.~~

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~~• To answer all questions posed by the consultant.~~

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~~Job Evaluation Information~~

~~Upon request, an employee will have access to the job evaluation information contained in the Rating Rationale pertaining to their own position. The Rating Rationale provided through the appeal process will not contain the scores for each evaluation factor but will contain information on the activities outlined in the job description that were deemed significant enough when measured against the evaluation factor to warrant inclusion in the rating process.~~

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~~Appeal Procedures~~

~~a. The incumbent or Department Head, who wishes to appeal the decision of the evaluation completed by the consultant must submit a written request to the Director of Human Resources, within thirty calendar days of the notification of the decision. An appeal~~

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~~received after the deadline will not be accepted, unless there are mitigating circumstances. These circumstances shall be decided upon by the Director of Human Resources.~~

~~• The appeal will include information to substantiate the request. The information should address each factor individually and identify any information that may have been missed or may have required further clarification.~~

~~• The consultant will review all information gathered through the appeal process and submit their decision, which will be presented to the C.A.O., Department Head and the Director of Human Resources.~~

~~b. A designated Human Resources staff will document the appeal and communicate to the employee within thirty days the results of the consultant's recommendation. The decision of the appeal will be final and binding.~~

~~c. The decision and any changes in remuneration shall be retroactive to the date that the Job Description has received final approval by the C.A.O.~~

~~d. An employee may request a review and re-evaluation of their job duties as contained in their job description. This request will be made of the Department Head, if there has been a substantial change in job duties. If their request is denied by the Department Head, the employee may appeal. This appeal will be submitted in writing to the Director of Human Resources, within seven days of the denial, with substantiating information, as outlined above. The Director of Human Resources will review the submission and may contact the employee and Department Head for further clarification. The decision will be made by the~~

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~~Director of Human Resources and the Chief Administrative Officer, which will be communicated to the employee, within thirty days. That decision will be final and binding.~~

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~~Schedule E—Adjusted Work Arrangements Policy~~

~~Corporate Guidelines~~

~~Non-union staff members may be eligible to participate in Adjusted Work Arrangements.~~

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~~a. Regular weekly hours must be worked over the adjusted work arrangement period before AWA is earned.~~

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~~Employees must work with their supervisors to establish individual and departmental schedules. Any workday may be taken off for adjusted work arrangement purposes.~~

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~~Employment Standards legislation requires employees to take at least a 30-minute eating period after 5 hours of continuous work. The 15-minute morning and afternoon breaks are not to be used either at the beginning or end of the day to shorten the workday. Morning and afternoon breaks are paid time off and are scheduled by managers to provide a pause in the workday.~~

~~Staff members who participate in this program should make every effort to schedule personal appointments during adjusted work arrangement time off.~~

~~Staff members using adjusted work arrangements must enter into written agreements (contracts) detailing work schedules and coverage arrangements with their departments,~~

~~which must be filed within the department. Adjusted work arrangement hours must be worked before time off is taken.~~

~~Supervisors may terminate the agreement at any time if coverage issues arise. Staff members may terminate the agreement with two weeks' notice.~~

~~Corporate Business Hours – Hours Town Hall is open to the Public:~~

~~Monday through Friday (8:30 a.m. – 4:30 p.m.)~~

~~Adjusted Work Arrangement Hours – Monday thru Friday (7:30 a.m. – 5:30 p.m.)~~

~~As per Section 6, Hours of Work, 1.d~~

~~Section 6 – Hours of Work, Overtime Hours and Standby of the Town of Halton Hills' Personnel Policy Manual, it is acknowledged that Department Heads shall have the right to~~

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~~change the times for the normal working hours, as required in order to achieve greater efficiency and effectiveness.~~

~~Lieu time and Adjusted Work Arrangements are separate programs. Lieu time entitlements may not be used to satisfy Adjusted Work Arrangements requirements.~~

Schedule F—Retirement and Service Recognition

~~This policy shall include full time, part time and employees working under contract.~~

a. ~~Eligible service includes full time, part time and service provided as an employee under contract.~~

b. ~~Only an employee's latest service shall be considered. That is, if an employee leaves the Town's employment and subsequently returns, only the subsequent service will be counted.~~

c. ~~Service recognition for existing employees shall take place annually on their service milestone.~~

Retirement Recognition

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Years of Service	Payment or Gift
5-9	\$150
10-14	\$175
15-19	\$200
20-24	\$225
25-29	\$250
30-34	\$275
35-39	\$300
40+	\$350

Employee Service Recognition

Employees who have served the municipality and remain on staff, shall be recognized on their service milestone in the following manner:

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Years of Service	Payment or Gift
5	\$30
10	\$50
15	\$100
20	\$150
25	\$175
30	\$250
35	\$300
40+	\$350

The gift value denoted under the Employee Service Recognition will be in the form of Tokens administered through the Employee Recognition on-line platform “Our Thanks to You”.

The reference to service implies service to the Corporation of the Town of Halton Hills or service to the former municipalities and/or organizations now encompassed by the Corporation of the Town of Halton Hills.

Payments or gifts are considered taxable benefits and will appear on the employee’s T4 in the year that they are earned.

Councillor Recognition

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~~a. Councillors who have served the municipality, and whose service meets the criteria of bullet point b. in the employee Retirement and Service Recognition section, shall be recognized in the same manner.~~

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~~• A Councillor or Mayor who retires from Council will receive a gift in the form of a Town-crested ring or other gift deemed appropriate.~~

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Schedule ~~DG~~ - Electronic Mail

Email Policy Statement

The Town of Halton Hills provides electronic mail (email) access to many employees and expects that the email system will be used appropriately.

Purpose

Email can be an effective means of communication but needs to be used in an appropriate manner. Electronic communication, however, can be subject to records management and [Municipal Freedom of Information and Protection of Privacy Act](#) (MFIPPA) considerations. This policy outlines the Town's expectations of employees regarding appropriate email usage, both in terms of message content, the use of technology, and to make email users aware of the limitations of email regarding privacy and Freedom of Information (FOI).

Scope

This policy applies to all employees, including elected officials, accessing the email system. For the purposes of this policy, "employee" shall include elected officials. "Email" includes all internal business and personal communication on the Microsoft Exchange system of the Town.

Legislative Requirements

The Municipal Freedom of Information and Protection of Privacy Act MFIPPA governs the collection, use and disclosure of information by the Town. MFIPPA applies to information in both hard copy and electronic form. Therefore, email communication is subject to the provisions of the Act.

In the FOI Act under MFIPPA, a "record" is defined as:

"any record of information however recorded, whether in printed form, on film, by electronic means or otherwise, and includes:

correspondence, a memorandum, a book, a plan, a map, a drawing, a diagram, a pictorial or graphic work, a photograph, a film, a microfilm, a sound recording, a videotape, a machine readable record, any other documentary material, regardless of physical form or characteristics, and any copy thereof, and

subject to the regulations, any record that is capable of being produced from a machine readable record under the control of an institution by means of computer hardware and software or any other information storage equipment and technical expertise normally used by the institution."

As noted above, an email message clearly falls within the meaning of a "record" whether printed out or not.

The other portion of MFIPPA is the protection of personal privacy. Personal information is defined as:

"recorded information about an identifiable individual, including:

- information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual,
- information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved,
- any identifying number, symbol or other particular assigned to the individual,
- the address, telephone number, fingerprints or blood type of the individual,
- the personal opinions or views of the individual except if they relate to another individual,
- correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence,
- the views or opinions of another individual about the individual, and
- the individual's name if it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual."

Guidelines for the Use of Email

With the above information in mind, the following guidelines have been developed and should be observed when using email.

Employees are responsible for managing email messages in their inbox, sent, deleted, and any folders they have created, as well as all attachments in their assigned email account.

Employees must identify and safeguard email messages and associated information of business value that have been created, collected, and stored during the course of their work, and identify and dispose of transitory email messages.

Examples of email messages of business value may include:

- Messages that reference a decision;
- Direct communications with clients/customers; and

Messages that authorize or complete a business transaction where that information is not captured elsewhere (e.g., in a financial or human resource system). Employees should regularly

delete transitory information. Do not include comments or statements in your email message that you would not include in a memo or letter.

If you need to include a comment to explain the information that you would not include in a memo or letter, tell the recipient in person. If comments are made in the message and it is printed by the recipient and placed on file, it becomes part of the record. If a formal FOI request is made concerning the subject, the comments may have to be released. This could be very embarrassing, not only for the individuals that made the comment, but also for the Corporation.

If an action needs to be recorded for future reference, email can still be used.

If you feel a paper trail is needed regarding action to be taken, the message may be printed and placed on file or saved as a text file in the appropriate corporate repository. Email messages and responses should be created with the thought in mind that the message may be printed, placed on file or distributed to others.

If you have to report information that you don't want released, mark the message confidential, which will be a "flag" in the processing of a formal FOI request, or preferably speak to the individual to pass on the information. Confidential notes may be released, if they do not fall into one of the exemptions of MFIPPA.

Filing of Email Messages

As noted in this policy, email messages can be printed and placed on file for future reference. When creating a message that will be printed for filing, the appropriate file number should be included. The file number may appear in the "Subject:" line or in the body of your message.

Ownership

All messages and documents created on any of the electronic systems of the Town are the property of the Town of Halton Hills.

Monitoring

Notwithstanding its right to access electronic documents, the Town does not routinely monitor communications via email. However, the Town monitors the Exchange email system and/or access individual email as required by legal obligations. This is done to protect the Town's interests in case of reasonable suspicion of crime, or to ensure that the business of the Town can continue, or if there is a legitimate business need to do so.

In the event that an employee leaves the Town's employ, he or she has no further right to access the email system. Access rights are to be terminated immediately. Further, the employee's supervisor may establish proxy access to the employee's email and calendar so that outstanding issues can be dealt with.

Usage

Accessing another individual's email for non-business reasons is not permitted. Employees are expected to use good judgement and to demonstrate a sense of responsibility when using email.

Business Communication

In the event that the email system is used inappropriately, disciplinary action, in accordance with the particular circumstances, may be taken. Any disciplinary action is governed by the Personnel Policy Manual (PPM). Corporate business communication is the primary purpose of the email system of the Town. An email message is a business record in the same way that a memo or letter is a business record. Therefore, email business communication should be treated in the same manner, as any other business correspondence, i.e., communication that is inappropriate under the Town's logo, is inappropriate in email. Information that would not be released in hard copy form should not be released in electronic form.

Personal Communication

Limited, occasional, or incidental use of the email system of the Town for personal communication is acceptable, provided the privilege is not abused. Corporate email should not be used when creating user accounts for personal services, social media accounts and subscriptions.

Privacy

Employees must be aware that their messages, both business and personal, may not be completely private, i.e., the Town may be required to access the information; the recipient may have authorized another person(s) to read his or her mail; the message can be forwarded to another party, or printed. Employees who wish their communications to remain completely private should consider another medium or method of communication.

Confidentiality

Generally, information which is sensitive or confidential in nature (such as personal information about individuals, employee performance or other human resource issues, information regarding issues to be discussed in camera, etc.) should not be sent via email, since absolute privacy cannot be guaranteed. Staff should consider another medium, before sending the message via email. When it is necessary to send sensitive or confidential messages via email, both the sender and the receiver are responsible for safeguarding the information. Please refer to the [Schedule G - Electronic Data Security, Storage and Handling Policy](#) ~~Electronic Data~~ sensitivity levels and permitted forms of transmission.

For example:

- a. The message should be sent, or forwarded, to only those having a legitimate business need to know the information

- b. Information Services staff are available to provide assistance in implementing system safeguards.
- c. Once the message has been sent or dealt with, it should be either stored to a long-term storage location (i.e., Teams) or printed and filed (if necessary) and deleted from the system

Information Not Appropriate for Email

While it is not possible to provide an all-inclusive list of inappropriate email communication, there are certain types of information that should not be communicated via email. These include, but are not limited to, the following:

- a. As per ~~Schedule G - Electronic Data Security, Storage and Handling Policy~~~~Schedule L~~ as Highly Confidential is not permitted to be transmitted to internal or external recipients via e-mail. Highly Confidential data may include personally identifiable information such as a SIN#, Credit Card#, Banking Account information, Employee or Payroll information.
 - Information which is, or may be, offensive or disruptive (such communication could constitute workplace harassment - refer to

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- ~~Schedule B - Workplace Discrimination Prevention~~
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- ~~—Schedule C - Workplace Violence and Harassment Prevention~~
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- b. Information which is derogatory to any individual or group, or which is defamatory or threatening in nature
- c. Information that is disseminated for a purpose that is illegal or for a purpose, which contravenes the policies of the Town or which is not in the interest of the Corporation
- d. Information for promoting or advertising a personal business

Appropriate Use of Technology

Email should not be used in a manner that is likely to cause network congestion or significantly hamper the ability of others to access and use the system. For example:

- a. Emailing campaigns to large numbers of external recipients should be done through use of a corporately approved service rather than from individual staff email accounts.
- b. Messages destined for all employees should be sent via email only when all employees have a significant business need to know the information.
- c. Messages destined for all employees, using the “Everyone HHILLS” distribution list must have the approval of their supervisor or manager before sending. Failure to do so is a disciplinary matter.
- d. Email allows recipients to respond either to the sender only, or to the sender and all recipients. Responses should be sent only to the sender, unless the response is significant to all recipients.
- e. Email messages must be deleted from the system when no longer needed based on established records retention policy.
- f. Chain mail creates unnecessary traffic on the network, and is therefore not permitted
- g. Staff should ensure that their electronic calendars are kept current to enable electronic scheduling of appointments, and that their individual address book information is accurate.
- h. The inclusion of the sender’s business telephone number at the bottom of email messages will assist the recipient if a telephone response is required or appropriate
- i. Employees are responsible for all electronic mail sent from their individual user name, and should take appropriate precautions to ensure that passwords are changed regularly and not shared, as well as using a screen lock when not at their station

Records Retention

Email messages are subject to the same retention requirements as hard-copy messages.

Electronic Messages as Official Records

An electronic message and any associated content (including attachments) that provides proof of service, evidence of decisions and actions, or documents the output of a process, operation or other activity by the Town is deemed to be an Official Record and must be captured and preserved. Electronic messages that are Official Records should be maintained according to the corporate records retention schedule.

Electronic Messages as Transitory Records

Transitory and personal electronic messages can be destroyed as soon as they are no longer useful. Transitory means the record does not document a business transaction, activity or decision and has only temporary value. Transitory records do not set policy or procedures and are not required for legislative, regulatory, legal, fiscal or operational purposes.

Documents that are needed for a limited time to complete a routine action or to prepare an official record are considered transitory and can be destroyed when the accuracy or completeness of the action has been verified or deemed correct. Some examples include the following: personal messages, miscellaneous notices, messages on upcoming special events, minor administrative details, convenience or duplicate copies of official records, publications and manuscripts, unsolicited advertising, and preliminary drafts which do not introduce significant changes in preparation of a final document and do not document official decisions.

Responsibilities

All employees are responsible for:

- a. using email appropriately
- b. ensuring that confidential information is handled appropriately, including limiting proxy access as required
- c. providing proxy access to their supervisor or designated individual during extended absences if requested/required
- d. adhering to established guidelines regarding passwords and access rights
- e. purging messages that are no longer required
- f. ensuring that electronic calendars are kept up-to-date
- g. reporting any abuses of the email system to their supervisor and/or to the Director of Information Technology Services
- h. ensuring that they have permission from their supervisor or manager before sending an "Everyone" email

Supervisors and Managers are responsible for:

- a. ensuring that employees under their supervision are aware of this policy
- b. ensuring that access rights of employees who terminate are rescinded, in a timely manner

- c. requesting temporary proxy access of terminated employees email systems for a limited time to ensure that issues are addressed
- d. ensuring “Everyone” emails are approved prior to distribution and that they are relevant to the information needs of all staff

Information Technology Services staff are responsible for:

- a. ensuring that the Town’s email system is efficient and appropriate for the needs of the Corporation
- b. providing email training, as required
- c. providing guidance and assistance to users on efficient email practices, as required

Contact

For more information, contact [Information Technology Services](#).

Schedule ~~HE~~ - Computer Use Policy

Introduction

This policy applies to all electronic networks and online platforms, owned and/or operated by the Town of Halton Hills, including personal computing devices when using the Town's electronic networks. Employees accessing the Town's electronic networks both in the course of their employment with the Town and/or from home using Town issued or their own personal equipment will be bound by the policy. The Town of Halton Hills wishes to act in a pro-active fashion, protecting employees from potential harm caused by electronic viruses, spam, harassment, data loss and other potential electronic information hazards.

Discussion

The Town of Halton Hills' corporate information technology infrastructure allows employees access to an extensive computer network and productivity tools through microcomputers. While electronic communication is efficient, it requires a certain amount of caution and restriction in its use. The Internet is a valuable tool to support the business endeavours of the Corporation, but again there may be risks involved that require caution on the employee's part.

Electronic Messaging Fundamentals

Emails or instant messaging systems are not inherently private – electronic communications are almost always recoverable, are considerably more difficult than other forms of voice or written communication to eliminate. Most email and messaging systems can store transmissions sent and received in a central bank where it can later be accessed or searched electronically by date or specific topic. Copies of transmitted and deleted electronic messages may be stored for months and even years on system back-up files and/or personal archives of recipients. Unauthorized access and the ease with which email can be reproduced, distributed and redistributed further emphasize the privacy risks associated with email.

Email files can easily be transferred and redistributed – once email is sent, the originator loses control over what the recipient does with it. Email can be reproduced, distributed, and redistributed without the knowledge of the original author. As such, the intended recipient of the transmission may not be the only person accessing the transmission.

Internet use and Email can be monitored

Internet and email utilization can be monitored for both incoming and outgoing activity without the knowledge of the user. There is often a false sense of anonymity that accompanies Internet access, and staff should be conscious of this risk.

The transmission of personal information in electronic format, the ability to monitor Internet and email activity from a remote site without detection, the ability to retransmit email without the originator's knowledge, and the ease with which third parties may access or reproduce another's email all underscore the risks to personal privacy by using electronic technology.

External Email (email entering and leaving the Town’s network)

In an attempt to prevent computer viruses from entering the Town’s network, all incoming external email is monitored and any that are deemed inappropriate, based on pre-defined “best practices” criteria, are quarantined. An administrator then evaluates any attachments or emails for virus risk or appropriateness.

Some email senders may have not configured their email service appropriately and as a result the Town’s email filtering solution may block these emails from being delivered. An Administrator can release these emails upon a validated request but the email recipient may be requested to provide details to the sender of the misconfiguration issue in hopes of them correcting the issue(s).

Deliberate blocking of emails from specific senders is performed at the request of the user. This is generally done to stop spam mail.

Information Technology Services has the ability to access and view outbound email, in order to ensure security measures and to assess email system performance.

Internal Email (email between employees within the Corporation)

Information Technology Services can track a particular email; identify the source and destination.

Mailbox sizes are limited to manage disk space. There is a size restriction on all individual emails sent. The Email Usage Policy sets a restriction on staff use of corporate-wide email broadcasts. The policy restricts the use of the broadcast mechanism for non-business related material.

MS Teams (Instant Messaging) and MFIPPA/Records Management

Instant messaging is intended for transitory discussion purposes only (discussions that do not constitute a business decision or action or set policy or procedures). Messages of a business, operations, decision-making (etc.) nature must be extracted from MS Teams and saved to corporate business files (email, letter, etc.) that are retained and subject to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Staff should be familiar with the Electronic Mail Policy (

) and ([Error! Reference source not found.](#)); and should be aware that the content in MS Teams, both personal and private may not be completely private and should never include comments or statements that would not be included in a corporate email, memo or letter. Note: the aforementioned applies to any instant messaging tool used by staff including but not limited to Zoom, WhatsApp and Facebook Messenger.

Web Browsing

The Town attempts to prevent staff from accessing web sites that are deemed inappropriate through the use of a filter. System administrators can identify which web sites staff are accessing; by default these inappropriate sites are blocked. However, under certain circumstances, staff may have a legitimate need to access these blocked sites. In these cases, the employee should make a written request to their manager, including the site name and/or URL required and the justification for why access is required. After approval, the manager forwards the request to the Director of Human Resources and Director of Information Technology Services for filing of the request and granting of access.

Electronic evidence is admissible in legal proceedings

Email transmissions, electronic calendars and other forms of electronic records are generally admissible into evidence in the course of legal proceedings. This is particularly important because email communication tends to be spontaneous and often takes on the characteristics of a telephone conversation. Whereas people may keep records of telephone conversations, the conversations are rarely taped, the use of these records in a legal proceeding may therefore be of limited value. However, email transmissions prepared casually and without due caution, may contain statements or admissions that can be damaging in a legal proceeding.

Inappropriate use of electronic technologies can result in violations of the Criminal Code, human rights legislation, breaches in corporate policies

The circulation of profane jokes, pornographic material, discriminatory statements, or hate material violates the Town's policies against discrimination, harassment, and workplace violence and may also contravene the *Ontario Human Rights Code*. In addition, the electronic downloading, possession and redistribution of inappropriate material (e.g. sexually explicit information, hate mail, racially offensive material, and/or profanity) may constitute a violation of the provisions of the *Criminal Code*. Anyone who transmits or delivers material that is obscene, indecent, immoral or scurrilous may also be in violation of the *Criminal Code*.

Employers can suffer civil or criminal liability for the actions of their employees

Ignoring or condoning the activities of employees at work and the use of Town resources can result in the employer being charged under the provisions of the *Ontario Human Rights Code*. This can result in an employer having to defend itself in a human rights complaint, or can result in civil suits against the organization in cases such as defamation. Employers have a legitimate interest in monitoring the utilization of its employees' electronic activity while at the same time

extending as much privacy to its employees as it can, without placing at risk its own legal obligations.

Computer Use Policy Objective

To ensure that employees authorized to access the Town of Halton Hills' electronic networks use those networks in a manner that is lawful, compliant with the Town of Halton Hills policies and procedures, and best protects the interests of the Town having regard for the privacy interests of its employees and the public.

Authorized Use

The Town of Halton Hills has a proprietary interest in its electronic networks, including computer hardware and systems necessary for the operation of electronic communication, including its email service and Internet access. The Town authorizes the use of its electronic systems for purposes related to the business of the Corporation of the Town of Halton Hills. The Town further authorizes the personal use of its electronic networks provided such use is reasonable, does not interfere with the Town's business and performed on the employee's personal time. All authorized use, whether for Town business or personal use, must be lawful, in keeping with the Town's policies and procedures, and consistent with the best interest of the Town.

Unauthorized use includes but is not limited to unlawful activities, contravention of federal and provincial statutes, actions that may make an individual or an organization liable to a civil lawsuit, and contravention of the Town's policies and Code of Conduct.

Note: Refer to [Schedule A, Confidential Information](#) Confidential Information, for and information on the internet.

Monitoring of Electronic Networks

The Town reserves the right to monitor its electronic networks for work-related purposes in order to assess system or network performance, protection of Town resources, and to ensure compliance with the Town's policy. Monitoring may be conducted without notice where the Town has reason to suspect unauthorized use of its electronic networks.

Protection of Privacy

Electronic forms of communication are subject to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and its regulations respecting the collection, use and disclosure of personal and other protected information. Email messages and records of Internet access are considered corporate records and are therefore subject to formal access requests made under the Act. Electronic records are also admissible as evidence in a court of law or before a tribunal. In order to protect personal privacy, the following guidelines are required:

- a. Discretion should be exercised before sending any email that contains sensitive or personal information.

- b. The MFIPPA limits disclosure of personal information to those persons who require such information in the performance of their duties. Distribution of personal information to others may constitute an unjustified invasion of personal privacy.
- c. Protect against unauthorized access to email systems through password protection. Do not share your password with anyone.
- d. When you leave your desk, lock the screen or log out to ensure that your electronic network systems are not accessible by others.
- e. As per [Schedule G - Electronic Data Security, Storage and Handling Policy](#), staff are to follow Data Storage and Handling guidelines that will provide direction on how best to work with and handle sensitive personal and confidential business information.
- f. Your messages will not be automatically encrypted during transmission. While on the Internet, your messages will likely pass through a number of systems, none of which are governed by the Town's security measures.
- g. Report any breaches of privacy or unauthorized disclosure to the Director of Information Technology Services, your respective Department Head and the Director of Human Resources.

Mandatory Training

Protecting the Town's information and network system is critical and the responsibility of all employees. The Town has a Cyber-Security awareness program to assist staff in developing skills in avoiding phishing attacks and other security breach tactics. Staff will be required to complete regular mandatory Cyber-Security Awareness training as administered by Information Technology Services and may, from time to time, receive simulated phishing attacks to demonstrate understanding and compliance with the Town's Cyber-security protocols. Refresher training may be required of staff, as needed and as determined by ITS.

Consequences of Non-Compliance

Breaches of the electronic network policy shall be reported immediately to the appropriate Department Head and the Director of Human Resources. Employees found to have engaged in a breach of the electronic network policy will be disciplined appropriately and such disciplinary action could range from removal of electronic network privileges to the termination of employment, in accordance with the Personnel Policy Manual. It is the responsibility of the employee to become familiar with the Town's policies, Personnel Policy Manual and Code of Conduct. If you require any of these documents, please contact your respective Department Head and/or Human Resources.

~~Schedule I – Employee Purchase/Repayment Plan for Personal Computers~~

~~Policy~~

~~The Payment Plan for Personal Computers facilitates acquisition of personal computers for staff by means of payroll deduction or post-dated cheques with interest charges that are equal to the Revenue Canada Prescribed Interest rate. The Employee Purchase/Repayment Plan for Personal Computers is available to all permanent full-time, regular part-time and Councillors of the Town of Halton Hills.~~

~~Rationale~~

~~In order to keep pace with the evolving world of personal computers, staff are encouraged to pursue acquisition of personal computers at home. This ultimately assists staff with their day-to-day job responsibilities, which are increasingly more dependent on personal computers. Having a personal computer can increase productivity and can decrease the amount of time spent in training.~~

~~General~~

- ~~a. This plan is available to permanent full-time, regular part-time and Councillors of the Town of Halton Hills only~~
- ~~b.a. The plan will be reviewed on a quarterly basis, or as new Revenue Canada Prescribed Rates are released~~
- ~~c.a. No additions to the purchase may be made during the duration of the loan~~
- ~~d.a. The Town of Halton Hills makes no warranties about the quality or performance of the equipment or software acquired under this plan~~
- ~~e.a. Only one plan per employee may be active at one time~~
- ~~f.a. Your purchase must be within 30 days of request for financing~~

~~Purchase Options~~

~~Participants may purchase a personal computer (PC), desktop, laptop or tablet from the vendor of their choice. Only the following peripherals are included under this plan, when purchased for use with the PC, desktop or laptop/tablet and subject to eligibility and approval:~~

- ~~a. Multi-purpose printer~~
- ~~b.a. Scanner~~
- ~~c.a. Fax machine~~
- ~~d.a. Keyboard~~
- ~~e.a. Mouse~~
- ~~f.a. Monitor (max. 22")~~
- ~~g.a. Software~~

~~h.a. Related warranty~~

~~The amount of the loan to each employee will be limited to a maximum of \$2500.00, inclusive of taxes. The Town will finance up to 90% of purchase price (inclusive of taxes), based on a receipt, indicating total price. Up to 90% of the purchase price to be paid to the employee when the receipt is presented.~~

~~**Payment Options**~~

~~a. Total loan paid through payroll deductions over two years (104 weeks), with an interest rate charged at the current Revenue Canada Prescribed Rate.~~

~~b.a. If a staff member is on any leave of absence, where they are not generating a paycheque, but are still considered full-time employees, (i.e. Maternal/Paternal leave), payment must be made by post-dated cheques and provided in advance of the Leave of Absence.~~

~~c.a. The balance of the outstanding loan is due immediately upon the staff member's termination of employment with the Town of Halton Hills. The outstanding balance will be deducted from the final paycheque due the employee, if other arrangements have not previously been made.~~

~~d.a. It is not the Town of Halton Hills' intention to provide a reduced interest rate, nor a taxable benefit to staff through the provision of this plan~~

~~**Maintenance and Responsibilities**~~

~~a. The cost of maintenance and/or repairs will be entirely the responsibility of the participating staff following the expiry of any warranties. The Town of Halton Hills will not assume responsibilities of the support or maintenance of the system.~~

~~b.a. Upgrades to both hardware and software are the responsibility of the participating staff~~

~~Schedule J – Guidelines for Use of Social Media & Digital Communications~~

~~Purpose~~

~~To provide staff, elected officials and citizen appointees with guidelines and best practice standards for use when disseminating, discussing, sharing or commenting on Town of Halton Hills (the “Town”) business externally, via online social media sites.~~

~~Additionally, it serves to:~~

~~Protect the Town’s reputation and ensure consistency and professionalism in how the Town and its employees communicate about the Town’s business through online forums and social media platforms.~~

~~Provide employees with an understanding of the guidelines surrounding the acceptable corporate and personal use of Town-owned technology and social media sites as they relate to discussing the business of the Town of Halton Hills.~~

~~Scope~~

~~Social media offers an excellent opportunity to engage in meaningful two-way conversations with residents and stakeholders. It is a powerful resource that can help solidify strong relationships in our community.~~

~~These guidelines apply to staff social media editors, staff, elected officials, and citizen appointees who contribute to blogs, wikis, or take part in any social~~

~~network such as, but not limited to: Facebook, LinkedIn, Twitter, Instagram, YouTube and others that currently exist or emerge in the future.~~

~~Oversight~~

~~Responsibility for the Town's social media channels (Twitter, Facebook and LinkedIn) lies with the Communications Division. Staff portfolios include oversight of all corporate digital channels with responsibilities for strategic planning, content management, tone, accuracy, timeliness and relevance of messaging and images, and public response to questions posted on channels (through obtaining information from Town subject matter experts when necessary). In the event of an emergency and/or should crisis communications be required, direction is received from the Director of Communications and senior management. No others should post on sensitive issues unless directed and approved by the Director.~~

~~Official Accounts~~

~~Creating an account: The Town will maintain corporate accounts on selected social media channels. Final approval for the corporate use of new social media tools/channels and or a new social media account(s)/platform(s) is the responsibility of the Communications Division,~~

~~Town Social Media Editors~~

~~Department social media editors may post on the Town's official social media platforms, respecting the Corporate Social Media Calendar overseen by the Communications Specialist.~~

~~Employees posting and/or communicating on behalf of a Town department or program, must follow all applicable Town policies and procedures. Failure to comply with these guidelines and the Town's Code of Conduct is a serious matter and may result in disciplinary action, up to and including dismissal. For~~

~~questions regarding information contained in this schedule or concerning the use of digital channels in general, contact the Communications Specialist.~~

~~Principles and procedures that govern Council and employee's digital communications activities and must be adhered to, include but are not restricted to: Schedule A—Code of Conduct, Schedule B—Workplace Discrimination Prevention, Schedule C—Workplace Violence and Harassment Prevention, Schedule G—Electronic Mail, Schedule H—Computer Use Policy and the Public Engagement Charter.~~

Guiding Principles

Always:

Be transparent

Safeguard the Town's image and reputation

Protect privacy

Be "on the record"

Apply common sense

Transparency—Be honest about who you are, and what you do

If you are representing the Town in social media, identify yourself as a Town of Halton Hills staff, elected officials or citizen appointee; never conceal your identity or assume a "ghost identity".

Be transparent; be open and only provide truthful, clear and accurate information.

Don't overreact to or repeat rumours. Get the facts straight before you post on social media. Confirm the information; do not rely on second-hand information,

~~even if it is something that seems familiar but especially if it involves a third party.~~

~~Correct misinformation immediately, but only if it is significant.~~

~~Do not engage in a discourse simply because you disagree with a person's opinion or views. People are entitled to make fair comments and express views that may differ from a Council or Town decision.~~

~~Social media channels managed by the Town and branded with the Town's identity should only promote the Town's goals and objectives and should never be used as a platform to promote individual interests or political points of view. Remember that corporate information is provided on the Town's designated,~~

~~managed channels and this is one area where official information from the Town is made available.~~

~~-Safeguard – Preserve the Town’s image and reputation, as well as your own~~

~~Ensure that the Town’s managed and branded social media sites are managed in a manner that positively enhances the Town’s reputation.~~

~~Never reveal classified, confidential or sensitive information on social media or through digital communication.~~

~~Before responding to controversial or sensitive online content about the Town, its business, staff, elected officials or citizen appointees, seek advice and act in compliance with direction from Corporate Communications.~~

~~When in doubt about posting – get approval from the Communications Division.~~

~~If you spot a potential issue that may need a corporate response due to the potential magnitude of the issue, notify the Director of Communications.~~

~~If you are accessing a social media site on a portable device, such as a smartphone or tablet, be sure to take the time to ensure you have accessed the proper account. It is easy to mistake a corporate account for a personal one.~~

~~Do not identify yourself as an employee on personal social media sites. The exception is LinkedIn, or a similar social media site that is used for professional networking. On these sites staff may indicate their employer and job title. In~~

~~doing so, staff should be sure that anything said and posted is consistent with the Town's guidelines.~~

~~Privacy is Paramount~~

~~Do not share third-party personal information – it's not yours to share.~~

~~Adhere to provisions in Ontario's Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Town's Access to Information and Protection of Privacy Policy and the Town's records retention, privacy, and accessibility rules.~~

~~Respect copyright laws: Don't reproduce or borrow content that violates trademark or copyright laws. Don't use trademarks, logos, images, music or other copyrighted content without prior authorization.~~

~~If you want to include a photo of a Town employee, you must have them sign a waiver (on intranet) in advance. Photo permission is not required of large groups at a public event or for a photo submitted via a social network. If you stage a photo, declare that you will be posting it in on a social network site and ask for permission from those in the photo.~~

~~Comments and messages requested or gathered by the Town, and collected for the public record using social media, will be treated the same as any other form~~

~~of communication received by the Town and will be subject to the provisions of MFIPPA.~~

~~Be On the Record~~

~~You are on the record through all social media activity and digital communication. You are responsible and accountable for what you say.~~

~~Social media and digital communication is public, use the same approach you would use when talking to a journalist. If you would not tell it to a journalist – then don't post it.~~

~~Think twice before posting! Never post anything you wouldn't want repeated to your supervisor, appear in the news, or be included in legal proceedings.~~

~~Privacy is difficult to safeguard in social media. Once a post is made it can never be completely removed. Any post has the potential to become widely distributed, regardless of your intended audience.~~

~~Consider the consequences, once you share something, you can never truly get it back.~~

~~If you make a mistake, admit it immediately. Be honest and sincere and be quick with your correction. Contact Corporate Communications for assistance as necessary.~~

~~Use Common Sense~~

~~Engage in respectful informed conversation and never attack another person or entity. Never criticize Residents or Town staff.~~

~~Always be fair and courteous.~~

~~Respect your audience. There is zero tolerance for threatening, offensive, defamatory or harassing language.~~

~~Never post when you are highly emotional. — be calm and get an opinion from an impartial party on the tone of your response before you respond. Avoid a reactionary response to negative comments. Save the proposed response as a draft and wait to post. Contact Corporate Communications as needed.~~

~~You are not expected or required to respond to every post. If a question is posed, then a response should be provided. On occasion, negative comments will be posted; some people vent using social media channels and a response is not necessarily required. If you feel it is necessary to respond to provide clarification or information, then you may do so, but proceed with caution. Avoid a reactionary or inflammatory response. Instead, take the time to think through a courteous and helpful response that may result in a positive conclusion. If you are uncertain, consult with Corporate Communications. Respond to positive feedback, with a thank you and acknowledgement.~~

~~Don't post during social situations or leisure time when other influences may cause you to regret your post later. A good rule of thumb is: don't post if what you have to say would not be written on Town letterhead, or would not be shared with a reporter, or would be information that you would not want included in legal proceedings.~~

~~What you should never disclose or discuss online~~

~~The following are examples of the type of statements or information that should never be posted online. The examples include, but are not limited to:~~

~~**Defamatory or Derogatory Comments: Do not post any comments that are defamatory or derogatory to the Town, other employees, residents, or anyone**~~

~~with whom you communicate digitally, or any comments that could otherwise negatively impact the interests of all the aforementioned.~~

~~Personal Information: Never share personal information regarding other employees, residents or contractors, including, but not limited to, contact information, user names and/or photographs, unless consent has been provided.~~

~~Legal Information: Town of Halton Hills related legal issues, legal cases, or legal counsel.~~

~~Confidential Information: Do not publish, post, or release information that is considered confidential and/or sensitive.~~

~~Professional conduct~~

~~Social media is informal, so be informal online, but don't compromise on professionalism. Employees who post on social media through Town accounts must:~~

~~Maintain a respectful, constructive tone~~

~~Stick to the facts and refrain from debates over matters of opinion~~

~~Never launch personal attacks or make defamatory, offensive, discriminatory statements~~

~~Refrain from making partisan, political comments while speaking as a government employee~~

~~Do not criticize policies of the Town or government~~

~~Reflect our core values~~

~~Guidelines for General Staff~~

~~The Town's purpose in participating in social media is to connect with our community, employees and other stakeholders in the spirit of education and~~

~~engagement. We encourage active participation in online social networks within the boundaries of the Town of Halton Hills Social Media Guidelines and in adherence to the tenets of the Town's Public Engagement Charter.~~

~~If you encounter social media content relating to the Town that you feel requires an official response, bring these to the attention of the Director of Communications.~~

~~If you see official Town social media content that you'd like to share with your network, please feel free to do so, subject to the Guidelines set out above; if the content that you share generates responses that you feel merits engagement from the Town, please notify the Director of Communications. Remember to protect yourself and the Town at all times.~~

~~Guidelines for Elected Officials~~

~~In accordance with the Town of Halton Hills' policies and procedures, the Mayor is the Town's official spokesperson. This includes social media.~~

~~Elected Officials are encouraged to participate in Town social media efforts, while concurrently respecting this schedule, the Town's Social Media & Digital Communications Guidelines, and their Code of Conduct. Members of Council are free to share content that has been officially posted.~~

~~It is important that Elected Officials clearly state that they are expressing their "personal opinions" when expressing views that are not consistent with those of the Town. Town managed and branded social media networks are not to be used for any political purpose. Elected Officials are encouraged to include a~~

~~general statement in their profile’s biography (e.g., “All views/opinions expressed on this channel are my own”).~~

~~Records Retention~~

~~Comments and messages posted to the Town’s managed and branded social media sites will not be kept as part of the Town’s permanent record.~~

~~Information specifically collected using a social media network as part of an official Town public engagement exercise will be kept in accordance with Town policy.~~

~~In the event an issue arises through a social media site outside of normal business hours, contact the Director of Communications for assistance.~~

~~Note: If you have any questions regarding this procedure, please contact the Director of Communications at 905-873-2600, ext. 2412.~~

~~References and Related Documents~~

~~Town of Halton Hills’ Personnel Policy Manual and the following sections:~~

~~Schedule A—Code of Conduct~~

~~Schedule C—Workplace Violence and Harassment Prevention~~

~~Schedule G—Electronic Mail~~

~~Schedule H—Computer Use Policy~~

~~Public Engagement Charter~~

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Appendix A

Town of Halton Hills Social Media and Digital Communication Guidelines: for Staff, Elected Officials, Citizen Appointees and Contractors

About the guidelines

The Social Media and Digital Communication Guidelines for Town of Halton Hills staff, elected officials, citizen appointees and contractors are guiding principles to be followed and adhered to when an elected official, citizen appointee or contractor engaging in communications via social networks and online media for personal and/or professional matters. This includes communication on official Town social media channels/properties, personal social networking channels, other third-party social networking, online channels/properties on which employees or external suppliers choose to engage in online conversation.

The guidelines apply to all Town of Halton Hills staff, elected officials, citizen appointees, permanent, part-time and temporary employees of the Town of Halton Hills and other authorized individuals issued with valid Town access accounts such as individual contractors, consultants, students and interns (“employees”). Where required by contract, these guidelines shall also apply to any third-party company or business not directly affiliated with the Town, or an individual who is not an employee of the Town, where such company, business or individual is supplying goods, services or professional expertise to the Town (“contractors”).

Overarching guidelines to follow when participating in online conversations

While the primary focus of these guidelines is social media that occurs through Town accounts and/or activity on Town equipment and during work hours, they are also applicable beyond what may be considered the typical workplace. Staff, Elected officials, and citizen appointees are strongly urged to adhere to the following guidelines whether using Town of Halton Hills equipment (i.e. desktop, laptop, mobile device, etc.) or personal equipment, both during work hours as well as on personal time. In the world of social media, the lines are often blurred between professional and personal comments. Always use social media and digital communication cautiously. Assume anything you post can and will be read and could cause you or the Town difficulty. As per the Code of

~~Conduct, it is important that staff, elected officials, citizen appointees and contractors maintain high standards of professional and personal conduct. It is imperative that the trust and confidence from the Corporation and from the community is maintained. This is accomplished through conduct that demonstrates integrity, competency and impartiality.~~

~~Misrepresentation~~

~~When discussing issues, make it clear that the views expressed are your own. If your relationship with the Town becomes known, you must make it clear that the views expressed do not reflect the opinion of the Town of Halton Hills. Unless you have been designated to do so, you are not authorized to speak on behalf of the Town. Any comments made on behalf of the Town must be done through official Town social media or email accounts and not personal accounts. Do not portray yourself as a spokesperson, or an “unofficial spokesperson” of the Town of Halton Hills.~~

~~Act responsibly and ethically~~

~~You are responsible for what you share and communicate at all times. Be honest about who you are while ensuring you do not disclose your personal information. Always be aware that your online engagement should never compromise your integrity and/or credibility as a Town employee or contractor.~~

~~Be respectful and fair~~

~~Respect current and former employees, customers and partners and those with whom you engage with. If you participate in any discussions with intrinsically personal implications or overtones such as; among others, those of a religious, political, racial and/or sexual orientation nature, always use caution and good judgment. Remove yourself from conversations that are not on topic or become offensive or profane.~~

~~Town social media and email accounts may not be used to assist with an individual’s municipal election campaign. Please see Use of Corporate Resources~~

~~during a Municipal Election Year for further details as described in the Schedule A—Code of Conduct.~~

~~In addition to this overarching guideline, employees and contractors are reminded of the specific reference to political activity as described in the Code of Conduct:~~

~~‘Employees and contractors are also reminded that the Town of Halton Hills’ Workplace Discrimination Prevention and Workplace Violence & Harassment Prevention policies extend to social networking sites.’~~

~~Remember that online communication is forever. Assume that the content you publish online is permanently and publicly available, forever. Make sure that what you say do online represents yourself and the Town well. Think before you share and/or communicate.~~

~~If in doubt, ask for guidance. Contact the Director of Communications at ext. 2412.~~

~~What should never be disclosed or discussed online?~~

~~The following are examples of the type of statements or information that should never be posted online. The examples include, but are not limited to:~~

~~Defamatory, derogatory or discriminatory comments:~~

~~Do not post any comments that are defamatory, derogatory or discriminatory to the Town, other employees, residents, or anyone with whom you communicate~~

~~digitally, or any comments that could otherwise negatively impact the interests of the aforementioned.~~

~~Personal information~~

~~Never share personal information regarding other employees, residents or contractors, including, but not limited to, personal contact information, user names and/or photographs.~~

~~Legal information~~

~~Town of Halton Hills related legal issues, legal cases, or legal counsel.~~

~~Content that belongs to someone else or the Town of Halton Hills, without proper attribution.~~

~~This includes illegal music sharing, copyrighted publications, and official Town logos and marks. Logos can be shared, but not via social media.~~

~~Confidential information~~

~~Do not publish, post, or release information that is considered confidential, secret, proprietary and/or sensitive.~~

~~Personal social media at work: guidelines for general staff~~

~~The Town provides employee access to social media sites from corporate equipment and while at work. Employees are expected to use good judgment and not spend more time than necessary on these sites. It's understood that some employees are required to visit these sites as part of their work duties. Time spent on social media sites can be tracked and anyone found abusing this will be subject to discipline.~~

~~Responsibilities as a Town of Halton Hills employee or contractor engaging in social networks~~

~~The Town's purpose in participating in social media is to connect with the community, employees and other stakeholders in the spirit of education and engagement. Town staff and others may participate in the Town's online social~~

~~networks within the boundaries of the Town of Halton Hills Social Media and Digital Communication Guidelines.~~

~~If you encounter social media content relating to Halton Hills that you feel requires an official response, bring these to the attention of the Director of Communications at ext. 2412.~~

~~If you see official Town social media content that you'd like to share with your network, please feel free to do so, subject to the guidelines set out above; should the content that you share generate responses that you feel merits engagement from the Town, please notify the Director of Communications at ext. 2412. Remember to protect yourself and the Town at all times.~~

~~Failure by an employee or contractor to follow these guidelines may result in the following (as applicable):~~

~~Damage to the Corporation's reputation with our community~~

~~Discipline up to and including termination of employment; and/or termination of supply relationship~~

~~As an employee of the Town, you are always bound to the Code of Conduct.~~

Schedule ~~FK~~ - Disconnecting from Work

Overview of Policy

With more options to be connected to the workplace through advanced technological communications, employees may find themselves falling into the habit of working after hours which, over time, may have negative health impacts. The health and wellbeing of our employees is of the utmost importance to the Town of Halton Hills. We encourage and support our employees in prioritizing their own wellbeing, regardless of their work arrangement.

Disconnecting from work is important for an individual's wellbeing, and helps employees achieve a healthy and sustainable work-life balance.

Scope

This policy applies to all Town employees (non-union, union, full-time, part-time, contract, and students). "Employee" under this Policy means only those employees of the Town which are considered employees under the [Employment Standards Act, 2000](#) (ESA).

Purpose

The purpose of this policy is to encourage and support employees in balancing their working and personal lives, whether working traditional hours in the workplace, remotely or flexibly. The Disconnecting From Work Policy sets the framework for employees to disconnect from work outside of their normal working hours in accordance with, and subject to this Policy and the ESA, as amended from time to time, and any applicable Collective Agreement.

Disconnecting from work means to not engage in work-related communications, including emails, telephone calls, video calls or the sending or reviewing of other messages, so as to be free from the performance of work.

Application

This Policy applies to all employees whether they are working remotely, in the workplace, flexibly or are mobile.

In the ordinary course of business, there will be situations when it is necessary to contact colleagues outside of normal working hours, including but not limited to:

- checking availability for scheduling;
- to fill in on short notice for a colleague who has called in sick or is unavailable for work;
- where unforeseeable circumstances may arise;
- where an emergency may arise (e.g. health and safety emergency);
- where employees voluntarily wish to communicate with one another for work-related purposes outside of their normal working hours; or

- other business or operational reasons that require contact outside of an employee's normal working hours.

Nothing in this Policy precludes the Town or employees of the Town from contacting employees or colleagues outside their normal working hours for circumstances as outlined above, or as otherwise required to meet operational needs, subject to any rights or other entitlements the receiving colleague or employee may have under the ESA.

Employer Obligations

The Town will take steps to ensure that all employees, regardless of their place of work, are:

- informed of what their normal working hours are reasonably expected to be and are informed of the circumstances in which they will be expected to engage in work-related communications outside their normal working hours
- not asked to exceed a 48-hour working week unless they have signed an Excess Hours of Work Agreement or otherwise permitted under the ESA or a Collective Agreement
- able to take applicable meal, rest periods and hours free from work as required by law, applicable collective agreement or contract
- able to take vacation or other leave entitlements as required by law, applicable collective agreement or contract and not be asked to perform work during this time
- able to work in a healthy and safe working environment.

Employee Obligations

The Town expects all employees to comply with the following in the course of their work.

Employees must:

- ensure that they manage their own working time and consider their obligation as an employee, while working, to take reasonable care to protect their health and safety and that of their colleagues;
- utilize any appropriate tool supplied by the Town to record working time or update their working status (e.g. out-of-office messages, Outlook calendar bookings, etc.), including when working remotely, flexibly or when mobile as is appropriate under the circumstance;
- be mindful of colleagues' working hours (e.g. by not routinely emailing or calling outside of normal working hours or expecting answers or responses outside of normal working hours);
- comply with the Town's overtime policy, including any requirements to obtain pre-approval before performing overtime work;

- notify their supervisor or manager in writing of any meal, rest, break or hours-free-from-work period which they are entitled to but were unable to use due to performing work for the Town on a particular occasion, and why this occurred;
- speak with their supervisor or manager if they feel their workload is preventing them from being able to take meal, rest, break or hours-free-from-work periods that they are entitled to.

Working Hours

An employee’s normal working hours are as set out in their employment contract and/or the Town’s Personnel Policy Manual or applicable collective agreement.

Normal working hours for employees may vary. It is important to remember that all employees’ ability to disconnect from work is within the context of their own individual work schedules.

Despite the establishment of normal working hours, all employees recognize that there may be busier periods or other circumstances where work must be completed outside of normal working hours.

Reporting Concerns

All employees are expected and required to report any concerns or issues they may have which they feel is impacting their ability to disconnect-from-work.

Employees should report such concerns or issues to their immediate supervisor for resolution. If the matter cannot be resolved by doing so, employees should direct their concerns or issues to Human Resources.

Employees will not be subject to reprisal for reporting such concerns as outlined above.

Policy Date: June 2, 2022

Reference and related documents:

Town of Halton Hills’ Personnel Policy Manual and the following sections:

~~Section 6 - Hours of Work~~~~Hours of Work~~~~Hours of Work~~

~~Section 8 - Designated Holidays and Vacation~~

~~Section 8 - Designated Holidays and Vacation~~~~Section 8 - Designated Holidays and Vacation~~

~~Section 9 - Absence from Work~~~~Section 9 - Absence from Work~~~~Section 9 - Absence from~~

[Employment Standards Act, 2000, as amended](#)

Collective Agreements:

CUPE, Local 73

HHPFFA, Local 3327

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Schedule G - Electronic Data Security, Storage and Handling Policy

Purpose

- Introduce Data Classification Levels and Data Storage and Handling Guidelines.
- Provide guidance on the handling and storage of unstructured electronic data. Especially as it relates to potentially sensitive and/or confidential information. The impact of such information varies and therefore requires different levels of protection.
- Define the acceptable use of the Town's Microsoft 365 environment (including SharePoint Online, Teams, One Drive), approved third party cloud solutions, personal cloud solutions (i.e., Google Drives), Networked File Share, local computers, mobile devices and personal devices for the creation, handling, transmission and storage of data based on classification level.
- Ensure the ongoing identification, management, and protection of corporate data.
- Establish monitoring, reporting and escalation procedures.
- By enforcing this policy, the Town is enacting effective measures to ensure unstructured data is classified and protected for the safety of the corporation, its employees, contractors, third parties, customers, and program participants.

Scope

- This policy applies to all Town of Halton Hills employees, volunteers, and any other End-Users authorized to access Town data. Third parties may be subject to this policy through contractual obligations.
- This policy applies to all unstructured data (e.g., messages, documents and files) created, stored and transmitted by the Town of Halton Hills and stored electronically in Microsoft's 365 environment (including SharePoint Online, Teams and One Drive), Network File Shares and approved third party storage locations.
- This policy is supplemental to the Town's Personnel Policy Manual; **Error! Reference source not found.** [Schedule G – Electronic Mail](#) and **Error! Reference**
- This policy does not apply to structured data, defined as data stored in database formats or defined data models, or data stored within standard corporate applications. Data which is exported from a database or corporate application into an unstructured format (e.g., word or excel document) and stored or transmitted outside of its native application is considered unstructured data.

Roles & Responsibilities

All Town Employees

- Ensure familiarity with the Data Classification Levels and the Data Storage and Handling Guidelines outlined in this policy, and how they apply to the data the employee creates, transmits or stores as part of their job function.
- Ensures potentially sensitive and/or confidential data is properly protected throughout its lifecycle by following the Data Storage and Handling Guidelines.
- Ensures records are stored in approved recordkeeping systems.
- Ensures appropriate data protection against unauthorized use, loss/theft of records, and should a breach occur, promptly notify their manager.

Directors and Manager

- Ensure business processes comply with the Town's Data Storage and Handling guidelines.
- Ensure that employees are aware of and comply with the Town's data handling requirements.
- Communicates and trains employees on the proper use of systems and handling of records, especially as it relates to potentially sensitive and/or confidential data.
- Monitor business area's access permission to electronic recordkeeping systems. Maintains memberships and permissions for Teams/SharePoint Sites, to ensure access is appropriate, limited, and current (including the removal of access when no longer required).
- Ensure Teams/SharePoint Sites always has an active "Site Owner" and backup if the current owner is not available or is leaving.
- Advise the Town's Information Governance & Records Management Specialist of new sensitive data types not yet classified or identified, or data types which may be improperly classified.

Town Clerk & Information Governance & Records Management Specialist

- Maintain overall authority for the Town's recordkeeping practices and programs.
- Accountable for compliance with the Municipal Act, and the Municipal Freedom of Information and Protection of Privacy Act, relevant to electronic records management for the purpose of this policy.

- Responsible for the ongoing monitoring and reporting of data handling in accordance with this policy. Responsible for the Audit of Data Storage and Handling Exceptions.
- Maintains the Town’s Data Classification Levels framework, Data Storage and Handling Guidelines, sensitive data inventory and completing assessments of data impacts.
- Appoints Data Owners if required.

Data Owners

There are various data types currently handled by multiple departments (e.g., employee records or banking information). For Highly Confidential and Confidential data types used cross-functionality, a Data Owner will be appointment to ensure sufficient data governance exists. Data Owners will:

- Provide direction to employees on how their data types are to be handled, collected, retained, or destroyed, in alignment with this policy.
- Work with ITS and the Information Governance & Records Management Specialist to ensure appropriate protection measures are in place relative to data classification levels, and during monitoring and reporting tasks.
- If data ownership is required, additional Data Owners will be appointed by the Town Clerk and Information Governance & Records Management Specialist.

Identified Data Owners are as follows:

Data Types	Owner
Human Resources Data (e.g., employee information and records, payroll data)	Director of Human Resources
Financial Data (e.g., banking information, card holder information, financial records, and reports)	Town Treasurer and Director of Finance
Information Technology Data	Director of Information Technology Services

Information Technology Services

- Implements, supports and maintains data related technologies and its configurations such as the Town’s Microsoft 365 environment, e-mail, and networked file shares.

- Implements, maintains and supports Microsoft's Data Loss Protection suite of tools which will be used to apply Data Classification Levels and Data Storage and Handling controls where possible.
- Supports Town Clerk and Information Governance & Records Management Specialist in the execution of ongoing monitoring and reporting of data handling and the Audit of Data Storage and Handling exceptions.
- Advises and trains end-users of system updates and configuration changes.
- Manages access and permissions to networked file shares as per Director/Manager direction.
- Creates Teams/SharePoint Sites and grants access to Site Owners.
- ITS is not responsible for the support and maintenance of third-party data storage services.

Policy

Access

- Employees must not attempt to access electronic data files, e-mail records, or Teams/SharePoint sites for which they do not have the authorization, credentials, and/or permissions for.
- All data storage locations must have adequate access controls in place to protect unauthorized access or misuse (i.e., membership or folder/file permissions).
- Read, write and/or edit access should only be granted to employees who need to fulfill a business need related to their employment agreement.
- Temporary read, write and/or edit access should be removed once no longer required.

Access by External Parties

There may be business need to share data or collaborate on electronic documents with external parties.

- Authorized external parties (e.g., vendors, partners, subcontractors) may be granted direct access to Town of Halton Hills documents via OneDrive or SharePoint Online.
- The file owner must select options to restrict the ability of the external party to edit or download the document.
- Temporary read, write and/or edit access should be removed once no longer required.
- Direct access to Teams/SharePoint sites by external parties is not permitted.

Data Classification Levels

- Unstructured Town Data is to be classified based on the impact, confidentiality (access or disclosure), and/or availability of electronic files. The higher the impact on the person or organization, the more restrictive the classification will be.
- There are four classification levels: Highly Confidential, Confidential, Internal and Public.
- Where possible, the Town will leverage technical controls to better protect Highly Confidential and Confidential data. See the Microsoft Data Loss Prevention Tools section of this document for more information.
- Regardless of the technical controls in place, all employees must be familiar with the Data Classification Levels outlined in this policy, and how they apply to the data the employee creates, transmits or stores as part of their job function.

Classification Level	Definition	Impact	Examples
Level 4: Highly Confidential	<ul style="list-style-type: none"> Highly sensitive and restricted data. Data is used for limited, specific purposes, and for internal use only. Access requires special authorization and/or clearance. Data could be shared internally with authorized staff only, and only with permission from Data Owner. Data is never to be shared or transmitted to external parties. 	<ul style="list-style-type: none"> Unauthorized disclosure of information is expected to have a severe or catastrophic adverse effect on a person or organization. High financial, legal, regulatory, or reputational risk. 	<ul style="list-style-type: none"> Personally identifiable info Cardholder Data Banking Information Employee Records Social Insurance Numbers Certain Financial Records
Level 3: Confidential	<ul style="list-style-type: none"> Sensitive and restricted data. Data is intended for internal use only. Access requires permission and access rights. Data could be shared or transmitted internally or externally, with permission from Data Owner. 	<ul style="list-style-type: none"> Unauthorized disclosure of information is expected to have a moderate to serious adverse effect on a person or organization. Could have long standing reputational impacts. 	<ul style="list-style-type: none"> Internal Reports Agreements Procurement Records Property Tax Information Applications (various)
Level 2: Internal	<ul style="list-style-type: none"> Internal data not meant for public disclosure and/or not openly published. Access requires permission and access rights. Data is not openly published but could be made available via Freedom of Information process. Data could be shared or transmitted internally or externally without approval, to 	<ul style="list-style-type: none"> Unauthorized disclosure of information is expected to have a minimal adverse effect on a person or organization. 	<ul style="list-style-type: none"> Non-confidential Working Files, Presentations, Internal Communications, or Meeting Agendas/Minutes

	accomplish relevant business objectives.		
Level 1: Public	<ul style="list-style-type: none"> Data may be freely disclosed to the public or accessed anonymously. It can be freely used, reused, or redistributed. 	<ul style="list-style-type: none"> Disclosure of information is expected to not have an adverse effect on a person or organization. 	<ul style="list-style-type: none"> Press Releases Job Descriptions Website or Social Media Content

Confidentiality

- Data classified as Highly Confidential or Confidential must always be kept secure, by all employees and not shared or transmitted unless required to accomplish relevant business objectives with authorized persons.
- All electronic records regardless of classification is meant for internal use only and not for public disclosure or to be openly published unless required to accomplish relevant business objectives.
- Data required outside of the need to complete a relevant business objective or for public disclosure, must only be made available via the Town’s Freedom of Information process.
- At times, the Town may be required to collect and use information about people with whom it interacts with and provides services for. Personally Identifiable data is classified as Highly Confidential and must be protected and kept private while in the Town’s custody.
- Employees who create, use, or transmit Highly Confidential or Confidential data must handle the data according to the guidelines in the Data Storage and Handling Guidelines section of this document.

Microsoft Data Loss Protection Tools

- The Town will be implementing Microsoft’s Data Loss Protection tools to automatically apply Data Classification Levels to certain data types through a feature called Sensitivity Labels.
- Only Highly Confidential or Confidential data types will receive automatic Sensitivity Labels. Not all data can be easily categorized, so it is important for all employees to follow the Data Storage and Handling Guidelines outlined in this policy.
- Sensitivity Labels will enable various technical controls and enhance the Town’s data protection capabilities so that data storage locations can be audited and where possible, transmission of Highly Confidential or Confidential data can be automatically restricted, as per the Data Storage and Handling section of this policy.

Storage

- All Town data must be stored in approved storage locations as per the Data Storage and Handling Guidelines outlined in this policy.
- Town Data is not to be stored on local hard drives (i.e., desktop, documents or download folders), One Drive or in e-mail folders. These locations should only be used temporarily to move files to approved storage locations or to work on draft versions.
- Employees are to ensure final copies of documents are available to all authorized employees.

Filenames

All files must have meaningful and descriptive names and not contain any special characters.

Version Control

- There should only be one trusted copy/version of data saved to Teams/SharePoint or Networked File Shares, and all other copies erased.
- Teams/SharePoint and OneDrive are setup to automatically keep past versions of files of major changes and when documents are closed.

Data Handling and Transmission

Data handling and transmission guidelines vary based on Data Classification Levels, the technology in use and the current stage of the data's lifecycle. Setting data handling requirements for every stage of the data lifecycle is important because:

- the associated risk or impact to the organization commences once data is created
- when data is stored at rest, it is susceptible to unauthorized access if not properly secured
- while data is being used, it is often done so in various technologies or platforms which offer their own risks
- once data is shared with others, the sender now has lost control over what is done with it, therefore it is important to ensure that data is properly protected when shared
- data that is no longer needed should be properly archived or disposed of to minimize inherent risks of having sensitive data remain accessible

Appendix A: Data Storage and Handling Requirements, is a matrix which outlines the Town's data processing, storage, and transmission requirements based on data classification levels and technology.

Highly Confidential / Confidential Transitory Records:

- Highly Confidential/Confidential data such as Banking Information (Bank Account Numbers), Credit Card Information (Credit Card Number) and Social Insurance Numbers (SIN Card Number) are sensitive transitory records that should have short-term use only and should not be filed or retained long-term in any format. They may be received during routine actions in the preparation of other records which replace them. They have a temporary usefulness and are usually only required for the completion of that routine action, for example, to process the payment of fees for a service or set up a new employee in the payroll system, etc.
- Within a limited time, every effort should be made to delete or destroy sensitive records once the accuracy or completeness of the action has been verified or deemed correct. Department procedures should include control over the collection, use and destruction (deletion/shredding) of these sensitive records and where the business need requires these sensitive records be kept for a longer period, they must be securely stored with extremely limited access whether digital or hard copy and in accordance with the procedures outlined in this policy.

Monitoring, Reporting and Escalation of Data Storage and Handling

- Enhanced system monitoring based on Data Classification / Sensitivity Labels (Daily)
 - i. ITS will notify Data Owners and/or Management actions contrary to Town's Data Storage and Handling Guidelines which may be deemed as high risk.
 - ii. Incidents will be investigated for validity and findings will be escalated to Senior Management if required.
 - iii. Corrective action will be taken as determined.
- Audit of Data Storage and Handling Exceptions (Quarterly)
- ITS will produce a quarterly audit report of Microsoft 365 Data (e-mail, One Drive, Teams/SharePoint), labelled as Highly Confidential or Confidential and contrary to the Town's Data Storage and Handling Policy.
- Report to be provided to Town's Information Governance & Records Management Specialist.
- Information Governance & Records Management Specialist will contact Data Owners or Directors/Managers to review findings and develop necessary action plans. Action plans may include the need to delete or migrate data from a specific storage location or review business processes.

- Information Governance & Records Management Specialist will monitor completion of action plans and provide a summary of findings and remediation to Senior Management.
- Review of Data Classification Levels, Sensitive Data Inventory and Storage and Handling Guidelines (Annually)
- In consultation with ITS, Data Owners and Senior Management, the Town's Information Governance & Records Management Specialist will review the guidelines and procedures outlined in this policy as well as the Town's "Data Classification & Inventory" spreadsheet for accuracy and/or updates as required.

Appendix A: Data Storage and Handling Guidelines

Data Creation, Storage and Access:

Data Classification Level	Technology In Use (Storage / Access Locations):								
	Teams Sites/ SharePoint Online	Town Personal One Drive	E-mail / Mailboxes	Networked File Shares (e.g., U Drive)	BOX (Approved Access Only)	Town Local Computer Drives (Desktop, Document, Downloads)	Town Mobile Devices (iPhones or iPads)	Personal Cloud Solutions (Google Drive, Dropbox) & Personal Devices (laptops, tablets, cell phones)	Removable Media (external drives or USB)
Level 1: Public	Follow Computer Use / Electronic Mail policies. No additional requirements.	Follow Computer Use / Electronic Mail policies. No additional requirements.	Follow Computer Use / Electronic Mail policies. No additional requirements.	Follow Computer Use / Electronic Mail policies. No additional requirements.	Not permitted	Not recommended as local drives are not backed up.	Not recommended as mobile devices are not backed up.	Not permitted	Not permitted
Level 2: Internal	Data is not to be stored, unless required to accomplish relevant business objectives. Storage and access must be limited to authorized personnel only and controlled by site memberships & permissions.	Data is not to be stored, unless required to accomplish relevant business objectives. To be used for drafts/transitory files or personal files only. Final copies must be stored in shared department locations (i.e. Teams or Network File Shares), and all other copies erased.	To be used for transitory communications only. Not recommended as a long-term storage location. Final copies must be stored in shared department locations (i.e. Teams or Network File Share), and all other copies erased.	Use is limited to Functional Files only. Access restricted to authorized personnel only.	Use is limited to approved data types. Access restricted to authorized personnel only.	Not recommended as local drives are not backed up. Final Copies must be stored in shared department locations and all other versions erased.	Not recommended as mobile devices are not backed up.	Not permitted.	Not permitted.

Level 3: Confidential	Same as Level 2, and Downloading, printing or taking screen capture of data must be limited and physical copies safeguarded.	Confidential data should not be stored in mailboxes.	Not permitted.	Not permitted.	Same as Level 2.	Not permitted.	Not permitted.	Not permitted.	Not permitted.
Level 4: Highly Confidential	Same as Level 2 and 3, and Storage and access must be further limited to end users as authorized by Data Owners (or Directors in lieu).	Not permitted.	Not permitted.	Not permitted.	Same as Level 2.	Not permitted.	Not permitted.	Not permitted.	Not permitted.

Data Transmission (Sending and Sharing):

Method of Transition & Intended Recipient:					
Data Classification Level	E-mailing Internally	Emailing Externally to sanctioned third parties (e.g., applicants or vendors)	Emailing Externally to unsanctioned third parties (e.g., auto forwarding or personal e-mail)	Sharing / Granting permission Internally to view, write, or edit data (via Teams, SharePoint or One Drive)	Sharing / Granting permission Externally to view, write, or edit data (via SharePoint or One Drive)
Level 1: Public	Follow Computer Use / Electronic Mail policies. No additional requirements.	Follow Computer Use / Electronic Mail policies. No additional requirements.	Follow Computer Use / Electronic Mail policies. No additional requirements.	Follow Computer Use / Electronic Mail policies. No additional requirements.	Follow Computer Use / Electronic Mail policies. No additional requirements.
Level 2: Internal	Data should only be sent as needed to accomplish relevant business objectives. Attention must be paid to recipients address to avoid unintentional information disclosure.	Data should only be sent as needed to accomplish relevant business objectives. Attention must be paid to recipients address to avoid unintentional information disclosure. Transmitting data for any other reason must be done through FOI process.	Not permitted.	Data should only be shared as needed to accomplish relevant business objectives. Appropriate view/edit permissions should be setup temporarily and removed once no longer required. Care must be taken not to grant permissions to entire folders or directories, but to individual files instead. Sharing permissions are controlled by Site Owners and should be regularly reviewed.	Data should only be shared with authorized external parties as needed to accomplish relevant business objectives. Appropriate view/edit permissions should be setup temporarily and removed once no longer required. Care must be taken not to grant permissions to entire folders or directories, but to individual files instead. Sharing permissions are controlled by Site Owners and should be regularly reviewed. Sharing data for any other reason must be done through FOI process.
Level 3: Confidential	Same as Level 2, and "Confidential" should be added to the subject line. E-mail encryption options enabled.	Same as Level 2, and E-mailing Confidential data externally should be kept to a minimum and only with permission from Data Owner / Directors in order to meet relevant business objectives.	Not permitted.	Same as Level 2, and Only read access should be granted. Granting edit/download permissions is not recommended.	Not permitted unless approved by the appropriate Data Owner / Director. Then same as Level 2 and, Only read access should be granted. Granting edit/download permissions is not recommended.

		"Confidential" should be added to the subject line. E-mail encryption options enabled.			
Level 4: Highly Confidential	No permitted.	Not permitted.	Not permitted.	Not permitted unless approved by the appropriate Data Owner/ Director, then same as Level 3.	Not permitted.

Schedule **HM** - Employee Electronic Monitoring Policy

Overview of Policy:

The Town of Halton Hills recognizes the balance between an employee's right to privacy; the need to protect the safety and security of employees, the public, and Town property; and address complaints involving the workplace. While the Town does not actively monitor employees, monitoring devices are in place and data collected from them may be used for specific purposes as outlined in this policy.

This policy is to be used in addition to existing Town policies and procedures, applicable legislation and collective agreements (see References and Related Documents).

Scope

This policy applies to all Town employees (non-union, union, full-time, part-time, contract, and students). "Employee" under this policy means only those employees of the Town which are considered employees under the *Employment Standards Act, 2000*.

Purpose

The purpose of this policy is to inform employees how their work is being electronically monitored, what information is being collected and how this information may be used.

Definitions

Electronic monitoring means using technological, electronic or digital means to track, observe or monitor someone's actions in the course of their duties or while at the workplace. The workplace includes various buildings, offices, vehicles or outdoor spaces where work is conducted on behalf of the Town of Halton Hills.

Application

This policy applies to all employees regardless of their work site (working from home, in the workplace, mobile), regular or flex hours.

Use of Electronic Monitoring

The Town engages in electronic monitoring in various forms for the following purposes, including but not limited to:

- Protecting the safety and security of employees, the public, and Town property
 - i. Ensuring appropriate use of Town property, and time during working hours
 - ii. Investigating and addressing complaints and/or vehicle collisions (from the public and staff)
 - iii. Accurately processing employees' hours worked using the time and attendance system
-

- iv. Identifying and addressing employee performance concerns through training and development, and if warranted and justified, for correcting behaviour through the disciplinary process

Global Positioning System (GPS)

Real-time tracking software/devices/equipment is installed in most Town-owned vehicles, including but not limited to:

- Trucks (Public Works, Recreation and Parks, and Fire Services)
- Survey van
- Snowplows
- ActiVan

For ActiVan Transit Operators, dispatch software installed on Town tablets, is used for tracking the location of drivers within their assigned schedules for the purpose of route planning.

The GPS in Town vehicles is capable of monitoring and storing recorded information such as the following: the vehicle location, time spent at a location, route, speed, driving practices/vehicle maneuvering (e.g., heavy acceleration, breaking etc., seatbelt use, engine diagnostics, etc.).

The GPS is used to support operational activities (e.g., monitor plow route completion, winter material application), investigate incidents and to ensure the Town vehicle is used appropriately for the intended purpose during working hours.

Although available GPS information is not actively reviewed in all circumstances, management reserves the right to access the information as necessary for the uses set out above. Information obtained that indicates inappropriate use of Town vehicles or employee work time, may be investigated and may lead to disciplinary action if necessary.

Computer and Electronic Mail (Email) and Instant Messaging

The Town has the ability to monitor computer and electronic mail/messaging use such as:

- Sign in/out time & location
- E-mails and instant messages (e.g., Teams Chat)
- System accessibility i.e., what was accessed while signed in
- Internet usage

- Recordings of virtual meetings (notice is provided in the meeting platform)

Although not actively monitored, the information about staff's use of Town computers/tablets and electronic e-mail/instant messaging, may be accessed by management upon request to the IT Department and if circumstances warrant.

This information may be used to evaluate employee performance, ensure the appropriate use of employer equipment and ensure work is being performed during working hours. Information obtained that indicates inappropriate usage of Town computer/tablets and email may be investigated as warranted and may lead to disciplinary action.

Video Surveillance (cameras)

There are many functioning and recording cameras used by the Town at offices, facilities, and on Town vehicles.

The cameras are in place to monitor Town property and staff safety, in areas where interactions with the public may occur, or where administrative security is needed (e.g., where cash transactions take place).

There is signage throughout Town property where video surveillance is present.

The cameras may be viewed by management who have live access, and/or historical footage may be reviewed or requested by management in the course of following-up on incidents and/or complaints where this information is deemed useful in determining a sequence of events or causation. Information obtained that indicates inappropriate use of Town equipment or property may be investigated as appropriate and may lead to disciplinary action.

Cameras on Town vehicles are installed and configured to capture views external to the vehicle. While the Town has the capability to monitor the internal cab of a vehicle, this function has not been enabled at this time.

Key Fob (keyless entry system) and Biometric Clocks

The key fob system allows the Town to grant and restrict staff access to specific entrances or areas of municipal buildings and property. Through the key fob system, the Town has access to historical data tracking of when a FOB was used and where. The Town maintains a record of the specific FOB an employee has been assigned.

Biometric clocks are installed in several Town facilities for time and attendance purposes. These devices capture employees' start and end times and correlate directly to the Town's payroll system allowing for efficient and accurate processing of pay. Certain employee groups (e.g., CUPE employees, Facilities staff and applicable student positions), are required to use biometric clocks.

The Town of Halton Hills has the ability to actively monitor staff however, review of the data captured is only utilized for the purpose of addressing workplace issues when they arise. Careful consideration will be taken when determining whether it is necessary to access data, and each circumstance will be reviewed on a case-by-case basis.

Responsibilities

Management

- Respond to employees' inquiries on the technology that will be used to monitor employee activities.
- Identify any equipment and vehicles that are being monitored to track employee activities.
- Provide authorization as needed to access collected data for specific operational reasons.
- Provide a copy of this policy to employees as requested by Human Resources.

Employees

- Be aware that information related to their individual activities and whereabouts will be collected, stored and disclosed in accordance with this Policy and other relevant Town policies.
- Only access collected data for the purposes authorized by management.
- Do not tamper, disable or interfere with any electronic employee monitoring in use with any Town equipment or systems.

Human Resources

- Provide a copy of this policy to all new employees within 30 days of starting their employment as part of the hiring process.
- Review and update the policy as required.

Privacy and Confidentiality

The Town's electronic monitoring is aimed at collecting information related to its business; however, some information collected by monitoring may be considered personal information. All information collected through electronic monitoring will be securely stored and protected. The Town will adhere to all privacy and confidentiality legislation that applies to the collection, use and disclosure of personal information obtained by electronic monitoring.

Date Policy Activated: October 11, 2022

References and Related Documents:

~~Town of Halton Hills' Personnel Policy Manual and the following sections:~~

~~[Schedule H – Computer Use Policy](#)~~

~~[Schedule J – Guidelines for Use of Social Media & Digital Communications](#)~~

~~[Schedule F – Employee Electronic Monitoring Policy](#)~~~~[Schedule M – Employee Electronic Monitoring Policy](#)~~

[Work From Home Policy and Agreement](#)

[Municipal Freedom of Information and Protection of Privacy Act](#)

[Employment Standards Act, 2000, as amended](#)

Collective Agreements:

CUPE, Local 73

HHPFFA, Local 3327

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