

Policy: General Personnel Policy

Workplace Complaints Policy - appended

Policy # 2	Number of Pages: 14	Date of Approval: September 1995
Approved By:	Board of Directors, Management	Review Date: May 2026
References:	Program Policies and Procedures	

Statement:

It is understood that each Division has policies and procedures unique to their operations, and that this General Personnel Policy is the policy common to all employees of the Society of Saint Vincent de Paul, Toronto Central Council.

The Society is an international organization of Catholic lay people who work to help the disadvantaged: people who are hungry, homeless, addicted, psychiatrically or physically or developmentally disabled, prison inmates, immigrants, refugees, transients, and anyone who has been rejected or abandoned.

The purpose of this Personnel Policy is to instill and foster the ideals of the Society and its founder, Frederic Ozanam in the operations of Toronto Central Council. We seek to be true to the spirit of Blessed Frederic Ozanam and St. Vincent de Paul which provides that, “No work of charity is foreign to the Society”. In addition to the volunteer-based Home Visitation program, the Society operates a number of programs called Special Works offering longer term assistance to persons in need.

The Society adheres to all applicable labour, employment and equity legislation in its dealings with its staff.

1. Operating Principles:

The Society seeks at all times to participate in service through a “person-to-person” outreach. All employees will actively promote a respectful working environment for clients, residents, colleagues, volunteers and others. To promote a professional and respectful workplace, the following Code of Conduct shall apply:

- No individual will be discriminated against on the basis of race, religion, language, age, disability, national origin, marital status, gender, sexual orientation, socioeconomic background or circumstance;
- Employees will fulfill their duties and responsibilities with integrity. The highest possible quality of service is to be extended to the public, residents, clients and colleagues and affiliated service providers.
- Employees will respect the policies and procedures of the Society, and work together in a cooperative manner. Employees will ensure that their full care and attention are paid to all aspects of the job, including attendance, shift coverage, staff meetings, trainings, and all other responsibilities and activities as defined by management.
- Employees will be honest in their dealings with colleagues and management, will put the interests of the Society first before other employers and will be honest with their commitment to the Society and not engage in time theft. Employees will not solicit funds from colleagues or residents. Employees will not disclose the address, contact information or the names of employees to outside parties unless it is in relation to approved program operations.
- Residents, clients, customers, volunteers, co-workers and management shall be treated with the utmost respect, in a professional, conscientious and dignified manner.
- Employees will not engage in personal relationships with residents while in our care, or for up to one year after residents have left the system. Employees will refrain from accepting all gifts, favours or hospitality from residents, clients, members of the Society or business associates, which could be interpreted as seeking to influence or obtain preferential treatment. All gifts shall be declared.
- Employees shall maintain their professional judgment, independence and competence without concerns from outside interests, activities and endeavours.
- Confidential information regarding residents, clients, employees, volunteers or the operation of the Society is not to be discussed with anyone other than authorized individuals.
- Donations given to the Society for the benefit of clients or residents are not to be appropriated by or used by employees; employees may shop at Saint Vincent de Paul stores and will respect the prices assigned to goods for sale.
- All employees have a duty to report verbally or in writing, any evidence of improper practice of which they are aware. As used here, the term “improper practice” means, but is not limited to, any illegal, fraudulent, dishonest, negligent, concerning, abusive or otherwise unethical action by an employee, including taping conversations without permission.
- Employees who attend work under the influence of alcohol, drugs or other mood altering substances will be subject to discipline, and some cases, immediate dismissal.

2. Personnel Records

All employees shall complete the following forms, to be maintained in their confidential file at Toronto Central Office, and at their place of work:

- Education and employment history;
- TD1; TD1ON
- New employee record form;
- Driver's abstract, as required;
- Signed Employment Agreement,
- Current emergency contact information
- Status of Criminal Reference Check
- Confidentiality agreement
- Current address, phone number and email address

3. Job Description and Employee Classification

Each employee shall be given a copy of their job description as well as the Policies and Procedures applicable to their program. Each employee is accountable to their immediate supervisor and will receive assignments and directions primarily from that person. Employees are expected to maintain a high level of job performance, ensuring that they arrive for work on time, focused and prepared to perform the work at hand. The Society must not take a lesser role in importance and devotion to the demands of other employment.

Employee Classification:

Full Time Employees – regularly scheduled to work at least 32 hours per week

Part Time Employees (Class A) – regularly scheduled to work from 24 – 31 hours per week

Part Time Employees (Class B) – regularly scheduled to work less than 24 hours per week

Relief/Casual Employees – work on-call, no guarantee of regularly scheduled shifts

Orientation:

All employees will participate in orientation and training procedures, as outlined for their specific work place.

4. Probationary Period

The probationary period shall be 6 months for full time employees and 600 hours for part time employees.

The program director or manager shall ensure that a Performance Review takes place with the employee prior to the end the probationary period. If the review is unsatisfactory, probation may be extended, for one month at a time, to a maximum of 9 months after commencement of employment, with the approval of the Executive Director.

All offers of employment are conditional upon the satisfactory completion of a Criminal Reference Check.

5. Medical

An annual TB test is a requirement for staff working in the Residential Homes Division, and may be required from time to time for individuals working in other divisions. There may be occasions at the request of the Public Health Department, when more frequent TB testing is required.

Inoculation against Influenza and Hepatitis B Virus and other vaccines to protect the health of self and others is strongly encouraged and shall be paid for by the Society for permanent employees. Please discuss this matter with your physician.

6. Performance Reviews

Performance Reviews will be conducted with all full time, part time and relief and casual staff using a variety of formats including written and verbal assessments, on an annual basis.

The objective of the Performance Review is to enhance and support work-related professional development. Supervisory concerns will be addressed with individuals as they arise. Staff are expected to engage openly in the supervisory process and employ directives in an effort to improve the effectiveness of their work.

7. Pay Period and Personal Information

The work week for Society employees begins on a Monday at 12:00 am and ends on a Sunday at 11:59 pm. Wages are calculated bi-weekly on the basis of hours worked, beginning on Monday and ending two weeks later on Sunday. Pay, processed through ADP is deposited directly into the employee's bank account on the following Thursday. Employees must ensure that the Society has up-to-date contact information at all times, including a phone number, emergency contact information and an email address, all of which are current.

8. Overtime/Call in /Education Pay/Compensatory Time

Overtime may be incurred only with the express approval of the program Director. Overtime for Supervisors may be incurred only with the express approval of the Executive Director.

Employees required to report for work will be paid a minimum of 3 hours work pursuant to the Employment Standards Act, with the exception of attendance at virtual meetings which are paid out for time attended.

Pre-requisite courses may be required for some divisions prior to the offer of employment; however, payment for specialized courses will be reimbursed as follows:

Full Time Employees:

Mandatory courses will be paid for as well as the time spent at the course.

Part Time Employees (Class A and Class B):

Mandatory courses will be paid for as well as the time spent at the course

Relief Staff:

Mandatory courses will be paid for as well as the time spent at the course at the discretion of the program director.

Proof of certification for particular courses may be required as a condition of employment. Payment may not be provided in cases where staff fail to report to scheduled trainings, employees will be required to pay for the time and training.

From time to time, employees may be required to stay at work past their scheduled time. The Society generally compensates for this by providing time off in lieu. This time will be authorized by the program Director or supervisor and must be taken within two pay periods after the time is incurred. Manager's compensatory time will be authorized by the Executive Director and must be taken within the month it is incurred.

9. Statutory Holidays

Full time employees who have successfully completed their probationary period are entitled to the following statutory holidays with pay as prescribed in the Employment Standards Act:

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

Part time employees (Class A and Class B) working regularly scheduled hours will be paid as prescribed in the Employment Standards Act.

In addition to the statutory holidays outlined in the Employment Standards Act, the Society grants full time employees, who have completed their probation period, paid days off for the August Civic Holiday and one floating holiday per annum. Each floating holiday must be taken within the calendar year. Employees who are required to work on a statutory holiday are entitled to public holiday pay plus premium pay for each hour worked as per the Employment Standards Act.

The August Civic Holiday will be paid as follows:

Full time staff are paid for the day

In addition:

Part timers and casual workers are paid by the hour if they work the day.

Part timers that were normally scheduled to work the day will receive payment for the hours normally worked on that day.

An additional half time pay will be paid to those who work the day for each hour worked.

Part timers and casual workers who do not normally work the day will not be paid for the Civic Holiday.

10. Attendance

It is the responsibility of employees to be on time for work, arriving prior to the beginning of each scheduled shift. If attendance is not possible, the employee must inform their immediate supervisor of their inability to work prior to the start of their scheduled shift, following the timelines and procedures as stipulated in the policies and procedures manual for each division. Managers must inform the Executive Director of any absence or change in work schedule (a voice mail message, text or email message are acceptable), prior to the start of their shift, with the reason for the absence or schedule change.

This procedure must be followed for each day of absence unless otherwise directed by the supervisor. Employees who are absent and fail to contact their supervisor for 3 consecutive days will be deemed to have abandoned their position and their employment may be terminated, unless the employee can provide satisfactory evidence that the absence may be linked to a disability.

In the event that shift coverage is not secured, staff on duty are not permitted to leave the workplace without the express permission of the program Director.

11. Professional Conduct

Dress Code

Dress, grooming and personal standards contribute to the morale of all employees and reflect an image of the Society to its clients, donors, and the general public. Employees are expected to wear clothing that is neat in appearance, clean, in good repair and appropriate for their assigned duties to ensure comfort, safety and propriety.

Unacceptable clothing would include “beach wear”, short shorts, midriff-baring tops, and workout gear. Also, clothing or buttons that depict slogans or pictures that may be deemed to be offensive to residents, co-workers or management is not acceptable. Managers have the right to direct employees on the matter of appropriate clothing.

Footwear:

Footwear approved by the Health and Safety Committee must be worn by any staff involved in the handling or delivery of materials, or as required for each work site. Persons working in the food services area, performing maintenance, participating in regular cleaning duties or receiving supplies must wear a fully enclosed shoe with a gripping tread. Suitable footwear would include running shoes with non-skid soles.

Flip flops or shoes with heels exceeding 2 inches in height are not permitted footwear in the residential homes or stores division. Additional footwear requirements may be detailed in the operations manual for each facility.

Staff members who do not comply with the footwear policy will be issued a written warning. Subsequent infractions will result in progressive discipline, and may result in the staff person being sent home from their shift without pay.

12. Paid Emergency Days (formerly known as Sick Days) and Leave

A full time employee working 40 hours per week is allowed up to 120 hours paid emergency leave per calendar year. For full time employees who work less than 40 hours per week, the allocation will be prorated based on the employee's regularly scheduled shifts. The time is to be used for illness or injury unforeseen by the employee.

A part time employee (regularly scheduled to work 24 or more hours per week) is allowed up to 64 paid emergency hours per calendar year, based on the hours normally scheduled to work.

A part time employee (regularly scheduled to work less than 24 hours per week) is allowed up to 16 paid emergency hours, based on the hours normally scheduled to work, per calendar year

The amount of paid emergency hours earned will be prorated for new employees based on their date of hire, with a minimum of 16 hours per calendar year.

In the event that an employee has worked the full calendar year and does not use their full entitlement of paid emergency days, payment will be issued for the unused portion at the rate of 50% of the employee's regular pay for the unused portion to a maximum of:

80 unused hours for full time employees

48 unused hours for part time employees working 24 hours or more

16 unused hours for part time employees working less than 24 hours

Payout, prorated on hours worked, will be calculated and issued in January of the following year.

In the event of a serious illness or accident, an employee may be entitled to use surplus emergency hours accumulated since the start of employment with the Society (hours which were in excess of the payout to a maximum of 40 hours per year) to a maximum of 480 hours, subject to the approval of the Executive Director.

Due to the nature of shift work, a number of employees work shifts that are less than or in excess of 8.00 hours, therefore emergency time and vacation time shall be calculated based on actual hours regularly scheduled.

Staff members who are unable to attend work for a prolonged period of time due to medical issues are entitled to apply for Long Term Disability benefits as described in the Society's benefit booklet issued by Manulife. A copy of this booklet is located in each facility and is available on line.

Staff members who are off work for a period of time exceeding 12 months, will have their employee benefits suspended until work is resumed. Staff members who are off work due to a Leave of Absence that exceeds 8 weeks, will have their benefits suspended. Staff members will be required to re-apply for benefits and may be subject to a waiting period.

Short term leave is available through Medical Employment Insurance Benefits. Leave without pay is detailed in the Employment Standards Act.

Managers will immediately inform the Executive Director if an employee is unable to attend work for an extended period of time so that appropriate information and forms are provided to the employee.

Requests for Accommodation under the Duty to Accommodate Legislation:

In the event that an employee is unable to perform their regular duties due to a disability or illness and wishes to request accommodation, the employee shall request accommodation in writing to their immediate supervisor who will in turn submit the request to the Executive Director. Medical evidence supporting the request will be required.

All such requests will be reviewed by the Executive Director and wherever possible, the accommodation will be granted subject to the provision that the Society does not suffer undue hardship in granting such accommodation. Accommodation may not necessarily entail monetary consideration. A response to each request will be provided in writing by the Executive Director within 10 business days. No employee will be penalized for making a request for accommodation.

All requests for accommodation will be treated confidentially. The request for accommodation and paperwork will be kept in a secure file, separate from the employee's employment file. Accommodations will be reviewed on a regular basis and employees shall cooperate by providing all requested documentation to support the request for continued accommodation.

Employees who are dissatisfied with the Society's response to the employee's disclosure of a disability or a request for accommodation have the right to bring proceedings under the Ontario Human Rights Code. The Society will not punish or threaten any person for bringing such proceedings.

13. Bereavement Leave

Funeral Leave for an Immediate Family Member:

When a death occurs in an employee's immediate family, all regular full-time employees may take up to three consecutive shifts off with pay to attend the funeral or to make the funeral arrangements. The leave must be taken at the time of the death unless otherwise approved by the Executive Director.

Part time employees will be paid for the scheduled shift on the day of the funeral, plus the day before and the day after the funeral, providing they were regularly scheduled to work. The leave must be taken at the time of the death unless otherwise approved by the Executive Director.

The Society may, in some circumstances, require verification of the need for the leave.

Immediate Family Defined for Bereavement Leave:

Immediate family members are defined as the employee's spouse, parents, stepparents, siblings, children, stepchildren, grandparent, father-in-law, mother-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law or grandchild.

Additional Time Off:

The Society understands the deep impact that death can have on an individual and their family, therefore additional unpaid time off may be granted. The employee may make arrangements with the Executive Director for an additional five unpaid days off in the instance of the death of an immediate family member. Additionally, a request to use any unused earned vacation time may be made to management for consideration.

This additional unpaid time off may be granted depending on the circumstances such as distance, the individuals responsibility for funeral arrangements, and the employees responsibility for taking care of the estate of the deceased.

All leaves for Bereavement will be subject to approval by the Executive Director.

14. Leave of Absence

Full time, part time and relief staff may apply for an unpaid Leave of Absence from their position. This request must be submitted in writing to their Director; and should include the requested start date of the leave, and the expected date of the return to work, in addition to the reason that the leave is being requested. The request and recommendation is then forwarded to the Executive Director. The Society reserves the right to refuse a request for Leave of Absence if it is deemed to interfere with the operation of one of its facilities/programs or to be otherwise inappropriate or unwarranted.

Requests for Leave of Absence that are not of an emergency nature shall be submitted at least one month prior to the start date of the leave.

Taking a Leave of Absence for a purpose other than for what is stated on the request could result in disciplinary action up to and including discharge.

During the Leave of Absence, the employee must keep the Society informed of any change of address, phone number, personal situation etc. A Leave of Absence may be extended if it is requested in writing, a minimum of two weeks prior to the expiration of the Leave. Employee benefits will be suspended for any staff away from work for more than 6 weeks. Failure to return to work upon the agreed upon date, will result in termination of the position.

The Executive Director shall have final approval of all Leaves of Absence.

15. Vacation

Full-time employees who work 40 hours per week will normally be credited with the following vacation allotments based on the vacation year January 1st to December 31st:

- 3 weeks, (120 hours; prorated to hours scheduled) and prorated based on the start date, in the first year of employment
- 3 weeks (120 hours; prorated to hours scheduled) after one year of employment;
- 4 weeks (160 hours; prorated to hours scheduled) after five years of employment;
- 5 weeks (200 hours; prorated to hours scheduled) after ten years of employment;
- 6 weeks (240 hours; prorated to hours scheduled) after twenty years of employment

Vacation time is calculated based on the employee's actual regularly scheduled hours.

Vacation credits are renewed each year beginning January 1st. and are earned based on the normally scheduled hours per week and assumes continuous employment from January 1st to December 31st. Full time employees who work less than 40 hours per week, vacation time will be prorated. Employees are expected to take all their vacation entitlement each calendar year. Vacation days must be taken in the year they are earned or they will be considered forfeited. A vacation carry over will be considered only in exceptional circumstances and must be approved in writing by the Executive Director.

Requests for vacation time off shall be made to the program Director by February 28th of each year and shall be posted once approved. Vacation time may only be taken at the approval of management; requesting time does not necessarily mean the time will be granted as the needs of the program must be taken into consideration. The Society reserves the right to allow only 1 staff at each facility to be on vacation at any one time. Conflicts in requested vacation time by 2 or more employees shall be resolved by based on submission time of requests.

Class A Part time employees working regularly scheduled hours may be entitled up to 8 vacation days per year, based on hours worked.

Vacation time is calculated each calendar year. Due to the nature of shift work, a number of employees work shifts that are less than or in excess of 8.00 hours, therefore emergency days and vacation time shall be calculated based on actual hours of work.

Employees do not accrue vacation time during a leave of absence with the exception of those on pregnancy/parental leave according to the Employment Standards Act.

Senior staff who have earned the maximum vacation entitlement may, upon the approval of the Executive Director, request payment of up to two weeks' pay in lieu of time off.

New Employees:

New Employees accrue vacation time from the date of hire on a prorated basis in accordance with the vacation entitlement policy for the first year of service. New employees are not permitted to take vacation days during their probationary period, unless an alternative arrangement is agreed upon. New employees who accrue vacation time during their probationary period and are not permitted to use this time may carry the time over the following year i.e., an employee who is hired after October 1st.

A vacation carry-over request form must be completed and submitted to the Executive Director for approval.

Terminating Employees: Upon termination of employment, any outstanding vacation pay owing is calculated based on earnings from January 1st to the date of termination minus vacation days that the employee has already taken. Upon termination, employees who have taken more vacation time than their pro-rated annual allotment (based on the termination date) will have this overpayment recovered from their final pay cheque.

16. Benefits

All employees scheduled to work for 32 hours or more per week are entitled to the following benefits:

- a . Life insurance, dependent life insurance, accidental death and dismemberment insurance.
- b . Long term disability insurance.
- c . Major medical insurance.
- d . Dental insurance.

Employees who are scheduled to work 24 hours or more per week but less than 32 hours per week are entitled to the following benefits:

- e . Life insurance, dependent life insurance,
- f . Accidental death and dismemberment insurance.
- g . Long term disability insurance.
- h . Major medical insurance.

Employees shall be eligible for all insurance benefits that they are entitled to following a six month waiting period. However, the Insurer reserves the right to vary or modify these benefits at any time without notice.

Employees who are regularly scheduled to work a minimum of 700 hours, continuously, per year or earning more than the \$12,915.00 per year will be enrolled in the pension plan after a one-year period.

Employees are provided a link to the Manulife website for benefit information at the commencement of being enrolled in the employee benefit program.

17. Workplace Safety & Insurance (WSIB)

In the event of any job-related bodily injury, the accident shall be reported immediately to the program Director, regardless of how insignificant the injury may seem. The program

Director shall complete an Injury Report form as required by the Workplace Safety and Insurance Board within three days of the occurrence and submit it to the payroll department of TCC, and the Executive Director. A Form 6 will be issued to an employee who requires medical treatment for a workplace injury or illness. A “Near Miss” form will be completed and signed off by the Manager for any situation where an injury or illness almost occurred. Employees **must** inform management if they seek health care for a workplace incident, and they must keep management informed of changes to their WSIB status, provide management with proper documentation and maintain lines of communication.

18. Termination of Employment:

Following the occurrence of any disciplinary incident, the immediate supervisor shall issue a verbal warning with the intent of providing the employee an opportunity to correct their actions going forward. With the approval of the Executive Director, progressive discipline, beginning with a written warning and ranging up to discharge, shall be issued for any subsequent similar incident. Depending on the severity of the issue, verbal warnings may be replaced by written warnings or suspensions.

In cases of a wrongful act, insubordinate behaviour, an incident involving gross misconduct, willful neglect, breach of confidentiality, violation of the Workplace Violence and Harassment Policy or any other serious incident which affects the safety and security of the program, residents or employees, or affects the reputation of the Society, the staff member may be subject to immediate dismissal.

Lay-off by reason of redundancy or shortage of work shall be in compliance with the requirements of the Employment Standards Act.

Upon termination of employment, whether voluntary, involuntary, retirement, or other cause, the employee shall immediately return any Society property including charge/credit cards, petty cash accounts, keys to all vehicles and facilities, etc.

Employees who are on a Leave of Absence and who do not return by the given date, will be considered to have resigned from their position, and a Record of Employment will be issued to that effect. No termination pay will be provided.

Employees who are off work on disability, and those who are unable to provide a return to work date, will be required to provide regular communication (the frequency and method to be determined by management) as to the status of their absence. Should the employee be able to resume their position, they will be required to re-apply so that the Society has the most current information on file. Employees returning from long term leave will be provided the same or a similar position, at a location based on availability.

Employees who are off work for a period of more than two months may be required to complete training shifts.

Staff members who leave the Society and who are in good standing and who wish to serve on any Committee of the Society, shall wait a minimum period of twelve months after leaving the Society before submitting their name for consideration to the chairperson.

19. Conflict Resolution Procedures

The Society is dedicated to providing a safe, inclusive, and respectful work environment. The Workplace Complaints policy appended to this policy outlines the framework for employees to raise and resolve workplace complaints promptly, fairly, and confidentially. It applies to all employees and management staff.

All staff must immediately notify management of concerns or behaviour that puts residents or staff in danger, jeopardizes their well-being, compromises boundaries, or exploits residents or staff. Management will take action depending on the severity of the concern.

20. Cell Phone and Computer Use

Cell phones should not be used while on shift. Cell phones should be turned off and be put away during working hours. Personal calls may only be made and received during break times, or times stipulated by management. Cell phones should never be in use during periods of client interaction. Cell phones may not be used to record workplace conversations or events. Worksite computers shall be used for program purposes.

21. Use of Society Vehicles

Any employee driving a Society vehicle must be registered with the Central Office as a designated driver. All drivers must provide an abstract to satisfy the Society's Insurers. Driving infractions that occur on the employees own time are also considered by the Society's insurers and in adverse occurrences, may result in the denial of the right to drive the Society's vehicles and may negatively impact the employees continuing position with the Society. All vehicles shall be parked on designated Society property unless otherwise authorized by the Executive Director.

All employees involved in a traffic violation or accident shall immediately report the incident to their Supervisor. Failure to report may result in disciplinary action.

Employee's are personally responsible for the payment of parking tickets or other penalties incurred due to their own negligence.

22. Expenses

Expenses incurred for program purposes will only be reimbursed if prior approval for purchases has been sought from management. Petty cash procedures are posted in each program and must be followed in order to provide replenishment of petty cash accounts. The Society does not allow claims for travel, accommodation or meals. In the event that a staff member is required to attend a meeting or program off site, expenses must be pre-approved by the Executive Director.

23. External Communications

Communications include, but are not limited to verbal, written, electronic, social media posts and pictorial images of the Society for the purposes of advertising, fundraising, advocacy, signage, banners, clothing designs etc., and are outside of the day to day operations of the programs.

All communications prepared by program Directors relating to policy matters, advocacy or funding or other matters that fall outside of regular program related communications shall be submitted to the Executive Director prior to the preparation of the final draft. No other employee shall undertake correspondence without the express approval of the program Director.

All requests for correspondence on employee matters for external use such as confirmation of employment must be submitted to the Executive Director, as these may be prepared by the Head Office. Requests for written and verbal references must be approved by the Executive Director prior to being issued. The Society generally offers confirmation of position responsibilities and refrains from providing a written assessment of an employee's work performance without first seeking approval from the Executive Director.

Copies of significant correspondence shall be submitted to the Head Office for filing.

Duty of Care for the use of e-mail, electronic messaging and social media:

Users must take the same care in drafting an email or electronic communication, that they would as when preparing any other communication. Confidential information shall not be sent by email or electronic messaging.

The Society strictly prohibits the following; disciplinary action will be implemented in the following instances:

- Sending or forwarding emails or other electronic communications containing libelous, offensive, racist or obscene remarks. If this type of information is received, it must be reported to a supervisor or Executive Director,
- Sending or engaging in, unsolicited emails, chain mail, text messages or social media posts,
- Failure to implement the Society's privacy guidelines when transmitting information,
- The use of e-mail or electronic messaging to harass, bully or otherwise intimidate individuals is in direct conflict of the Society's Workplace Violence and Harassment Policy # 20
- Forging or attempting to forge e-mail or electronic messaging, disguising or attempting to disguise identity when sending e-mail or electronic messages.
- Staff must not explicitly or inadvertently represent the Society on any form of Social Media. Social Media posts that are contrary to any behaviours listed in the Code of Conduct on page 2 of this policy will result in disciplinary action.

Society of Saint Vincent de Paul Greater Toronto Central Council Workplace Staff Complaints Policy

Updated: May 19, 2026 – appended to General Personnel Policy #2

References:

GTCC Policies: Whistleblower, Anti-Abuse, Non-Discrimination, Workplace Violence and Harassment found at: www.ssvptoronto.ca Members Section, Governance

1. Purpose and Scope

The Society of Saint Vincent de Paul Greater Toronto Central Council is dedicated to providing a safe, inclusive, and respectful work environment. This policy outlines the framework for employees to raise and resolve workplace complaints promptly, fairly, and confidentially. It applies to all employees and management staff.

All staff must immediately notify management of concerns or behaviour that puts residents or staff in danger, jeopardizes their well-being, compromises boundaries, or exploits residents or staff. Management will take action depending on the severity of the concern.

2. Guiding Principles

- Fairness: All parties will have the opportunity to present their version of events and receive an impartial hearing.
- Confidentiality: Complaints will be handled discreetly. Information will only be shared on a need-to-know basis to facilitate the investigation.
- No Retaliation: Employees can raise concerns in good faith without the fear of reprisal, discrimination, or termination; See Whistleblower Policy
- Targeting or Vexatious Complaints: Complaints that are made with the intent to target staff, or are purposely without merit, may be addressed through the disciplinary process.

3. Types of Complaints Covered

This policy covers issues including, but not limited to:

- Workplace harassment, bullying, or violence
- Discrimination based on protected grounds
- Unfair management practices or disciplinary actions
- Occupational health and safety concerns
- Interpersonal conflicts that disrupt the work environment

4. Step-by-Step Procedure

Step 1: Informal Resolution (Optional)

Where appropriate, employees are encouraged to resolve conflicts directly and respectfully with the individuals involved as soon as possible. Staff may seek guidance from management on how to approach the issue with their co-worker. Management may offer methods for resolving problems, including a mediated opportunity to address concerns. If the issue cannot be resolved informally, proceed to Step 2.

Step 2: Formal Complaint

If informal resolution is unsuccessful or inappropriate, the employee should submit a formal complaint as soon as possible after the incident.

- How to submit: Complaints should ideally be submitted in writing to management. If submitted verbally, the receiver will document the details and ask the complainant to sign off on them.
- Required Details: Include specific dates, times, locations, details of the incident(s), and names of any witnesses.

Step 3: Investigation

- Acknowledgement: The complaint will be acknowledged in writing within 3 business days.
- Investigation Process: Written complaints against co-workers will be reviewed by the Executive Director, who will determine the investigation steps. This will include interviews with the complainant, the respondent, and any relevant witnesses, as well as reviewing any supporting documentation.

Step 4: Resolution and Outcome

- Both the complainant and the subject of the complaint will be notified in writing of the investigation's outcome.
- If the complaint is substantiated, appropriate corrective or disciplinary action will be taken. This may include mediation, further training, suspension, or termination.

Step 5: Management Process

- If the complaint involves issues with management, it should be submitted to the Executive Director.
- If the complaint involves the Executive Director, it should be submitted to the Chair of the Board.

5. Appeal

If either party is dissatisfied with the outcome, they may submit a written appeal to the Executive Director within 7 business days of receiving the decision. If the complaint involves the Executive Director, the written appeal may be submitted to the Chair of the Board. The appeal decision will be final.