



FIRST PEOPLES'
CULTURAL COUNCIL

Employee Administration Policy Manual

October 2011

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1. ABOUT THE FIRST PEOPLES' CULTURAL COUNCIL

1.1 INTRODUCTION

The First Peoples' Cultural Council is a provincial Crown Corporation formed by the government of British Columbia in 1990 to administer the First Peoples' Heritage, Language and Culture Program. The organization is supported by legislation: the First Peoples Heritage, Language and Culture Act. While the legal name of the organization is the First Peoples' Heritage, Language and Culture Council, the organization is also commonly known as the First Peoples' Cultural Council.

The mandate of the First Peoples' Cultural Council is to assist B.C. First Nations in their efforts to revitalize their languages, arts and cultures.

The First Peoples' Cultural Council is committed to providing communities with a high level of support and quality resources. Our cultural heritage, and the living expression of our identities, is integral to the health of all members of our Aboriginal communities, as well as to the well-being of all British Columbians.

The First Peoples' Cultural Council serves:

- 203 B.C. First Nations
- 24 Tribal Councils
- 34 language groups
- 59 language dialects
- First Nations arts and culture organizations
- Aboriginal artists and cultural workers
- Aboriginal education organizations

1.2 MISSION, VISION AND MANDATE

Vision Statement

B.C. Aboriginal languages, cultures and arts are thriving. The cultural knowledge expressed through Aboriginal languages, cultures and arts is recognized and embraced.

Mission Statement

The First Peoples' Cultural Council provides leadership for the revitalization of Aboriginal languages, culture and arts in British Columbia. The First Peoples' Cultural Council monitors the status of B.C. Aboriginal languages, cultures, and arts, and facilitates and develops strategies which help Aboriginal communities recover and sustain their heritage. The First Peoples' Cultural Council is committed to establishing itself as the key source of current and accurate information on the state of Aboriginal languages in British Columbia and to continuing to provide program coordination and funding for Aboriginal language and cultural preservation and enhancement.

Mandate

The First Peoples' Cultural Council mandate, as laid out in the FPHLC Act, is to:

- Preserve, restore and enhance First nations' heritage, language and culture.
- Increase understanding and sharing of knowledge within both the First Nations and non-First Nations communities.
- Heighten appreciation and acceptance of the wealth of cultural diversity among all British Columbians.

1.3 ORGANIZATION CHART

The organization chart is a formal document that establishes each staff position and designates the lines of authority in the organization. As such, it graphically presents the manner in which the services provided by the programs are structured.

The Chart will be available online on request from the Executive Director.

2. POLICY DEVELOPMENT

2.1 POLICY & PROCEDURES MANUAL STATEMENT

This Manual serves as a guide to managers and staff of the First Peoples' Cultural Council. The policies are designed to assist managers and staff with consistent direction and application of decisions.

All staff will be asked to sign a document to indicate their understanding of the Manual. All parts of this document are supplementary to applicable federal and provincial legislation. In the event of conflict, such legislation shall prevail.

2.2 POLICY DEVELOPMENT

The Executive Director is responsible for maintaining the Manual and ensuring the Board approves all changes.

The Manual will be reviewed and updated annually and is available to all staff.

Employee suggestions are welcomed. If any employee would like to recommend suggestions to changes in the Manual, they are requested to submit their suggestions to the Executive Director.

2.3 VERSION AND REVISIONS

Version	Date	Policies updated	Notes
1	June 2011	Entire Manual revised	Approved by Board June 5, 2011
2	October 2011	First Peoples' Cultural Council – reference changed from FPC to “the Council”, formatting & typos	
3	Jan 2012	Pg. 21 – birthday taken within 15 days (previously 5 days)	Approved by Board May 25, 2012
4	March 2012	Table of Contents – Reorganized to flow logically (previously alphabetical order) and update name to First Peoples' Cultural Council	Approved by Board May 25, 2012
6	August 2012	Add section Personal Property	Pending (see page 12)

POLICIES

3. GENERAL CONDITIONS OF EMPLOYMENT

3.1 Employee Conduct and Workplace Guidelines

All employees are expected to conduct themselves and behave in a manner that is conducive to the efficient operation of the First Peoples' Cultural Council. Such conduct includes:

- Reporting to work punctually as scheduled and being at the workstation, ready for work at the assigned starting time.
- Notifying the supervisor when the employee will be absent from work, or is unable to report to work on time.
- Complying with all federal and provincial safety and health regulations.
- Wearing clothing appropriate for the work being performed.
- Maintaining work place/work area cleanliness and orderliness
- Performing assigned tasks professionally.
- Treating all clients and visitors as guests of the First Peoples' Cultural Council.

Conduct that interferes with operations, brings discredit to the First Peoples' Cultural Council or is offensive or threatening to clients or fellow employees will be dealt with through the harassment and discipline policies. Employees are expected to treat each other with respect and dignity and must not engage in discriminatory conduct prohibited by the Human Rights Code. The prohibited grounds are race, colour, ancestry, place of origin, religion, family status, marital status, physical disability, mental disability, sex, sexual orientation, age, political belief or conviction of a criminal or summary offence unrelated to the individual's employment.

Further, the conduct of employees in the workplace must meet acceptable social standards and must contribute to a positive work environment. An employee's conduct must not compromise the integrity of the First Peoples' Cultural Council.

All employees may expect and have the responsibility to contribute to a safe workplace. Violence in the workplace is unacceptable. Violence is any use of physical force on an individual that causes or could cause injury, and includes an attempt or threatened use of force.

Employees must report any incident of violence. Any employee who becomes aware of a threat must report that threat if there is reasonable cause to believe that the threat poses a risk of injury.

Any incident or threat of violence in the workplace must be addressed immediately.

Employees must report a safety hazard or unsafe condition or act in accordance with the provisions of the WorkSafe BC Occupational Health and Safety Regulations.

Any questions in connection with this policy should be directed to the Executive Director.

3.2 Attendance

Each employee will provide a level of regular attendance which can reasonably be expected of any employee. Managers are accountable for ensuring attendance records are kept, reviewed and acted upon in accordance with policy, for all employees within their assigned areas of responsibility.

Any employee who fails to provide such regular attendance and fails to provide evidence that such regular attendance shall be provided in the reasonably foreseeable future will be subject to a review of his/her suitability for continued employment. Employees who are regularly late or fail to attend work with no reasonable explanation will be dealt with through the discipline policy.

3.3 Hours of Work

Standard hours of work for all full-time salaried staff shall be thirty-five (35) hours per week exclusive of one (1) hour per day for an unpaid meal break, except where contracts specify differently. Employees may choose to work between 8:30 am – 4:30 pm or 9:00 am – 5:00 pm with lunch scheduled between 12 noon and 2:00 pm. The choice of working times should be approved by the responsible manager.

Full-time staff shall be entitled to two (2) paid fifteen (15) minute breaks each working day. It is the duty of the Executive Director to ensure that First Peoples' Cultural Council activities are adequately staffed at all times. Employees are discouraged from working through their breaks.

As the safety of all staff is paramount, employees are encouraged to ensure that they are not working alone in the office, especially after 6pm.

3.4 Working from Home

Staff not on visits to communities, or business meetings, are expected to be at work. Working at home is not encouraged. On occasion an employee could work at home as long as it is pre-approved by his/her manager.

3.5 Confidentiality

In the course of any job, an employee may become aware of personal and confidential information. Confidential information about the First Peoples' Cultural Council, its staff, Board members, Advisory Committee members, and the peoples/organizations we serve should not be divulged to anyone other than persons who are authorized to receive such information. When the employee is in doubt as to whether certain information is confidential, no disclosure should be made without first asking appropriate management personnel. This basic policy of caution and discretion in handling of confidential and privileged information extends to both external and internal disclosure.

Confidential information obtained as a result of employment with the First Peoples' Cultural Council is not to be used by an employee for the purpose of furthering any private interest, or as a means of making personal gains. Use or disclosure of such information can result in disciplinary, civil or criminal penalties, and could put the reputation of the First Peoples' Cultural Council at risk. The proper handling and protection of confidential information continues to apply after the employment relationship ends.

3.6 Conflicts of Interest

In some situations, the personal and/or business activities and interests of an employee may be perceived to be in conflict with those of the First Peoples' Cultural Council. It is the employee's responsibility to identify and to report any possible or actual conflict of interest, regardless of whether or not the employee derives benefit, to the Executive Director for evaluation.

Employees must disclose all commercial or financial interests if such interest might conceivably be construed as being in actual or potential conflict with their duties. The Executive Director will advise them of steps to take to avoid being placed in a position of having to defend an allegation of actual or potential conflict of interest. Failure to do so will be considered a breach of conduct.

Potential conflict can result from these situations, which should be disclosed to the Executive Director:

- Acceptance of gifts or favours from individuals and organizations dealing with the First Peoples' Cultural Council (see below for more detailed information)
- Financial interests in any good or service offered to the Council or its stakeholders
- Outside activities, including secondary employment, acting as a director of an outside organization, political involvement and/or business activities
- Acceptance of employment or fees for speaking engagements for which employees were invited due to their position at the First Peoples' Cultural Council or their knowledge of the work of the First Peoples' Cultural Council.

The above, as well as other activities that could reasonably create actual, potential, or perceived conflicts of interest, must be disclosed to the Executive Director for evaluation and decision.

Acceptance of gifts or favours

Some examples of the acceptance of gifts or favours are:

- The exchange of hospitality between persons doing business together
- Tokens exchanged as part of protocol
- The normal exchange of gifts to persons participating in public functions
- The normal exchange of gifts between friends
- The acceptance of gifts, donations of free services for work related leisure activities

The following four criteria, when taken together, are intended to guide the judgment of employees who are considering the acceptance of a gift:

- The benefit is of nominal value
- The exchange creates no obligation
- Reciprocation is easy, and
- It occurs infrequently

Employees will not solicit a gift, benefit or service on behalf of themselves or other employees.

Secondary employment and/or other activities

Employees must disclose all employment, commercial or financial interest(s), if such interest(s) might be in actual, potential or perceived conflict with their duties. If employees are uncertain about

Whether their outside interests put them in actual, potential or perceived conflict, they are encouraged to consult with the Executive Director. The Executive Director will discuss the situation with the employee. The following criteria should be considered in determining whether the employee's outside interests place them in an actual, potential or perceived conflict:

- The outside activities present apparent, potential or perceived conflict of interest from the perspective of a third-party observer
- The outside activities provide a benefit as a result of employment at the First Peoples' Cultural Council
- The outside activities render the employee unavailable for duty when required
- The outside activities physically or mentally exhaust the employee to the point that their performance of duties for the First Peoples' Cultural Council may be affected
- The outside activities require special consideration in scheduling the employee's regular duty hours
- The outside activities bring the First Peoples' Cultural Council into disrepute or impair the operation or efficiency of the First Peoples' Cultural Council or employee

The Executive Director may deny a request or withdraw approval of secondary employment and/or other activity for any employee if it is determined that their outside activities are placing them in situations where one or more of the above criteria are met.

3.7 Nepotism

Decisions about hiring, promoting, evaluating performance, awarding salary increases, and terminating employees are based on qualifications for the position, ability, and performance.

Every attempt is made to avoid favoritism, the appearance of favoritism, and conflicts of interest in employment decisions and we reserve the right to take action when relationships or associations of our employees impact our mission.

Board Members cannot occupy a staff position while on the Board, nor may members of their immediate family occupy permanent staff positions. Members of the immediate family include spouse, common-law, sons, daughters, brothers, sisters, parents, or any other relative permanently residing in the same household.

Employees are required to disclose changes in their personal situations, which may be covered under the Nepotism Policy. The policy is intended to ensure effective supervision, internal discipline, security, safety, and positive morale in the workplace. It also seeks to avoid the perception of favoritism, conflicts in loyalty, discrimination, the appearance of impropriety, and conflicts of interest.

3.8 Computer and Technology Use

The First Peoples' Cultural Council's communication system, including e-mail, messaging, texts and access to the web, including social networking sites, through computers, blackberries and other communication devices is provided for official business use. Occasional personal use is permitted but personal messages will be treated no differently than business messages. All communications must respect the Council's policies, regardless of whether they are business related or personal.

The First Peoples' Cultural Council reserves the right to access, use and disclose all messages sent over its communication system for any purposes. The First Peoples' Cultural Council also reserves the right to access communications for specific business purposes, such as when it has a particular need or reason to do so, or to ensure its policies are being followed.

No employee, including a manager or system administrator is permitted to use the organization's communication system for the purpose of accessing the files, internet browsing history or communications of others except as permitted under this policy. Employees who "snoop" in other people's messages or files are subject to discipline which may include termination.

The First Peoples' Cultural Council may monitor e-mail and other communications on a periodic basis, checking for breaches of system security, violations of law, or infringement of policies. Such monitoring may occur electronically or manually without the knowledge of the affected personnel. Management may inspect the contents of e-mail messages disclosed by such monitoring or any follow-up investigation if such inspections serve an organizational purpose. Employees whose communications violate the First Peoples' Cultural Council's policies will be subject to the discipline process.

3.9 Security of Property

Preserving and safeguarding First Peoples' Cultural Council property is the responsibility of all employees. Equipment, materials and supplies that are purchased with Council funds are the property of the Council, must be used only in the interest of the organization and must be protected from theft, misuse or damage.

If employees lose or misplace First Peoples' Cultural Council property, the employee's insurance should first be applied for recovery or replacement. If the employee's insurance does not cover the loss, the Executive Director will make a determination on how best to deal with the situation on a case-by-case basis.

The First Peoples' Cultural Council's name, logo or letterhead may not be used for any purpose other than official business by authorized personnel. Signature stamps should not be used without the individual signatory's written permission.

The last person leaving the office is requested to turn off all lights except the light above the sink, turn off the photocopier, turn on the alarms and lock the office. If the alarm is activated, refer to the phone tree to determine the reporting requirements.

3.10 Personal Property

DRAFT (pending Board approval) Employees are responsible for the security of their personal effects kept on the organization's premises. The First Peoples' Cultural Council cannot be responsible for the loss or damage of items including, but not limited to personal artwork, electronic devices, clothing and purses.

Employees who choose to keep personal items in the office are advised to catalogue and photograph them for personal insurance claims, or for incidents involving large-scale theft or fire.

3.11 Occupational Health and Safety

General Statement

The First Peoples' Cultural Council recognizes the importance of respecting all of its resources and assets, human and material. Our foremost concern is the safety and well-being of our employees. In fulfilling this commitment, the First Peoples' Cultural Council will provide and maintain a safe and healthy work environment for all employees in compliance with legislative requirements and industry standards.

First Aid

First aid preparation provides for appropriate responses to client, staff and public health emergencies. The programs will identify and adhere to all applicable Industrial Health and Safety regulations. Industrial Health and Safety regulations will be available on-site, located in the main administration files of the Council.

A first aid supply kit will be available in the main reception area and, along with the First Aid Log, is maintained by the Receptionist.

If staff members are injured on the job, they must advise their supervisor, who will need to complete a Critical Incident Form, and WorkSafe Incident Form, copies of which can be found in the Appendix.

Emergencies

The Council has a written plan in place. Preparation for possible emergencies ensures appropriate responses in crisis situations. Practice is necessary because of limited occurrences of such emergencies. Therefore, earthquake and emergency drills will be conducted on a periodic basis. All staff members are expected to participate in emergency drills.

Earthquake kits and whistles are available near the water, under the desks and tables.

All incidents involving clients, employees or the public health or safety will be documented using the Critical Incident Form and the WorkSafe Incident form, and submitted to the Executive Director.

If any employee notices any situation that could prove to be a security risk or safety concern, they should bring this immediately to the attention of a member of the Safety Committee, the Executive Director, Executive Assistant, or most senior designated staff member on site. If a member of the public seems to pose a risk for any reason, the designated manager must be notified immediately to

appraise the situation. If necessary, the manager will ask the visitor to leave, stating the reason why. If the visitor refuses to leave, then the police must be called.

Emergencies/Risks involving clients and the public are dealt with as follows:

Disruptive, potentially violent and/or intoxicated clients in the office:

- Ask the individual to leave the building and state reason.
- If the individual refuses to leave the building, call senior staff or police.

If the individual issues any sort of a threat:

- Leave your office
- Inform another staff person who will notify the rest of the staff and/or client and get them to leave the area.
- Go to another area of the building and call the police.
- Leave the building yourself
- Refer to other appropriate agencies, i.e.: Mental Health, Hospital, RCMP, etc.

Infection Control:

If an individual discloses that they have a communicable disease and is not taking any of the usual precautions, this information has to be reported to the Medical Officer of Health at (250) 413-7600 or (250) 433-3940.

Medical Emergencies:

Prompt emergency care should be given. An attempt to provide emergency first aid should be made. Ambulance should be called immediately, if required (if an emergency, phone 9-1-1). The person requiring treatment should be made as comfortable as possible and privacy obtained as much as possible. Emergency information for staff is recorded in a special emergency file.

All staff or a designated person will also receive training in emergency first aid.

3.12 Diversity Management

The First Peoples' Cultural Council is committed to achieving a work environment where all employees are valued for the diversity they bring to the organization. Management will endeavour to ensure that all policies, procedures and practices are free of deliberate or unintentional (systemic) barriers so that no one is disadvantaged.

The First Peoples' Cultural Council will be responsible for the reasonable accommodation of the differences and needs of employees so that each employee has the opportunity to contribute to his or her full potential. In order for the effect of management practices to be fair to all employees, it is recognized

that the treatment of individuals may need to be different. Managers will strive to manage employees flexibly and will seek, encourage and support diversity.

Employees are expected to treat one another with respect and consideration. Harassment and discrimination are unacceptable and will result in disciplinary action.

3.13 Harassment

Harassment is an improper behavior directed at another person and that the other person finds offensive. It is also behavior that the person knew or ought to have reasonably known would be unwelcome. According to the B.C. Human Rights Code, the prohibited grounds are race, colour, ancestry, place of origin, religion, family status, marital status, physical disability, mental disability, sex, sexual orientation, age, political belief or conviction of a criminal or summary offence unrelated to the individual's employment.

Harassment can be a remark or a gesture – made once or many times – that demeans, belittles, causes personal humiliation or embarrassment. It can come from a colleague, a supervisor, or a subordinate. It can include threats, raised voices, and/or jokes that cause embarrassment or humiliation.

Sexual harassment is unwanted and sometimes repeated sexual advances, usually by a person who has power or authority over another. Sexual harassment can take many forms – from touching and lewd comments to coercive sexual relations. Often in such cases, employees being sexually harassed in this way perceive that confrontation or denial of the request could lead to the potential loss of their job or employment privileges.

If an employee feels harassed, there are a number of actions they can take:

1. Say “NO!” – the employee should not ignore the harassment and should make known his or her disapproval and/or uneasiness to the offender in an unmistakable manner. For example, such communication could take the form of confirming that the employee does not appreciate being spoken to or treated in this manner and requesting that the alleged harasser either come back when they are able to be more civil or perhaps they could arrange to meet while another person is present. If the employee does not feel safe communicating verbally, an email could be sent.
2. Seek Guidance – the employee may approach his or her supervisor or the Executive Director for guidance.
3. File a Formal Complaint – the employee may file a written complaint with the Executive Director, outlining their concerns and documenting the alleged harassment(s).

Any written complaint will be treated in confidence. Where the alleged harassment was committed by the employee's supervisor, that person is bypassed with the information to allow for unbiased decision-making when determining action to be taken. For incidents which involve allegations against the Executive Director, the complaint should be given directly to the Chair of the HR Committee.

Upon receipt of a written complaint, an investigation will be conducted by appropriate individual(s) appointed by the Executive Director, or in cases where the complaint is against the Executive Director, by the Chair of the HR Committee. This investigation will include interviews with the complainant, the alleged offender and any witnesses, and findings will be documented accurately and completely.

Following their inquiry, the investigator(s) will report their findings to the Executive Director or Chair of the Personnel Committee as appropriate, who will then decide on the appropriate course of

action which may range from a reprimand to termination of employment. A complaint brought under this policy, which is determined by the investigator(s) to involve malicious intent by the complainant is a violation of this policy, and is subject to appropriate disciplinary action.

If the complaint is found to be wholly without merit, all files will be sealed. In order to protect the alleged harasser's reputation, those individuals who were involved in the investigation will be advised that the complaint was unfounded.

3.14 Substance Abuse

The First Peoples' Cultural Council promotes and role models healthy lifestyles, therefore, employees must have control of their own relationship with alcohol and/or drugs.

An employee is not to be at work when his/her judgment is impaired or his/her behavior is inappropriate due to the consumption of over-the-counter drugs or the use of legally prescribed drugs. If you are undergoing prescribed medical treatment with drugs which could impair your performance you should report this treatment to your immediate supervisor. The use of such drugs as part of a prescribed medical treatment program is not grounds for disciplinary action.

However, you are expected to report such a situation and to accept your supervisor's assessment of your ability to safely perform your duties while undergoing a course of treatment requiring the use of legally prescribed or over-the-counter drugs.

An employee who is under the influence of alcohol or illegal drugs is prohibited from being at work. Alcohol or illegal drug use, which adversely affects the job performance and attendance of an employee, or which could jeopardize the safety of other employees, clients or First Peoples' Cultural Council property is cause for disciplinary action up to and including dismissal from employment.

Employees are requested to limit their consumption of alcohol or other substances while attending professional or industry events, as they are attending on behalf of the First Peoples' Cultural Council and need to present themselves with decorum.

Substance abuse is a serious issue that will be taken, and dealt with, seriously. Employees facing this issue are encouraged to seek support. The employee's manager and the Executive Director will provide support to assist the employee to correct the problem. However, ultimately it is the decision of the employee to accept the support to deal with this issue. Should the employee continue to experience this issue despite reasonable accommodation being made available, the problem will be dealt with in accordance with the First Peoples' Cultural Council's policy on progressive corrective discipline.

3.15 Fragrance-Free Office

The office is a fragrance-free zone. Employees should refrain from using perfumes or strong scents as some employees suffer from allergies to fragrances.

3.16 Complaint Resolution

It is the desire of the First Peoples' Cultural Council to have a harmonious working relationship with all employees. Any member of the staff who feels they have just cause for complaint concerning the interpretation or application of a Council policy should do so in the following manner:

Step 1 - An employee who has a complaint must first present his/her problem to his/her manager in writing. The manager will deal with the matter and render a decision within 10 working days of the complaint received.

Step 2 - Failing a satisfactory settlement of the complaint, the employee has the opportunity to submit a grievance, in writing, to the Executive Director, stating the nature of the grievance and the remedy sought. The Executive Director will render a decision in writing within 10 working days of the grievance being received.

Step 3 - If the employee is not satisfied with the decision made in Step 2, the grievance may be submitted to the Chair of the HR Committee, requesting a meeting with the HR Committee and outlining, in writing, the nature of the complaint. The employee and the Executive Director will both have the opportunity to speak with the HR Committee at that meeting. Decisions made as a result of meeting with the HR Committee will be final.

The time limits set out above may be extended by mutual agreement between the parties. Saturdays, Sundays, and statutory Holidays will not be counted in determining the time within which any action is to be taken or completed under the complaint procedure.

3.17 Discipline

The First Peoples' Cultural Council follows a standard of progressive corrective discipline when dealing with culpable (blameworthy) behavior(s) of employees.

The concept behind progressive corrective discipline is to help the employee correct behavior that is unacceptable through application of the four steps of progressive corrective discipline. The First Peoples' Cultural Council's goal is to work with the employee to resolve the problem to avoid severe penalties. If the behavior is not corrected, the penalty will increase in proportion to the seriousness of the offence.

The four steps of progressive corrective discipline are as follows:

1. Verbal warning
2. Written reprimand/warning
3. Suspension without pay (length depends on seriousness of infraction)
4. Termination of employment

In serious cases, the Executive Director reserves the right to terminate employees without going through all of the steps noted above.

The following conduct may be subject to discipline up to and including termination of employment:

- Violating the policies of the First Peoples' Cultural Council
- Misuse of computers and other technologies

- Lack of regular attendance (see 3.1.1) or habitual lateness
- Entering into contractual arrangements or incurring expenses in the name of the First Peoples' Cultural Council without approval
- The use of prohibited substances or any mind altering drug on the First Peoples' Cultural Council property, or the site of the Council programs, or reporting for work while under the influence of illegal substances or any other mind altering drug
- The use of abusive/offensive language
- The possession of firearms or other weapons on First Peoples' Cultural Council property or the site of any Council program
- Insubordination – the refusal by an employee to follow management's instructions concerning a job-related matter
- Sexual harassment and/or physical or sexual assault upon any individual
- Theft or misuse of First Peoples' Cultural Council property or of another employee's property
- Falsifying any First Peoples' Cultural Council record or report, such as an application for employment, time record, travel claim, progress report, etc.

3.18 Termination and Resignation

The First Peoples' Cultural Council strives to provide all employees with fair and reasonable conditions of employment and the opportunity to become successful. Any decision to terminate employment will be made with full deliberation and after all other avenues have been exhausted.

CATEGORIES:

- Voluntary: The employee voluntarily resigns. In these cases, the First Peoples' Cultural Council requests as much notice as is conveniently possible in order to put adequate plans in place.
- Involuntary: the organization terminates the employee. In these cases, the First Peoples' Cultural Council will abide by legislation and case law to ensure employees are treated fairly and with respect.
 - With cause: Termination due to disciplinary issues. All required statutory payments, such as accrued vacation days and days worked, will be paid.
 - Without cause: Termination not due to disciplinary issues. All required statutory payments, as well as severance payment in accordance with British Columbia legislation, will be made.

No employee will be terminated for non-performance or non-compliance with organization policies and rules unless the employee has previously been given a warning and an opportunity to correct the problem. Each case involving termination of employment will be reviewed on an individual basis to ensure that employees are treated fairly and that all legal obligations are fulfilled.

4.0 HUMAN RESOURCES

4.1 Compensation and Payroll

The First Peoples' Cultural Council is committed to a policy of salary administration, which is internally and externally competitive and equitable. The First Peoples' Cultural Council recognizes the importance of maintaining competitive compensation programs and, as such, periodically surveys external market trends, locally and nationally, to ensure its competitive edge. Economic factors such as the Cost of Living Index are also considered in determining the compensation strategy.

The First Peoples' Cultural Council compensation program is subject to negotiation with the Public Sector Employer's Council (PSEC) and ultimate approval by the BC Ministry of Finance on an annual basis.

Pay Periods:

- A regular salary employee will be paid bi-weekly
- In the event a salaried employee leaves employment before the end of their regular pay periods, their pay will be calculated at their daily rate multiplied by actual days worked.

4.2 Benefits

Benefits described in this section include MSP, group benefits and pension, as well as statutory deductions for government regulated benefits, such as CPP (the Canada Pension Plan), Employment Insurance and Workers' Compensation.

Each permanent full-time employee of the First Peoples' Cultural Council, and permanent part-time employee working more than 25 hours per week, will be provided with the following benefits as described in the table below:

Medical Services Plan of BC

The Medical Services Plan (MSP) pays for medically required services of physicians and surgeons and for dental or oral surgery when medically required to be performed in a hospital. MSP also provides coverage for other health benefits.

The employer-paid premium is a taxable benefit; therefore duplicate coverage will mean an unnecessary tax expense to the employee, and extra costs to the employer. Employees should not enroll if they are already registered elsewhere as an eligible dependent in the plan.

Extended Health

The Extended Health Plan is designed to partially reimburse specified medical expenses which are not covered by the Medical Services Plan (MSP) or the Hospital Insurance Program, or services not reimbursed through the Pharmacare program. An annual deductible is subtracted from the first claim

in each calendar year. After the annual deductible is satisfied, the carrier will reimburse the insured for a portion of the expense.

Dental

The Dental Plan is designed to assist with the cost of dental care. The Dental Plan covers basic dentistry, or those services that are routinely available in the office of a general practicing dentist and are necessary to maintain or restore teeth.

The following link provides information on the medical and health benefits:

https://www.bcpublicservice.ca/benefits/plan_details/health.htm

Group Life Insurance

This life insurance plan pays a benefit to the member's designated beneficiary or to his/her estate in the event of an employee's death. Coverage is 3 times the employee's salary and is effective 24 hours a day, seven days a week. This policy is a term life insurance policy and has no cash value. Features of the plan include:

- Basic life insurance
- Accidental dismemberment and loss of sight benefit
- Advanced payment for terminally ill employees
- A funeral advance option
- A conversion policy (conversion to an individual policy upon retirement or termination of employment)

Employees can also purchase optional spouse and dependent insurance (the employee being the beneficiary).

Long Term Disability

The Long Term Disability Plan (LTD) provides employees with income in the event that they become totally disabled due to illness or injury.

The First Peoples' Cultural Council will pay the full cost for this benefit for all eligible permanent employees, except during any leave without pay, layoff or suspension in excess of one month, where there is no intent to terminate employment. Coverage under this plan is not a taxable benefit; however, any benefit payments you receive are taxable.

Benefit	Permanent Full Time Employee	Permanent Part Time employees who work > 25 hours per week	Permanent PT employees who work 25 hours per week or less	Term/ Temporary Employees
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MSP	Yes Eligible to apply immediately. Coverage begins the 1 st of the month following the completion of probation date	Yes Eligible to apply immediately. Coverage begins the 1 st of the month following completion of probation hire date	No	No
Extended Health and Dental	Yes Eligible to apply immediately. Coverage begins on the first day of the month after completion of 6 full calendar months.	Yes Eligible to apply immediately. Coverage begins on the first day of the month after completion of 6 full calendar months	No	No
Long Term Disability	Yes Starts immediately	No	No	No
Workers' Compensation	Yes Starts immediately	Yes Starts immediately	Yes Starts immediately	Yes Starts immediately
Group Life Insurance	Yes Starts immediately	Yes Starts immediately	No	No
Benefit				
	Permanent Full Time Employee	Permanent Part Time employees who work > 25 hours per week	Permanent PT employees who work 25 hours per week or less	Term/ Temporary Employees
Optional Spouse/Dependent Coverage	Yes Starts immediately	Yes Starts immediately	No	No
Group Aviation Insurance	Yes	Yes	Yes	Yes
Canada Pension Plan	Yes Starts immediately	Yes Starts immediately	Yes Starts immediately	Yes Starts immediately
Employment Insurance	Yes Starts immediately	Yes Starts immediately	Yes Starts immediately	Yes Starts immediately
Public Service Pension Plan	Yes Starts immediately	Yes Starts immediately	Yes Starts immediately	Mandatory enrollment once earnings reach 50% of YMPE.

Details on the above listed benefits can be found at:

<https://www.bcpublicservice.ca/benefits/>

4.3 Vacation Leave

A vacation year will be the same as the fiscal year, from April 1 to March 31. For the purposes of determining vacation entitlements, all employees' anniversary dates will be March 31, with the first year being pro-rated. Part-time employees' vacation will be pro-rated based on the number of hours

worked in a 70-hour pay period. In addition, employees on flex time will draw vacation based on a 7.78 hour day.

All vacation leave must be pre-approved by the Manager including the completion of the Personal Time Off form.

The following provides a guideline of earned vacation. While this schedule will apply in most cases, there may be differences in certain situations:

After 1 year and up to 2 years of continuous employment: 10 working days

After 2 years and up to 5 years of continuous employment: 15 working days

After 5 years and up to 7 years of continuous employment: 20 working days

After 7 years and up to 10 years of continuous employment: 25 working days

After 10 years of continuous employment: 30 working days

Part-Time permanent employee's vacation entitlement will be pro-rated based on hours worked. For the purpose of calculating vacation leave entitlements, employment is considered continuous if an employee is on maternity leave, parental leave for birth and adopting parents, family responsibility leave, compassionate care leave or jury duty. The First Peoples' Cultural Council also considers employment continuous if an employee is on short-term disability. Vacation entitlements will be calculated the same as if the employee had worked.

The First Peoples' Cultural Council considers vacation to be important for rest, relaxation and rejuvenation. Therefore, all vacation earned during a fiscal year should be taken during the fiscal year. Vacation days will not normally be carried forward, and only in extenuating circumstances will the carry-over of vacation from one fiscal year to another be allowed by the Executive Director, and in cases where such carry-over is allowed, it will be up to a maximum of two (2) weeks.

Employees are requested to exhaust all other avenues before calling employees to deal with operational matters while they are on vacation. Vacations should be scheduled in order to meet operational requirements.

In the event an employee leaves employment before the end of the fiscal year, any vacation days taken over and above those earned will be deducted from their final cheque. Conversely, any vacation days earned and not taken before termination date will be paid out with their final cheque. All vacation pay shall be subject to regular deductions. Unused vacation will not be paid out in any other cases.

Casual Employees:

Casual employees are paid their vacation, calculated at 4% of gross pay, during each pay period.

4.4 Statutory Holidays

The following are designated paid holidays:

New Year's Day

Good Friday

Victoria Day

Family Day (2013)

Easter Monday

Aboriginal Day

B.C. Day

Thanksgiving Day

Boxing Day

Canada Day

Remembrance Day

Labour Day

Christmas Day

Employees are also able to take their birthdays off as a paid day off. This time must be taken within 15 working days of the employee's birthday. This time may not be carried forward or accumulated.

In addition, any day that is proclaimed as a paid holiday by either the federal or provincial government will be added to this list. When the statutory holiday falls on the weekend, the office will be closed on the next business day.

4.5 Sick/Medical Leave

Full time staff accrue 1¼ days of sick leave per month (hours per day is based on the employee's average working day) up to a maximum of 15 days annually. Part-time staff members accrue sick leave on a pro-rated basis based on hours worked.

During the first three months of employment, the employee accrues sick leave; however, they will not receive payment for any sick days taken during this period nor will they receive any retroactive payment for those sick days at the end of the three months.

Any illness causing absence from work must be reported as soon as possible on the first day of illness to the supervisor responsible for the attendance of staff. If employees are sick but are able to work from home, they can obtain their manager's written permission to work from home in order to protect other employees from catching the illness.

Sick days shall not be eligible to be carried forward from one calendar year to the next.

The employer will provide for the first seven calendar days of absence due to sickness. The employee may then apply for Group Plan coverage. Employees absent from work for a period of more than three consecutive days may be asked to provide a medical certificate or doctor's note which will be placed within their employee personnel file. The Executive Director can at any time request a doctor's note or medical certificate.

After using their family responsibility leave, sick leave will be granted to parents wishing to stay home with sick children living at home, subject to the same limitations as for employee's illness. Sick leave will be granted for serious illness of an immediate family member. Members of the immediate family shall include the spouse, son, daughter, brother, sister, father, mother, father-in-law, mother-in-law, and grandparents. This may also include other relatives permanently living in the employee's household or with whom the employee has permanently resided at one time for a period of more than one year. Sick leave in this instance shall not exceed three days, plus two extra days if the sick

relative lives a distance of more than five hours one way. Only 5 of the total of 15 sick days earned in a year will be eligible for the care of sick relatives.

Any employee, who for any reason leaves the employ of the First Peoples' Cultural Council, shall not be entitled to payment for sick leave accumulated. In the event employment is terminated and sick

leave used is over and above that to which the employee is entitled, the accrued difference shall be deducted from the last pay cheque.

Employees are expected to schedule medical and dental appointments on their own time. If it is not possible to schedule medical and/or dental appointments outside regular working hours, reasonable time for appointments will be permitted at the discretion of the employee's supervisor and will be taken from their lieu time bank or sick leave bank.

4.6 Flex Time

Flex time is a schedule by which an employee may work an alternate work schedule within specific limits dictated by the needs of the job, and is subject to Executive Director review and approval.

Eligibility Criteria:

1. Flex time is only available to permanent full-time staff with at least one full year of continuous service, excellent attendance, high productivity, a strong performance track record, and whose job descriptions do not require the employee to be available in the office on a daily basis to conduct their work.
2. Flex time is limited to 1 day every 2 weeks, which requires employees to work 7.78 hours per day, or 7 hours and 47 minutes per day, during the remaining 9 working days in a two-week period, in order to make up the time taken off as flex time.
3. Flex time will be available to eligible staff initially for a trial period of 2 months, after which an assessment will be made by the Executive Director as to the impact of the flex time on the employee, his/her coworkers, and departmental workload. If it is assessed that the flex time has not unduly impacted the department, the arrangement can be extended for a year at a time.
4. Employees will submit weekly timesheets to their manager during the 2 month trial period.

4.7 Overtime

Overtime is only allowed in extenuating circumstances or when the Executive Director has scheduled it. Employees choosing to work extra time on their own accord will not be compensated for overtime. Any overtime worked must be pre-approved by the manager or Executive Director.

Events and training, including travel time, should take place during working hours and not on the weekend wherever possible. Travel or other work related events taking place outside regular working hours must be pre-approved by the Executive Director. Overtime during the working week is discouraged and only allowed in extenuating circumstances, and only with the prior approval of the Executive Director.

An employee who works overtime will be paid in time off, provided the manager or Executive Director authorized it. Earned time off-hours will not exceed 15 regular work hours per week. The workweek is Monday to Sunday.

4.8 Special Leaves of Absence

Further information on leaves can be obtained from the BC Employment Standards website.

Bereavement Leave

An employee is entitled to up to a maximum of five (5)* days of paid leave on the death of a member of the employee's immediate family*.

* These days do not have to be consecutive, or start on the date of death.

**"Immediate family" means the spouse, child, parent, guardian, sibling, uncle, aunt, nephew, niece, cousin, grandchild or grandparent of an employee; and any person who lives with the employee as a member of the employee's family.

Compassionate Care Leave

An employee who requests leave under this section is entitled to up to 8 weeks of unpaid leave (employees can apply to receive funding from Employment Insurance) in a 26 week period to provide care or support to a gravely ill family member if a medical practitioner issues a certificate stating that the family member has a serious medical condition with a significant risk of death within 26 weeks, or such other period as may be prescribed.

The compassionate leave begins:

- the date the certificate is issued, or
- if the leave began before the date the certificate is issued, the date the leave began.

"Family member" means someone who is, in relation to an employee:

- a member of an employee's immediate family*;
- an employee's step-sibling, aunt or uncle, niece or nephew;
- a current or former foster parent, foster child, ward or guardian; or
- the spouse of an employee's sibling or step-sibling, child or step-child, grandparent, grandchild, aunt or uncle, niece or nephew, current or former foster child or guardian.

In relation to an employee's spouse:

- a parent or step-parent, sibling or step-sibling, child, grandparent, grandchild, aunt or uncle, niece or nephew, current or former foster parent, or current or former ward; and
- anyone who is considered to be like a close relative regardless of, or whether or not they are related by blood, adoption, marriage or common law partnership.

Family Responsibility Leave

Employees are entitled to up to 5 days of unpaid leave during each employment year to meet responsibilities related to the care, health or education of a child in the employee's care, or the care or health of any other member of the employee's immediate family.

"Employment year" means a year beginning on the anniversary of the employee's start date with the First Peoples' Cultural Council. Family responsibility leave does not accumulate from year to year.

Jury Duty

An employee who is required to attend court as a juror is considered to be on unpaid leave for the period of the jury duty. During this period, employees will be required to pay their portion of pension and group health benefits. During this time, the employee may request to remain on the First Peoples' Cultural Council payroll instead, and to forfeit their jury pay to the First Peoples' Cultural Council. Employees must make this request to the Executive Director, who will make the decision upon due consideration of the particulars of the situation.

Leave of Absence and Discretionary Leave

Leave of Absence for employees may be requested, with or without pay, in writing to the Executive Director, who will decide on the merit of each individual case.

Leave of Absence for the Executive Director may be requested, with or without pay, in writing, to the HR Committee, who will decide on the merit of each individual case.

Parental Leave

A birth mother who takes pregnancy leave is entitled to 35 consecutive weeks of unpaid parental leave. A birth mother must begin her parental leave immediately after her pregnancy leave ends, unless she and the employer agree otherwise.

A birth mother who does not take pregnancy leave, a birth father, or an adopting parent is entitled to up to 37 consecutive weeks of unpaid parental leave. The leave can begin anytime within 52 weeks of the birth or placement of the child. Employees can apply to receive funding from Employment Insurance for coverage while on unpaid parental leave.

An initial period of parental leave may be extended up to five consecutive weeks if the child requires an additional period of parental care. An employer may require an employee to provide a doctor's certificate or other evidence that the employee is entitled to the leave or leave extension.

The Act says that a request for pregnancy or parental leave must be made in writing at least four weeks before the proposed start date. However, the courts and the Employment Standards Tribunal have said that failure to give written notice does not affect the employee's entitlement to the leave.

Employees are encouraged to tell their employers the date they will be going on leave well in advance and to put it in writing to avoid misunderstandings. During this period, employees will be required to pay their portion of pension and group health benefits.

Pregnancy Leave

A pregnant employee who requests leave under this section is entitled to up to 17 consecutive weeks of unpaid leave. During this period, employees will be required to pay their portion of pension and group health benefits.

(a) beginning

- (i) no earlier than 11 weeks before the expected birth date, and
- (ii) no later than the actual birth date, and

(b) ending

- (i) no earlier than 6 weeks after the actual birth date, unless the employee requests a shorter period, and
- (ii) no later than 17 weeks after the actual birth date.

Reservists' Leave

An employee who is a reservist is entitled to unpaid leave if the employee is deployed to a Canadian Forces operation outside Canada, is engaged in pre- or post-deployment activities either inside or outside Canada, or is deployed inside Canada to assist in dealing with an emergency or its aftermath.

The employee must give the employer four weeks' written notice of the date the leave will begin and end. If the employee receives less than four weeks' notice of a deployment, he or she must give the employer as much notice as is practicable.

If the deployment is extended, the employee must give the employer notice four weeks before the date the leave was to have ended, or as soon as practicable.

If the employee proposes to return to work earlier than originally specified, the employee must give the employer at least one week's notice.

4.9 Recruitment and Selection

The First Peoples' Cultural Council will employ only the best-qualified person available for each job.

Discrimination against a person because of his/her religion, race, colour, ancestry, place of origin, political belief, religion, marital or family status, physical or mental disability, sex, sexual orientation, age, or because that person has been convicted of a criminal offence that is unrelated to the employment, is not permitted under any circumstances.

Note: The First Peoples' Cultural Council reserves the right to waive posting of a position that was originally posted and successfully filled as a temporary position, and subsequently becomes permanent.

4.10 Orientation

An orientation program is under development and will be provided to help all new employees learn about the Council. This program will provide the employee with detailed information about the working conditions, training, scheduling and all applicable rules and future employment opportunities. Managers are responsible for ensuring all new employees reporting to them are adequately oriented to the Council as well as to their specific job responsibilities.

New employees are expected to familiarize themselves with this manual.

Please refer to the New Employee Orientation Checklist for Supervisors and Quick Reference Guide (in the Appendix) for further information.

4.11 Probation

The probationary period provides both the employer and the employee a mutual period of evaluation. At any time during this period, employees are able to resign without giving notice and conversely,

employees may be released by the First Peoples' Cultural Council on the same basis if they are not meeting the required performance standards. During the orientation and training, the First Peoples' Cultural Council will clearly convey to employees the expected standards of service and appearance.

All employees, including the Executive Director, will have a 6-month probationary period. Prior to completion of the probationary period, the employee will complete an employee appraisal with their manager to determine the status of the employee. A letter will be issued at the start of the probationary period outlining the probationary period dates, starting salary and salary after successful completion of probationary period.

The employee benefits program will commence after an employee successfully completes their probationary period. In the case of a permanent employee receiving benefits who accepts another position within the First Peoples' Cultural Council, which requires a probationary period, the benefits program will continue through that period.

4.12 Training and Development

The First Peoples' Cultural Council encourages employee commitment toward lifelong learning. Training and development includes traditional learning opportunities such as courses or seminars, as well as acting and secondment opportunities, special project assignments, and guided or self-directed learning experiences.

Training requested by the employer

On completion of the annual performance appraisal, an annual training plan is developed by the Executive Director and employee for all Council employees who are expected to participate in staff training/educational programs and development throughout the year as requested by the Executive Director.

Annual funding of the training program will be the responsibility of the First Peoples' Cultural Council and dependent upon available resources. Employee hours of training, travel time, and reimbursement of travel expenses will be the responsibility of the Council and will be discussed with the employee prior to the training date.

Training requested by the employee

From time to time employees may be interested in a training program. To participate in a training program, the employee must submit a written request for training to the Executive Director, including rationale outlining relevance to their job functions, benefits of the course, and details of course costs, content and dates, for approval.

Employee time and travel time may not be covered by the First Peoples' Cultural Council. At the employee's request, they may participate in training on their own time; however, training that is scheduled during regular work hours will be considered, and approved/rejected by the Executive Director on a case-by-case basis. Employees who have their request for training during regular work hours rejected may use banked time and/or vacation time.

4.13 Categories of Employees

Employees will be classified as follows for the purposes of determining their entitlement for vacation time, sick leave and the group benefit package:

- Full-time – Employees working the standard 35 hour week
- Part-time – Employees working less than 35 hours per week averaged over two weeks
- Permanent – Employees whose positions do not have a specified term. Permanent employees can be full-time or part-time
- Casual – Employees hired for no specified schedule, for a term of indefinite duration, not to exceed 6 weeks, in order to provide relief or additional help at peak times
- Term/Temporary – Employees who are hired, either on a seasonal basis, to cover employees on short or long term leave, or to carry out special projects for work that is not expected to be ongoing or long term, for a specified term, not to exceed 52 weeks, to replace an employee on leave or to perform a non-recurring set of tasks. These employees are not eligible for the group benefits plan.
- Secondments – Individuals lent to the First Peoples' Cultural Council from other organizations, or employees lent to other organizations by the First Peoples' Cultural Council, for a specified period of time.
- Permanent – employees hired for ongoing (i.e. no specified term) positions working a minimum of 35 hours per week. Contractors are not employees; refer to Section 3.2.4.

4.14 Job Descriptions

The Council has written job descriptions for each staff position. Written job descriptions inform employees of the expectations of the position and provide a basis for human resources activities, such as recruitment and selection, performance assessment, and other activities.

The written job descriptions contain information on the duties and responsibilities of each position; qualifications and experience required, special requirements and/or skills and classification of the position. In addition, the written job description will address the amount and type of training, education and experience required for employment. Updates and revision of the job description will reflect changes in the duties and responsibilities of the position.

4.15 Acting Appointments

Acting appointments provide an opportunity for skills development. Individuals who are interested in filling acting opportunities should indicate their interest to their managers. However, employees

chosen to fill acting positions will need to meet minimum qualifications, which will be determined and shared by the Executive Director one to four weeks before the acting opportunity.

If more than one employee is interested in an acting opportunity, and all meet the minimum qualifications, the opportunity will be filled on a rotating basis to allow all qualified employees a chance to develop skills.

Acting appointments will be made for a minimum period of 2 weeks. Employees will be paid an additional 10% of current salary during the acting period.

Performance in an acting capacity will not be considered in an employee's performance review for their regular jobs. However, for acting appointments of more than one month, the Executive Director or the manager will conduct a developmental/ coaching review with the employee to reinforce skills development.

4.16 Contract Work

From time to time, the First Peoples' Cultural Council engages contract workers to provide their expertise to support the work of the First Peoples' Cultural Council. These individuals are not employees.

The determination of a worker's status must be conducted before any services are performed or payment requests are processed. The Bookkeeper/Contracts Officer must develop the contractor agreement prior to the contractor commencing work with the First Peoples' Cultural Council.

Refer to policy 3.1.2 for the list of employee categories.

4.17 Employee Files

An employee file is maintained for each staff member as a confidential record of the history of employment and the performance within the program. It is used to assist in planning employee development activities and in making decisions about performance and advancement. The Executive Director is responsible for maintaining each employee's confidential personnel record.

The contents of this file could include:

- job application and resume;
- hiring documents;
- credential documentation;
- interview material if applicable;
- letter of offer or record of start date;
- job description;
- on-going record of performance including commendations or disciplinary action;
- performance evaluation reports;
- record of workshops and courses taken;
- emergency information;

- information on vacation and leaves taken;
- pension, extended medical and dental information; and
- termination date and reason.

Personnel records will be stored, maintained, and utilized in such a way as to ensure confidentiality. An Employee's own files will be available, upon request, for them to review in a designated space in the office premises. A supervisor will have access only to files of employees in their department, and in a designated space in the office premises.

4.18 Managing Employees

Managers are expected to consult with the Executive Director on human resources issues. Managers and staff are expected to abide by the policies of the First Peoples' Cultural Council.

Managers are expected to ensure their employees are challenged and motivated, orient new employees, monitor their employees' performance, conduct performance evaluations, take training on human resources management, talk to their employees about career development and training, coach and encourage their employees to develop and achieve, and treat employees with respect.

4.19 Performance Management

A performance appraisal is a documented, interactive process involving both manager and employee. The purpose is to provide an objective assessment of employee performance over a period of time. Performance appraisals are considered in employee advancement, termination, salary adjustments and other related areas.

Performance appraisals will use performance criteria based upon job descriptions for each position. Each employee will complete, with their manager, an annual employee appraisal. This appraisal is a joint process and the employee is encouraged to participate fully. The performance appraisals will consider achievements as well as areas for improvement, and training/development needs.

Performance appraisals are conducted in annually. The results of the employee appraisal will help determine the employee's training needs, salary levels and increases, direction of supervision, and in extreme cases, the employee's future with the First Peoples' Cultural Council. In addition to the annual general performance appraisal, the employee's manager may schedule reviews at any time. A performance review provides the employee with an opportunity to discuss any aspect of their job with their manager. Once the performance appraisal has been completed, it must then be signed by the employee and the supervisor and/or Executive Director.

4.20 Succession Planning

Plans are in place to develop succession plans for all senior management positions by 2012. Any questions, concerns, issues, or ideas should be brought to the attention of the Executive Director.

5. FINANCIAL

5.1 Travel & Expense Reimbursement

All employee travel must be pre-authorized. Employees are requested to make their own travel arrangements and to seek the best rates possible by booking flights early, and securing government rates for accommodation, in order to secure the best price. Employees are also requested to consider operational feasibility, cost effectiveness and the minimization of greenhouse gas emissions when selecting a method of travel.

Employees who are required to travel on First Peoples' Cultural Council business will be granted allowances by the Executive Director for expenses incurred. Employees who are required by the First Peoples' Cultural Council to use their own vehicle in the performance of their duties will be reimbursed for mileage at the current rate of reimbursement for employees of the Province of British Columbia. Travel by air transportation must be made by the most direct route and only economy class shall apply.

An employee planning an out of town trip will be required to submit:

- At least 2 weeks prior to travel, a Travel Pre-Authorization Form estimating travel costs, reason for travel, dates, etc, should be completed and submitted to the Bookkeeper and Contracts Officer.
- If the employee needs funds prior to travel, for trips of 24 hours or longer, a Travel Advance Form should be completed and submitted to the Bookkeeper and Contracts Officer at least 2 weeks prior to travel.
- On trip completion, the employee must submit a Travel Expense Claim form confirming actual travel expenses with original supporting invoices or paid receipts attached. Employees who do not provide receipts for claimed expenses may be required to reimburse the First Peoples' Cultural Council. Failure to complete and sign the Travel Expense Claim will cause future advances to be denied.

The following is to be used as a guideline in determining when an employee qualifies for meal allowances and incidentals:

<i>If you depart from home/office:</i>	<i>If you arrive home/office:</i>
After 7 am - no breakfast claimed	before 7 am - no breakfast claimed
After 2 pm - no lunch claimed	before 12 pm - no lunch claimed
After 6 pm - no dinner claimed	before 6 pm - no dinner claimed

Incidentals (such as portage, local phone calls or dry cleaning for stays longer than 7 days) to a daily-authorized maximum may only be claimed for overnight stays and if no meal per diems are claimed.

Travel within B.C.

Rates and suggested accommodations can be found in the following site:

<http://csa.pss.gov.bc.ca/businesstravel/>

When travelling, employees are entitled to meal allowances at the prevailing Province of British Columbia rates for employees. Meals provided to employees as part of a package or other arrangement must not be claimed (state "provided" on the Travel Expense claim Form).

Travel Out-of-Province/Country

Staff travelling out-of-province or out-of-country must complete the "Travel Pre-Authorization" form (including complete plans to combine personal travel) and forward to the Executive Director.

1. For out-of-province accommodation a reasonable amount must be established considering business requirements and federal accommodation rates. For out-of-country or U.S. accommodation, employees will be reimbursed for actual commercial accommodation expenses for the travel location up to those rates established by the federal government.
2. For accommodation, meal per diems, incidentals and other travel costs please refer to the federal site for rate information:

<http://www.njc-cnm.gc.ca/doc.php?sid=3&lang=eng>

For partial days or for situations where meals are received without charge or paid with other public funds, the related individual meals (using the federal Foreign Affairs Department rates) must be deducted from the full day rates calculated above.

If the employee's travel is covered by another agency, the funds should flow through the First Peoples' Cultural Council, therefore, the employee should claim travel expenses through the Council and reimburse the First Peoples' Cultural Council when the funds are received from the other agency.

Interview and Moving Expenses

When interviews for Council staff positions are held, reimbursement for travel costs will be granted under the following guidelines:

- The Executive Director will pre-approve travel costs associated with attending an interview on a case by case basis.
- Applicants' invited to an interview must be informed in advance to the First Peoples' Cultural Council's reimbursement policy for attending interview.

Moving Expenses:

The Council's policy on moving expenses must be discussed at the time the position is offered to an employee. The First Peoples' Cultural Council will not normally reimburse any travel costs associated with moving.

6. ADMINISTRATION

6.1 Public Relations

A clear public relations policy ensures that requests for information, media interviews, complaints, etc. are handled in a consistent and appropriate manner.

The designated program spokespersons for the First Peoples' Cultural Council will be the Executive Director or other designated staff members. Any media contacts should be directed to the Communications Manager.

From time to time, public relations activities will be undertaken to advance the image and mission of the First Peoples' Cultural Council. In these situations, the Executive Director and Communications Manager will take responsibility for articulating the message.

Complaints or grievances from clients, Board members or members of the public, including those which allege negligence or abuse of clients, should be immediately brought to the attention of the Executive Director for resolution.

Requests for interviews should be forwarded to the Executive Director or Communications Manager. In situations where both the Executive Director and Communications Manager are not available, the acting Executive Director should contact the Board Chair or Vice-Chair.

Staff must report all public relations activities to the Executive Director.

6.2 Requests or Complaints from the Board, Advisory Committee or General Public

The Council has, and follows, a procedure for dealing with requests and/or complaints from the Council Members, Advisory Committee or the General Public. This policy ensures that requests and complaints are addressed and that a record is available for possible future use.

All requests or complaints from members of the Board or Advisory Committee must be referred to the Office of the Executive Director. Requests or complaints from members of the general public should be referred to the appropriate staff member. All requests will be responded to within **FIVE (5) working days**.