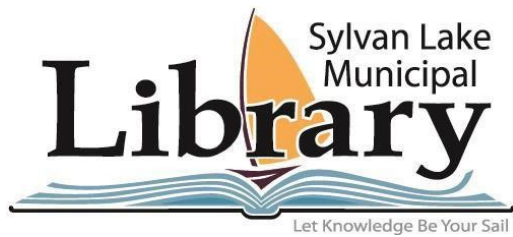


## Personnel Policy

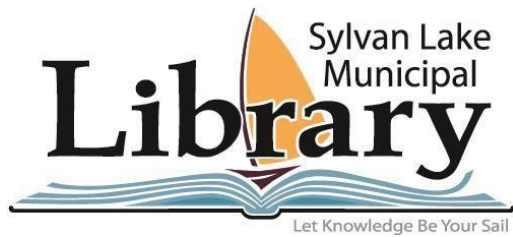
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## Personnel Policy

### I. PURPOSE

The purpose of this policy is to give reasonable assurance to the Town of Sylvan Lake Library Board, Director, and employees of the Sylvan Lake Municipal Library (SLML) that certain basic conditions of employment are established and benefits defined. Therefore, personnel items may be dealt with on an equitable basis, and employee morale may be preserved.

#### A. Scope

The policy applies to all employees and volunteers of the Sylvan Lake Municipal Library. This policy does not constitute an employment contract; it supersedes all previous personnel policies as they affect the said employees.

#### B. Personnel Policy Statement

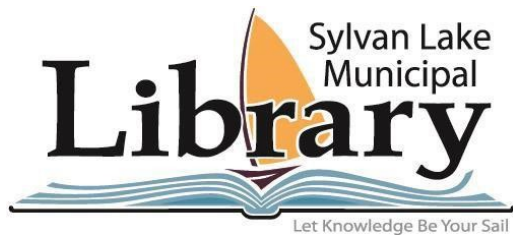
The following policy constitutes a statement of best practices except where specific commitments and expectations are made by the Town of Sylvan Lake Library Board. This policy applies to both employees and volunteers.

Where no policy is set out in this document, it is assumed the provisions of the [Alberta Employment Standards](#) will be followed as mandated by law. In the event of any discrepancy between this policy and the Alberta Employment Standards as set out by Alberta Labour, the latter will prevail. A copy of these Employment Standards is available online at the Government of Alberta website (see link above). If the policy goes beyond Employment Standards, then the library policy will prevail.

#### C. Definitions

For the purpose of this Personnel Policy, the following definitions will apply:

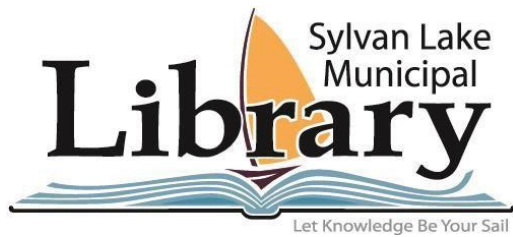
- **Arm's Length** - an arm's length relationship is between two parties who have no personal or financial control, influence, or obligation over the other party in question.
- **Banked Hours** – Overtime hours that are credited to the employee, at 1.5 hours per overtime hours worked, that will be taken as time off in lieu, prior to the end of the current calendar year.
- **Board** - refers to the Town of Sylvan Lake Library Board, which is comprised of officials from the Town and Summer Villages councils and community members appointed by Town Council. The Sylvan Lake Library Board serves as the board of record.



## Personnel Policy

- **Conflict of Interest** - an opposition between a person's professional obligation and their private interests (personal or financial), where there is reasonable apprehension that their private interests may influence their professional judgment or responsibilities.
- **Earnings** - wages, overtime pay, vacation pay, general holiday pay and termination pay. Earnings are paid by direct deposit.
- **Employee** - full-time, part-time, casual, and temporary persons who are employed by the library and responsible for library service at the Sylvan Lake Municipal Library.
- **Flex Time** – a flexible work schedule that allows the employee and employer, jointly, to alter the work day start and finish time within a certain range of hours and days.
- **Management Team** - the Director, Assistant Director, and Library Technician/Assistant. These positions have supervisory responsibilities over other employees.
- **Relation** - spouse, child, parent, brother, sister, in-laws, cousin, aunt, uncle, and any relative who is a member of the employee's household.
- **Shift** - a scheduled period of work or duty.
- **Volunteers** - those individuals who perform duties that contribute to the operation of the library or the provision of library services but are not paid a wage or salary for performing these duties.
- **Time Off in Lieu** – time given to an employee who has worked overtime hours. Instead of being paid for the overtime hours the employee draws from banked time as time off from their usual work schedule.
- **Wages** - payment for work that has been done. This definition excludes overtime pay, vacation pay, general holiday pay, termination pay, gifts, non- performance related bonuses (i.e., bonuses NOT based on hours of work, production, or efficiency), expense allowances, tips and other gratuities.
- **Year of Service** - one year of service may be one continuous period of fifty-two (52) weeks or an accumulation of several periods of full and part-time service totaling fifty-two (52) weeks of full-time service. Active full-time employment does not include a period of unpaid leave of absence of more than twenty-two (22) working days. Vacation leave will begin accumulating following an unpaid leave of absence exceeding twenty-two (22) working days upon that employee's return to work.

### D. Organization



## **Personnel Policy**

Open, honest communication between all levels of the organization must be practiced without fear of reprisal in order for input to be considered of the highest caliber.

- The **Director of the Sylvan Lake Municipal Library** will be the only library employee accountable to the Library Board for managing the activities within the library.
- **All supervisors** will be accountable to the Director.
- **All employees and volunteers** are responsible to their respective supervisors.
- **The Management Team** will delegate authority to employees in their absence.

### **E. Exceptions to Policy**

Requests for any exceptions regarding the application of the Personnel Policy must be submitted to the Director. The Board may choose to make a ruling in the case of an exception to the policy. In cases of conflict of opinion as to the intent of the conditions laid out in this policy, the final interpretation shall rest with the Board.

## **II. EMPLOYEE RECRUITMENT**

The Sylvan Lake Municipal Library is committed to selecting the most qualified and suitable candidates for any available positions.

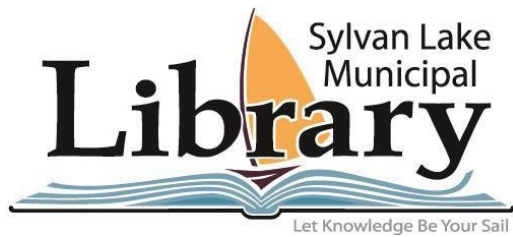
### **A. Job Descriptions:**

- Each position will have a written job description detailing the role, supervisor(s), employees supervised, duties, qualifications, and hours of work.
- Job descriptions will be reviewed annually during the employee's performance review.

### **B. Hiring Practices:**

- Hiring of family members of current employees and Board members will be restricted by "arm's length" criteria regarding hiring and direct supervision.
- Employees and Board members must disclose any potential conflicts of interest to the Director and/or the Board.

### **C. Director's Responsibilities:**



## **Personnel Policy**

- The Director is responsible for hiring library employees and acquiring volunteers.
- Candidates under the age of 18 must meet all requirements outlined by Alberta's [Youth Employment Standards](#).

### **D. Job Posting:**

- Position vacancies will be posted internally first. If no suitable candidate is found, the vacancies will be posted externally.
- The Director may temporarily fill a vacancy during the posting period by appointing a qualified person.

### **E. Compensation:**

- Employees appointed to higher-paid internal positions will receive the new rate effective from the first day of their appointment.

### **F. Screening and Security Checks:**

- All applicants will be screened, including a minimum of three references, a Criminal Record Check, and/or a Vulnerable Sector Check.
- The library will reimburse employees for the cost of security checks, or associated costs may be waived by the RCMP with appropriate documentation.
- An Oath of Confidentiality must be signed during the orientation process.

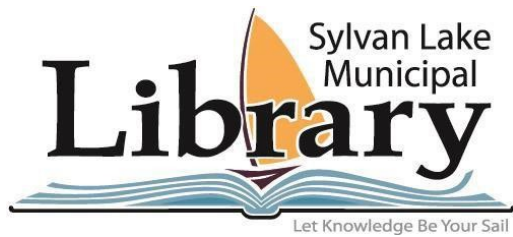
### **G. First Aid Certification:**

- New employees must have a valid First Aid Certificate upon hiring or a plan to acquire it within the probationary period.
- All employees must follow current Alberta Health Services requirements.

### **H. Employment Offers:**

- The Director will generate official employment offers. Offers for the Director position will be issued by the Board.
- Written acceptance of the position, including agreement on remuneration, hours of work, and any benefits, is required.
- Employment of individuals under 18 must comply with Alberta's [Youth Employment Standards](#).

### **I. Director Hiring:**



## **Personnel Policy**

- The Director will be hired by the Town of Sylvan Lake Library Board.

### **III. EMPLOYMENT DETAILS**

#### **A. Probationary Period**

Employee probationary periods are set as follows:

- Director: twelve (12) months
- All full-time positions: six (6) months
- All part-time positions: six (6) months

The Director will have a probationary period of twelve (12) months but will be eligible for benefits after three (3) months. If a probationary Director is unsuitable in the opinion of the Board, the employment of such employee may be terminated at any time during the probationary period. One extension of the probationary period may be granted by the Board for the probationary period of the Director. The extension may not exceed the length of the original probationary period.

One extension of the probationary period may be granted by the Director for full-time and part-time positions. The extension may not exceed the length of the original probationary period. A probationary employee is eligible for benefits after three (3) months. A probationary employee may be dismissed at any time without notice or termination benefits.

#### **B. Conflict Of Interest**

No employee shall engage in any activity in conflict of interest or potential conflict of interest with their regular duties. Should an employee take on additional employment, the employment shall not adversely affect the employee's ability, energies and attention to their library duties.

#### **C. Working Hours and Conditions of Employment**

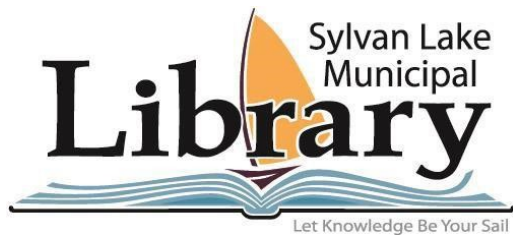
The hours of Library employees will be set to meet the needs of the people of the community, with consideration also being given to meet the needs of the employees.

- The regular hours of work for the Director are thirty-seven and one half (37.5) hours per week and thirty-eight (38) hours per week for all other full-time permanent employees. Hours worked beyond regular hours must be authorized by the Director for full-time library employees (This does not include Flex Time hours).

## Personnel Policy

- The Assistant Director will work their minimum number of hours per week and such other hours that are reasonably necessary to fulfill the requirements of their position. One Flex-Day per month will be allotted to this position, which is time off in Lieu that must be taken in the month it was earned and cannot be carried forward.
- Flex Time for full-time employees may be arranged between full time employees and the Director at the beginning of their employment and is dependent upon the position. Flex Time Agreements will be reviewed every two (2) years.
- The hours allotted to part-time positions may vary.
- A part-time employee reporting for work, including staff meetings, will be paid their regular rate of pay for the actual time worked with a minimum of three (3) hours pay.
- Extra shifts/hours will be paid at the part-time employee's normal rate of pay for that position; for example, to cover for employees who are ill or on vacation, or to attend the monthly staff meeting.
- Sometimes part-time employees are scheduled to work a shift and the shift is cancelled or shortened due to weather conditions or changes to the work environment which make it unsafe, including fire, power failure, heating/cooling issues, and flooding or similar causes beyond the Director's control. In such cases, the following guidelines apply with regard to pay:
  - When scheduled shift is cancelled or part-time employees who reported for work are unable to complete their full shift, they will be paid for 3 (three) hours work or the number of scheduled hours actually worked, whichever proves to be greater.
  - Part-time employees not scheduled for work during a closure are not entitled to the 3 (three) hour payment.
  - Should the closure extend beyond a 24 (twenty-four) hour period, no further wages will be paid for missed or cancelled shifts.
- Breaks, including those allotted for meals, and overtime are per [Alberta Employment Standards](#).
- Paid Rest Period - a full-time employee will be permitted a rest period of fifteen
- (15) minutes in both the first and second half. Part-time employees will be permitted rest periods during their shifts relative to the length of each shift and in accordance with Employment Standards
- Employees wishing to bank time must enter into a [Banked Time Agreement](#).





## **Personnel Policy**

- With a banked time agreement in place, time off with pay will be banked at a rate of 1 hour for each overtime hour worked, instead of overtime pay, and will be provided, taken and paid at the employee's regular wage rate at a time that the employee could have worked their regular hours.
- Time off with regular pay instead of overtime pay must be provided, taken and paid to the employee within 6 months of the end of the pay period in which it was earned.
- If time off with regular pay instead of overtime pay is not used within 6 months, the employee will be paid overtime pay of 1.5 times the employee's wage rate for the overtime hours worked.
- Banked time balances are not to exceed 40 hours without Director approval. Any overtime hours accrued beyond the 40 hour maximum to be banked will be paid out at 1.5 times the employee's wage on the next pay period.
- The Board may request documentation of the Director's overtime at any time.

Monthly schedules will be posted a minimum of seven (7) working days in advance of the new month. It is the responsibility of the employee to be aware of when they are expected to work. Employees may be called in to cover shifts outside of their regularly scheduled shift.

### **D. Recording of Time Worked**

It is the responsibility of the Director to ensure these records are maintained as per [Alberta Employment Standards](#).

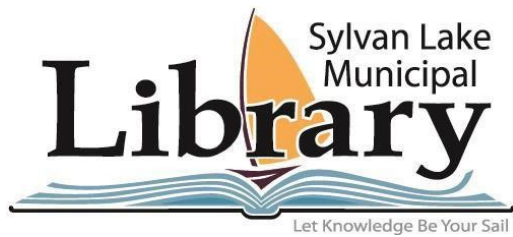
### **E. Attendance Expectations:**

Employees are expected to maintain regular attendance and adhere to scheduled work hours. Excessive absenteeism may impact library operations and will be addressed through progressive discipline if not medically justified.

Employees who are unable to report to work on time because of circumstances beyond their control, including illness, are expected to notify the Assistant Director of their absence within one (1) hour of their assigned start time. An absence of a period of three (3) consecutive days without contacting a supervisor may be considered justification for termination.

### **Medical Documentation Requirements:**

- A medical note may be required for absences of three (3) or more consecutive days.



## Personnel Policy

- A medical note may also be requested for frequent short-term absences that show a pattern.
- The note must confirm inability to work, expected duration of absence, and any work restrictions. Diagnosis details are not required.
  - Medical documentation must be submitted within five (5) business days of the request.
  - Documentation can be submitted in person or via secure email.

### F. Wages And Salaries

The Library Board wishes to maintain a compensation system that reflects equity within and amongst other libraries and the local public sector.

Job categories will have a pay scale that is reviewed annually by the Library Board. Each new employee's starting pay, or promoted employee's new pay, will be based on that scale, taking into account the position's required education, training and/or experience.

Employees are entitled to movement on the salary grid as follows:

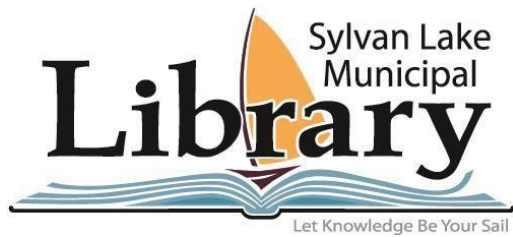
- **Part-time:** Starting wage, Step 1: 650 hours, Step 2: 1,300 hours, Step 3: 2,600 hours, Step 4: 3,900 hours, Step 5: 5,200 hours. Equivalent to 1, 2, 4, 6, and 8 years based on an average of 12.5 hours per week.
- **Full Time:** Starting wage, Step 1: 12 months, Step 2: 24 months, Step 3: 48 months, Step 4: 72 months, and Step 5: 96 months (equivalent to 1, 2, 4, 6, and 8 years).
- **The Director** moves up annually from start date.

Annual cost-of-living increases will be considered by the Library Board. Employees will be notified each year of the amount, if any, of such increases.

All employees are paid every other Friday.

### G. Layoff And Recall

Job security should increase in proportion to length of service. Therefore, in the event of a layoff, where ability and qualifications are equal, permanent employees will be laid off in reverse order of length of service. Employees will be recalled in the order of their length of service providing they are qualified to do the work. Employees recalled to do work at a lower rated job than the job held prior to layoff will receive the rate of pay for such lower rated job until an opening is available in their previous classification.



## **Personnel Policy**

### **Notice of Layoff**

The Director will notify in writing permanent employees who are to be laid off ten working days before the lay-off is to be effective. If the employee laid off has not had the opportunity to work ten full days after the notice of layoff, they will be paid in lieu of work for the part of ten (10) days during which work was not available.

### **H. Benefits**

The Director is entitled to all benefits after a three (3) month period.

Employee Benefits: Permanent full-time employees will be entitled to group health and dental benefits after a three (3) month period. Full details of the health plan will be provided to eligible staff.

Pension Plan: In addition to the Canada Pension Plan, every full-time employee is available to join the Local Authorities Pension Plan after three (3) months. The employer and employee will make contributions in accordance with the provision of the plan.

### **I. Service Awards**

The Town of Sylvan Lake Library Board endorses an awards program that recognizes length of service. Service awards will be given to employees at the successful completion of each five-year phase of employment. The years of service will commence from the employee's anniversary date.

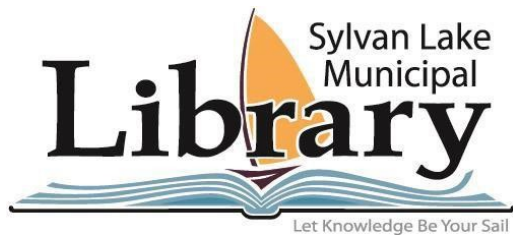
Employment Anniversary Award Value:

- Fifth Anniversary: \$75.00
- Tenth Anniversary: \$175.00
- Fifteenth Anniversary: \$200.00
- Twentieth Anniversary: \$225.00
- Twenty Fifth Anniversary: \$250.00
- Thirtieth Anniversary: \$275.00

Thirty Fifth Anniversary: \$300.00

Retirement Recognition Years of Service Award Value:

- 5 to 9.9 years of service: \$100.00
- 10 to 19.9 years of service: \$200.00
- 20 to 29.9 years of service: \$300.00



## **Personnel Policy**

- 30 to 39.9 years of service: \$400.00
- 40 plus years of service: \$500.00

### **J. Leaves Of Absence**

Short-term, Long-term, and Job-Protected Leaves are set out in the Alberta Employment Standards and will be managed accordingly. Leaves of Absence requires written authorization for an employee to be absent from work for a definite period of time. These leaves must be approved in advance by the Director, or for the Director by the Board.

During an extended Leave of Absence (i.e., maternity leave) the employer will not continue to pay the employer portion of the benefits for the employee.

### **K. Bereavement Leave**

All employees are entitled to Bereavement Leave of five days. Part time employees will be paid bereavement leave in the event that they had scheduled shifts during the five days of Bereavement Leave. The Library Director could extend Bereavement Leave at their discretion up to a maximum of four (4) weeks unpaid.

### **L. Sick Leave Benefits**

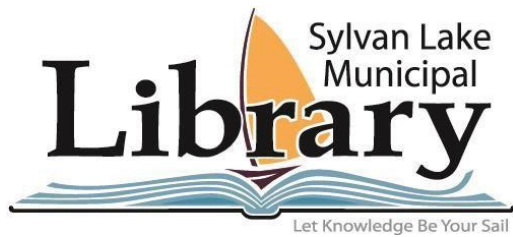
After six (6) months of continuous service, permanent employees will be entitled to paid sick leave benefits. After six months staff will be given access to the accumulation of sick time (9 days). Leave may be utilized as the employee sees fit; whether for illness, appointments (personal or family members), mental health days, not exceeding the number of hours accrued.

- Full time employees under this policy shall earn sick leave credits at the rate of 1.5 working days per month, cumulative to a maximum credit of 18 working days (136.80 hours).

Sick leave benefits shall not accumulate during;

- Periods of leaves of absence.
- Periods of illness or injury for which the employee would normally be entitled to payment via Short-term Disability, Long-term Disability or Workers' Compensation Benefits (WCB).
- Periods when the employee is in receipt of income provided by Government of Canada benefit payments.

Unused sick leave benefits;



## **Personnel Policy**

- Will carry forward to the following year. Maximum credit of 18 working days (136.80 hours) per year applies.

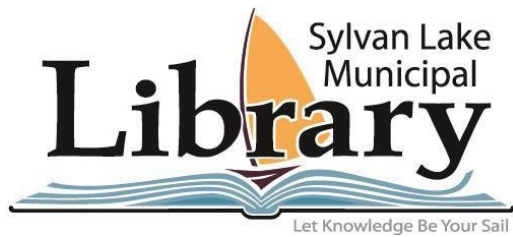
### **M. Performance Reviews**

The performance evaluation system is an on-going process designed to establish and maintain positive communication and enhance performance. Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. Where there are perceived performance problems, a progressive form of discipline from minor to severe is recommended. Each notice or warning will be recorded clearly indicating the potential consequences should the undesirable behaviour continue or recur.

- All employees will participate in the performance review system process. Coaching and/or Performance Improvement Strategy may occur throughout the year.
- The Director will be evaluated annually or more frequently if deemed necessary by the Library Board, or Board designate(s). During the probationary period a mid-term review will be performed.
- All other full-time employees will be formally reviewed annually by the Director.
- Part-time employees will be evaluated annually on a less formal basis and the review may include immediate supervisors as part of the evaluation team.
- Written performance reviews will also be performed at the end of an employee's probationary period.
- Employees or supervisors may request a written evaluation at any time. Performance evaluations do not include grid movements.

The personnel records will be kept in the Director's office in a locked, secure cabinet. An employee may access their personnel file in accordance with FOIP guidelines under supervision. Personnel files or any part thereof may not leave the building. The employee is permitted to have photocopies of any item in their folder at any time.

### **Library Director Review**



## Personnel Policy

- **Scheduling:** The Board Chair, or Personnel Committee, if they board chair is unavailable, will organize at least quarterly check-ins with the Director. Additional check-ins may be scheduled as needed based on emerging situations or board concerns.
- **Notification:** The Board Chair will notify the board when a check-in is scheduled and provide the Director's current job description. Board members will be invited to submit any comments, concerns, or questions for discussion.
- **Meeting:** The Director and Board Chair will meet to review submitted items and address any topics the Director wishes to raise. The full Personnel Committee may be invited to these meetings if necessary.
- **Documentation:** Meeting notes will be prepared, shared with the full board, and filed in the Director's personnel record.

The Library Board may, at its discretion, conduct a comprehensive performance review in addition to regular check-ins.

### N. Tuition Fees Reimbursement

#### Eligibility

All permanent employees who have successfully completed their probationary period with the Sylvan Lake Municipal Library shall be eligible to participate in the staff development tuition reimbursement program.

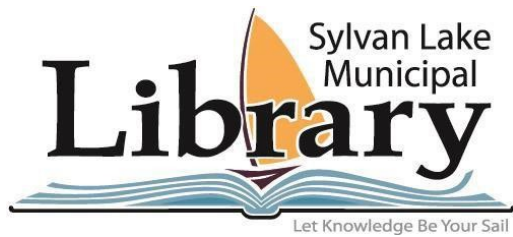
#### Purpose

To provide staff members with opportunities for career development by providing financial assistance to employees who are enrolled in a post-secondary program of study leading to a college diploma, university degree or professional certificate. Coursework must support the current role of the employee with the Sylvan Lake Municipal Library.

SLML is committed to supporting the career development of permanent employees who have completed their probationary period. Eligible employees can benefit from the tuition reimbursement program, which provides financial assistance for post-secondary programs that enhance their current role.

#### To access tuition reimbursement:

1. Submit a written request to the Library Director prior to registering for the course, including:
  - a. Course details



## Personnel Policy

- b. How the course pertains to the employee's position
  - c. Application Deadline
  - d. Expected start and completion dates
  - e. Total funding request
2. Consideration by the Library Director:
  - a. Available professional development budget
  - b. The Library Director may request additional funding from the Library Board reserve to support this initiative
  - c. Seniority of all staff applying for tuition reimbursement
3. The Library Director will inform the employee of approval before the course application deadline.
4. Courses must be taken on the staff member's own time outside of normal working hours.
5. Upon completion:
  - a. Staff must submit proof of course completion
  - b. Receipt for the course and a completed cheque request

## IV. HOLIDAYS AND VACATION

The Library Board deems certain days as General Holidays during which the library will be closed. The following days are recognized as General Holidays:

- New Year's Day
- AB Family Day
- Good Friday
- Easter Sunday
- Victoria Day
- Canada Day
- Aug Civic Day (Heritage Day)
- Labour Day
- Thanksgiving
- Remembrance Day
- Christmas Day
- Boxing Day

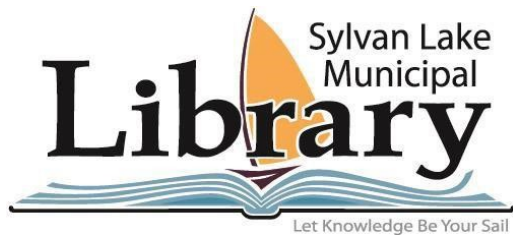
*(Or any other day proclaimed as a holiday by the Federal, Provincial, or Municipal Governments, or approved by the Director for religious purposes.)*

In the event that any one of the above-mentioned holidays, except Boxing Day and Easter Sunday, are no longer recognized as such by the Government of Alberta or the Government of Canada, then it shall no longer be recognized as a holiday for the purposes of this policy.

Additional Holiday closures will be decided annually at the November Board meeting.

If an employee doesn't work on a general holiday, then they are entitled to general holiday pay that's at least their average daily wage.





## **Personnel Policy**

### **A. Employee Eligibility**

To be eligible for general (statutory) holiday pay, the employee must:

- Not have been absent without employer's consent on the last scheduled day before the holiday;
- or the first scheduled day after the holiday.
- Not have refused to work on the general holiday when requested/scheduled to appear. Failure to meet any of these requirements results in the disentitlement of an employee to general holiday pay.

Part time employees will be paid for stat holidays as prescribed by [Alberta Employment Standards](#).

Where a general holiday falls within a full-time employee's vacation, the employee's first scheduled working day after their vacation will be given as a holiday with pay (as per Employment Standards).

### **B. Personal Days**

All permanent full-time employees will be entitled to two (2) days for personal and family responsibility leave in each calendar year.

An employee must give an employer notice as soon as is reasonable before taking a leave. Any leave days not used by an employee cannot be carried over into a new calendar year. Any leave days not used by an employee will not be paid out by the employer if employment terminates.

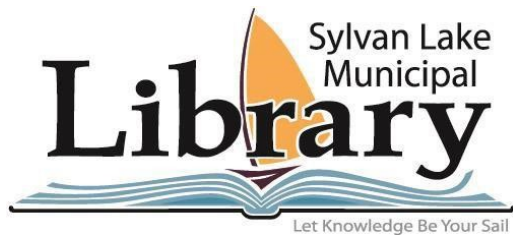
### **C. Vacation**

Vacation leave is intended both to recognize years of service and to provide an opportunity for self-renewal. While it is recognized that a flexible vacation plan is necessary to meet widely differing individual needs and job requirements, these two basic purposes should be kept in mind when administering vacation leave.

Vacation year means the twelve (12) month period commencing the first day of January in each year and concluding on the thirty-first (31) day of December of the same year. Vacation allotment is calculated on a month-to-month basis.

### **D. Vacation Days and Pay**





## Personnel Policy

Annual vacation earned prior to leave must be taken within twelve (12) months after the year in which it was earned. If this time falls while the employee is on leave, the employee must:

- take the remaining vacation time at the end of their leave, or
- get approval from the employer to take the vacation time at a later date.

### E. Vacation Entitlements

The Library Board recognizes the importance of vacation entitlements to its permanent employees. All **hourly paid library employees** will receive vacation pay at every pay period. Employees will be eligible to take vacation time only after they have successfully completed their probation period.

Vacation pay will be earned as in the following chart:

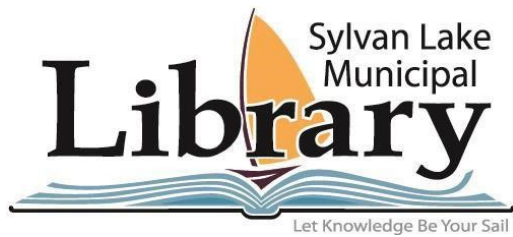
Less than 1 year	4% of hours worked
1- 4 years	4% of hours worked
5+ years	6% of hours worked

Hourly paid employees are entitled to annual vacation in accordance with years of continuous employment:

Less than 1 year	Not entitled unless agreed to in writing
1- 4 years	2 calendar weeks
5+ years	3 calendar weeks

**The Director** shall normally receive annual vacation time in accordance with years of employment. When in contract negotiations with a potential Director, the Board may offer vacation rates that vary from those below.

1- 5 years	Three (3) weeks	(1.25 days per month)
6 – 9 years	Four (4) weeks	(1.67 days per month)
10 – 15 years	Five (5) weeks	(2.083 days per month)
16 or more years	Six (6) weeks	(2.5 days per month)



## Personnel Policy

**Other full-time employees** shall normally receive annual vacation time in accordance with years of continuous employment:

1 year	Up to 12 days	(1 day per month)
2-6 years	Three (3) weeks	(1.25 days per month)
7-12 years	Four (4) weeks	(1.67 days per month)
13-20 years	Five (5) weeks	(2.083 days per month)
20 or more years	Six (6) weeks	(2.5 days per month)

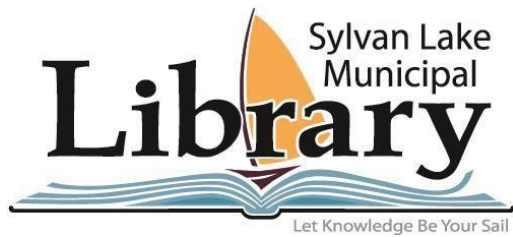
All wage employees will give six (6) weeks' written notice for vacation requests. A vacation request needs to be filed with the Assistant Director as far in advance as possible. Once the vacation schedule has been posted, further requests for vacation will be considered for the following month's schedule. Vacation time will be granted based on maintaining necessary coverage while considering employee requested dates; whether an employee is salary or wage; seniority; maintaining necessary coverage; and approval by a direct supervisor.

All paid vacation time must be taken within twelve (12) months after the year in which it was earned, except where prior approval has been granted in writing by the employer. Total deferred vacation shall not exceed ten (10) vacation days and must be used in the next twelve (12) months or be forfeited.

Employees who begin employment between the 1st day of the month up to and including the 15th of the month will be entitled to vacation accrual for that month. Employees who begin employment between the 16th of the month up to and including the last day of the month are not entitled to vacation accrual for the month.

Termination of employment between the 1st day of the month up to and including the 15th of the said month does not entitle the employee to vacation accrual for that month. Termination of employment between the 16th of the month up to and including the last day of the month does entitle the employee to vacation accrual for that month.

The only exception would be if the employee is off on Short-Term Disability (STD) or Long-Term Disability (LTD). Upon the return of the STD or LTD employee, they will continue to accrue vacation at their previous entitlement rate. An employee on STD or LTD will cease accruing vacation once they have reached sixty (60) days of sick leave.



## **Personnel Policy**

### **V. EMPLOYEE CONDUCT AND DISCIPLINARY ACTION**

#### **A. Discipline Procedure**

Disciplinary action will be undertaken by the Director or Town of Sylvan Lake Library Board whenever an employee's actions or behavior require correction. Discipline may take the form of a verbal or written warning for minor to moderate behavior issues but may result in suspension or dismissal for serious or repeat negative behaviors.

Employees may be terminated for substandard work without notice during their probation period. After the probation period, if work does not improve, employees will receive oral and written counseling to improve substandard work before dismissal. Serious offenses, such as theft, fraud, violence or threats of violence, harassment, or use of recreational drugs or alcohol while at work, may result in immediate dismissal without counseling. Employees who are terminated may file a grievance with the Library Board within five (5) days of termination. A grievance appeal must be made in writing.

*Proof of notification:* A copy of the written warning or related documentation should, whenever possible, be delivered in person or forwarded by double registered mail to the employee.

#### **Level One: Verbal Warning**

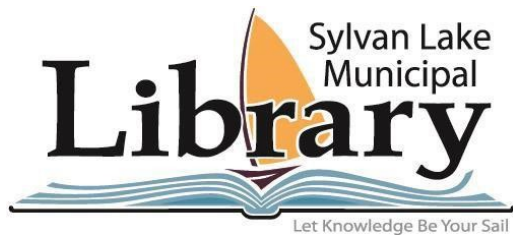
For minor offenses, employees will receive a verbal warning and will be counseled on how to correct the negative behavior. Verbal warnings will form part of the employee's personnel record but should not be used in a punitive manner.

#### **Level Two: Written Warning**

In the event of a second offense, or for a serious first offense which does not warrant suspension or discharge, an employee will be given a written warning and be advised that another offense will most likely result in suspension or discharge. The written warning is most often used in circumstances where the employee has failed to heed an earlier verbal warning. The written reprimand will contain full disclosure of the reasons, grounds for action, and/or penalty. Where a first offense is sufficiently serious, an immediate written warning will be given.

#### **Level Three: Suspension**

In the event of a third offense, or for a first offense which is deemed very serious but does not warrant immediate termination, the employee will normally be given



## **Personnel Policy**

up to five (5) days' suspension without pay and will be warned that another offense may result in termination. The decision to suspend without pay requires authorization by the Director and the Chair of the Library Board. The written notice of suspension must contain the reasons for discipline and the case history of the situation. A detailed report on the suspension prepared by the Director will be placed in the employee's personnel file.

### **Level Four: Termination**

The Library Board will be notified should a Level Four discipline be undertaken by the Director and Chair of the Library Board.

Reasons for immediate dismissal include but are not limited to:

- A lack of response by an employee to corrective forms of discipline;
- An initial offense of a significantly serious nature;
- A "culminating incident," which in itself would not normally result in dismissal, but in consideration of documented problems with the employee justifies dismissal;
- Any act that is illegal and committed on the job.

If it becomes necessary to discharge an employee, they will be given a termination letter indicating the reason for the discharge. The termination letter must reference the failure of previous corrective disciplinary action. The letter will specify when the termination is to become effective.

### **Burden of Proof**

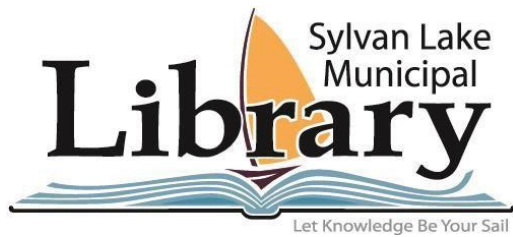
In cases requiring escalating disciplinary actions, the burden of proof of cause will rest with the employer. In a subsequent grievance proceeding or arbitration hearing, evidence will be limited to the grounds documented in the employee's personnel file. In imposing any discipline on a current charge, the Director should not base the decision upon any prior unrecorded infraction of Library rules or regulations.

### **Other Penalties**

Under appropriate circumstances, other penalties, such as disciplinary demotion, may be imposed. The circumstances will dictate the penalty.

### **B. Employee Discipline Records**

Disciplinary action will become a part of the employee's permanent record. Requests for removal of any disciplinary documents contained in the personnel file



## **Personnel Policy**

will be considered after twenty-four (24) months from the date of issuance provided no further disciplinary action has occurred. A disciplinary notation or warning shall not be used against the employee after twenty-four (24) months from the date of the notation or warning provided the employee has not been the subject of any further disciplinary action due to the same issue during that twenty-four (24) month period.

### **C. Appeal of Discipline**

Should a disciplined Director or employee consider the disciplinary action to be improper, a grievance may be presented in writing to the Board within five (5) days of notification of the infraction.

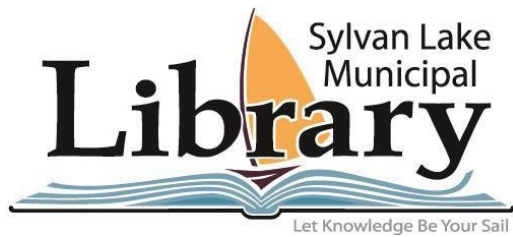
### **D. Labour/Management Relations**

No individual employee or group of employees will undertake to represent the employees at meetings with the Board without proper authorization of the employees. In order that this may be carried out, the employees will supply the Director with the names of its committee members. One representative of the employees, in addition to the griever, will have the privilege of attending grievance meetings with the Board held within working hours without loss of regular pay, upon consent of the Director. Consent will not be unreasonably denied.

### **E. Grievance Procedure**

A grievance is defined as any difference arising out of the interpretation, application, administration, or alleged violation of any policy affecting employees. A grievance must be presented in writing with full detail to the Director or Town of Sylvan Lake Library Board as appropriate. Employees experiencing employment-related problems may contact the Director for resolution of the problem. The problem may be taken to the Town of Sylvan Lake Library Board who will provide a process where an employee may present the grievance and receive a fair and objective hearing without fear of reprisal.

The purpose of the grievance procedure is to ensure that any grievance is processed in an expeditious manner. Therefore, compliance with the procedures is mandatory. The griever shall be present at each step of the grievance procedure to present their case. If the employer fails to comply with the procedures, the grievance may be processed to the next step by the griever. If the griever fails to comply with the procedures, the grievance shall be considered abandoned. An



## **Personnel Policy**

abandoned grievance will not prejudice employees in any future grievance of a similar nature.

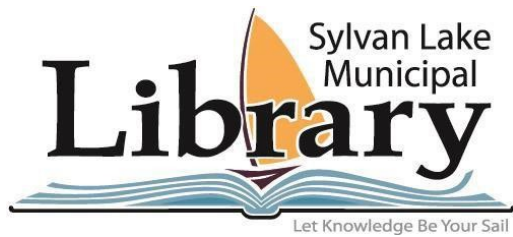
Note that a grievance is a term with legal meaning, whereas a complaint is not. For a grievance to be placed, the employee's employment or role must have been adversely affected by the matter being grieved. A complaint may result from any condition of employment that the employee feels is unjust or inequitable. An earnest effort shall be made to settle grievances fairly and promptly in the manner hereinafter described.

The time limits set out for the processing of grievances shall be adhered to except in the case of mutual agreement, in writing, to alter the time limits. Failure of the grievor to act within the prescribed time limits shall cause the grievance to end.

Additionally, failure of the Board or supervisor to act within the prescribed time limits shall permit advancement to the Human Rights Commission as outlined below.

An employee with a grievance in regard to the interpretation of this Policy will resolve it through the procedures outlined below.

1. A grievance will be initiated with the Director within seven (7) calendar days from the day the incident comes to the attention of the employee. A complaint may be lodged at any time.
2. The employee will contact the Director in writing for resolution of the grievance. The grievance shall be in writing and must include a statement of the following:
  - a. The name(s) of the aggrieved;
  - b. The nature of the grievance and the circumstances out of which it arose;
  - c. The remedy or correction the employer is asked to make.
3. Upon receipt of a written grievance, the Director will respond in writing to the employee within seven (7) working days.
4. If the employee is not satisfied with the response from the Director, the employee may appeal directly to the Library Board in writing for resolution of the grievance. The decision of the Library Board must be returned in writing within thirty (30) working days.
5. An ad hoc committee of the Board may be struck and will include:
  - a. The Board Chair
  - b. The Board Vice Chair
  - c. A committee Chair



## Personnel Policy

6. If the grievance remains unresolved, the employee may forward the grievance to the [Canadian Human Rights Commission](#) within fourteen (14) days of receipt of decision of the Town of Sylvan Lake Library Board Chair and Vice-Chair. The grievance must be in writing, and it must set out the nature of the grievance and the remedy sought, and it must include reasons for dissatisfaction with the process to date. ***The Canadian Human Rights Commission's decision will be considered final.***

### F. Grievance Confidentiality

All information received during a grievance process will be considered personal information and will only be available to the griever, Director, and the Board. A copy of the grievance and decision and all accompanying reports will be placed in the employee's personnel file.

## VI. RESIGNATION

An employee may leave employment on a voluntary basis. An employee is required by [Employment Standards Code of Alberta](#) to give a minimum of one (1) week's-notice in writing if the employment period is more than ninety (90) days and less than two (2) years. An employee with more than two (2) years' service is required to give a minimum of two (2) weeks' notice in writing. An employee may resign without notice while they are still in the probationary period. Employees can check Employment Standards Code of Alberta for specific situations.

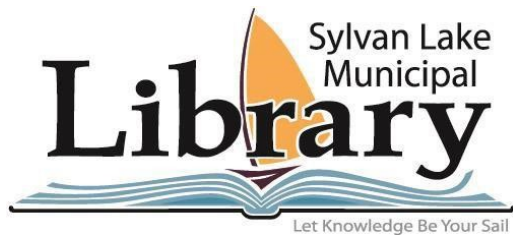
An employee may be terminated prior to the end of the notice period. In such cases, the employee must be paid wages in lieu of notice. Should the employee not give the required notice, the employee will be paid any earned wages and vacation pay and will be provided with the Record of Employment within seven (7) days. Accumulated sick leave will not be paid out upon employee resignation or termination.

## VII. TERMINATION

Reason for termination may include, but shall not be limited to, conduct or any act of an employee prejudicial or injurious to the library, its interests, its reputation, or its operation. Such causes may include:

- Misrepresentation of qualifications
- Serious criminal code violations
- Serious infraction of the FOIP Regulations
- Unreliability and/or dishonesty





## Personnel Policy

- Mistreatment of library patrons or fellow employee
- Breach of duty, poor job performance or work habits
- Unexplained absences

An employee dismissed for "just cause" will forfeit any special privileges or benefits and will only receive wages and vacation pay due by [Employment Standards Code of Alberta](#)

An employee may be dismissed for "just cause" without notice or pay in lieu of notice. An employee should be advised in writing of all reasons for dismissal.

An employee dismissed for "just cause" will forfeit any special privileges or benefits and will only receive earned wages and vacation pay due as per the Employment Standards Code of Alberta. An employee may be dismissed for "just cause" without notice or pay in lieu of notice. The employee should be advised in writing of all reasons for dismissal.

An employee dismissed "without cause," such as terminations related to business needs like downsizing, reorganization, or lack of fit, will receive formal notice of termination and/or termination pay as required by the Employment Standards Code of Alberta. If the Library Director is terminating a member of the Management team or a long-term employee (5+ years), the Library Board Chair should be informed of the situation beforehand.

An employee must receive all monies owing at the time of dismissal within ten (10) days. An employee must receive a completed Record of Employment.

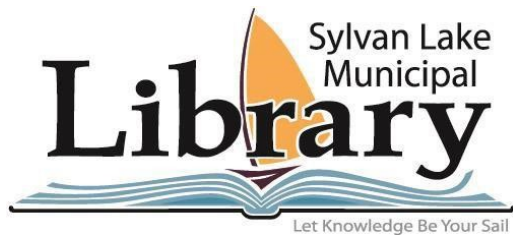
### A. Medical Termination

This employment termination may be initiated by the employee or by the Director when an employee is unable to continue to work for health reasons if this action is supported by a medical recommendation and/or when circumstances meet the guidelines for justifiable Termination and Severance as outlined by the [Alberta Human Rights Commission](#).

## VIII. UNACCEPTABLE WORKPLACE BEHAVIOUR

The Sylvan Lake Municipal Library is committed to an abuse-free work environment, characterized by respect and tolerance. Acts of violence or harassment committed by, or against, any individual(s) affiliated with this organization are considered as unacceptable conduct within the context of the *Alberta Occupational Health and Safety Code* and the *Canadian Human Rights*





## **Personnel Policy**

*Act.* Any individual(s) engaging in workplace violence, sexual harassment, or other forms of harassment will be subject to disciplinary action, up to and including termination of employment.

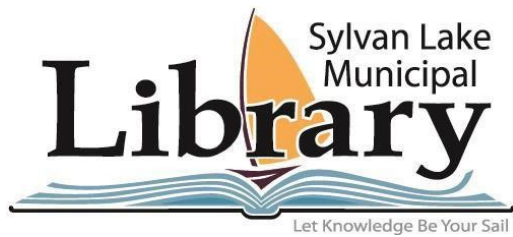
Threatening behavior, such as shaking fists, destroying property, or throwing objects.

- Verbal or written threats, including any expression of intent to inflict harm.
- Discrimination against a library patron or another employee or prospective employee because of that person's race, color, place of origin, ancestry, gender, sexual orientation, age, marital status, religious beliefs, physical disability, or any other categories covered by the Alberta Human Rights Act.
- Harassment or any behavior that demeans, embarrasses, humiliates, alarms, or verbally abuses a person and that is known, or would be generally expected, to be unwelcome; this includes words, gestures, intimidation, bullying, or other inappropriate activities, including electronic communications generally disseminated.
- Sexual harassment, which includes any unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that creates an intimidating, hostile, or offensive work environment.
- Verbal abuse such as swearing, insults, and slurs.
- Physical attacks.

### **A. Procedures for Handling Inappropriate Behaviour**

If an employee or volunteer believes they are being harassed, the employee or volunteer shall:

1. Tell the individual their behaviour is unwelcome and ask them to stop.
2. File an incident report with the Library Director/ Library Board. The employee should report the problem to the Library Director/Library Board as soon as possible and without fear of reprisal.
3. Keep a record of incidents (dates, times, location, possible witnesses, what happened and the employee's own response). The employee or volunteer does not have to have a record of events in order to file a complaint, but such a record can strengthen their case and assist them in remembering details over time.
4. The Director will promptly and thoroughly investigate the complaint and will inform the Town of Sylvan Lake Library Board.
5. If the complainant is not satisfied with the actions taken by the Director, the individual experiencing the alleged harassment may file a written complaint



## **Personnel Policy**

with the Town of Sylvan Lake Library Board. The Town of Sylvan Lake Library Board will thoroughly investigate the complaint and take appropriate action.

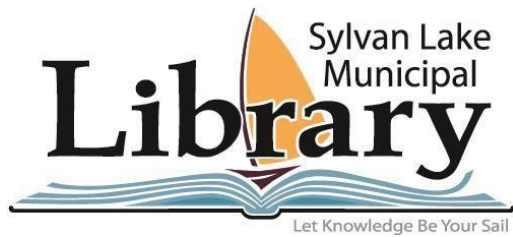
6. If the complainant is not satisfied with the action taken by the Town of Sylvan Lake Library Board, they may appeal directly to the [Alberta Human Rights Commission](#)

### **IX. LIBRARY KEYS AND ACCESS**

1. Key Issuance:
  - a. Keys to the building will be issued to authorized personnel only.
  - b. Requests for keys should be made in writing to Library Director.
2. Key Responsibilities:
  - a. Each individual issued a key is responsible for its safekeeping.
  - b. Keys should not be duplicated or given to unauthorized individuals.
  - c. Keys should not be kept on keychains or lanyards with any identifying markers that associate the key with the Library.
  - d. Lost or stolen keys must be reported immediately to the designated department or individual responsible for key management.
3. Key Usage:
  - a. Keys should only be used for the purpose they are intended for.
  - b. Unauthorized entry or access using a key is strictly prohibited.
  - c. Keys should not be left unattended or loaned to others.
4. Key Return:
  - a. Upon termination of employment or when no longer needed, keys must be returned to the director.
  - b. Failure to return keys may result in disciplinary action and/or charges for replacement.
5. Key Replacement:
  - a. Lost, stolen, or damaged keys will be replaced at the expense of the individual responsible for the key.
  - b. The replacement process should be initiated promptly to ensure security is maintained.

### **X. PERSONAL APPEARANCE**

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the image that each library presents to its customers and visitors. In order to maintain a public image consistent with a professional organization, each employee's dress and grooming will be appropriate for a



## **Personnel Policy**

business environment and in keeping with their work assignment. Health and safety standards must also be considered in dressing for work.

Clothing and accessories must be neat and clean and should not draw inappropriate or disruptive attention to the individual. Employees working with the public must dress appropriately for a casual business environment, defined as professional attire that is neat and tailored.

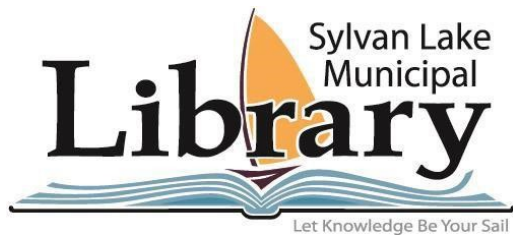
Employees who primarily shelve materials, work outdoors, or whose work is confined to the back work areas may dress more casually. Sandals are permissible, but for safety reasons, flip flops or bare feet are never permitted. T-shirts or other attire that promote political or religious causes, campaigns, or issues may not be worn. Obscenities, euphemisms or slang words for foul language, and foreign phrases that could be interpreted inappropriately are also not permitted.

Employees will use fragrances sparingly and avoid bringing other strong scents into the library, as some people are allergic or sensitive to the chemicals found in certain scented products. Fragrances may include, but are not limited to, perfumes, hairsprays, lotions, hair-care products, essential oils, air fresheners, and strongly scented flowers such as lilies or lilacs.

Questions regarding appropriate attire or exceptions to the dress code must be directed to the Library Director.

Revised: September 10, 2025  
Board Chair: Carol Moore

Revised: January 14, 2026  
Board chair: Carol Moore



## Personnel Policy

### APPENDIX A

#### BANKED TIME AGREEMENT

It is agreed between the undersigned employee and The Sylvan Lake Municipal Library that either wholly or partly, the employer will provide, and the employee will take time off with pay in place of pay for time worked beyond their regular work hours.

1. The time off, in place of pay, shall be provided and taken at a time that would, but for the time off, have been a time that the employee worked for the employer.
2. The time off, in place of pay, shall be one hour for every hour of work for which the employee, but for this agreement, would have received pay.
3. The employee shall be paid for the time taken off in place of pay at the same rate that the employee would have been paid wages had the employee worked those hours on a normal working day.
4. The time off in place of pay shall be provided by the employer and taken by the employee within six (6) months of the end of the pay period in which it is earned.
5. The employer shall provide a copy of this agreement to all employees in the group and to any employee who joins the group during the course of the agreement.
6. If time off is not provided and taken in accordance with this agreement, the employee will be paid pay for the hours of work for which time off in place of pay was to have been provided and overtime pay at the rate of time-and-a-half (1.5) for hours of work considered overtime according to the requirements of the Employment Standards Act.
7. No amendment or termination of this agreement shall be effective without at least one month's notice in writing by one party to the other.

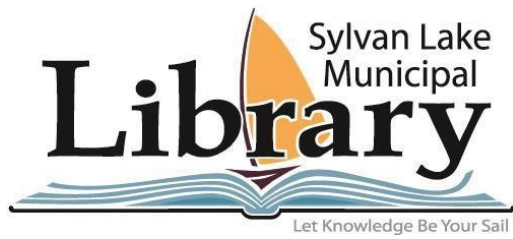
DATED at Sylvan Lake, in the Province of Alberta, this \_\_\_\_\_ day  
of \_\_\_\_\_, the year \_\_\_\_\_.

Signed: \_\_\_\_\_, \_\_\_\_\_

Library Director

Staff Name

Sylvan Lake Municipal Library



## **Personnel Policy**